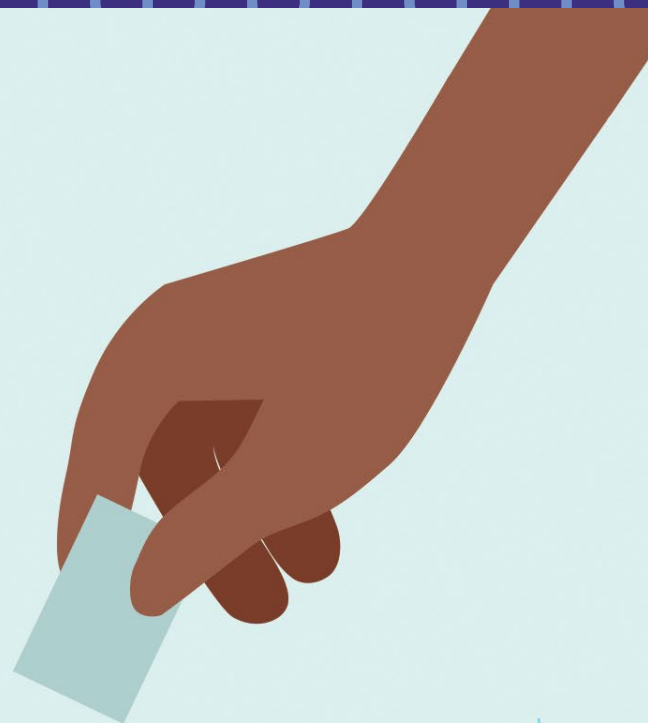




Reporting Hate, Finding Support

A Toolkit for Communities



Canadian
Race Relations
Foundation

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Introduction

This toolkit outlines some key building blocks to reporting and recording hate, while providing support to victims and communities in Canada. It was created by the Canadian Race Relations Foundation (CRRF) as part of its ongoing research on the hate landscape in Canada and in support of the Building Bridges Workshop series (2024-2025). The toolkit integrates consultations, recommendations, research, guidebooks, and best practices from institutions, organizations, and experts across the country. It also includes qualitative data based on testimonies collected from members of communities touched by hate (women, immigrants, racialized, religious, 2SLGBTQI+, Indigenous, and people with disabilities) in the province of Quebec between December 2022 and March 2023.



What are hate crimes & incidents?

What is a hate crime?

A hate crime is any **criminal offence** committed against a person or property that is motivated in whole or in part by bias, prejudice or hate. This motivation can be based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or gender identity or expression, or on any other similar factor. It may be an act of violence (assault), intimidation (following, shouting threats), or property damage (arson, vandalism, graffiti). A person may experience a hate crime based on intersecting aspects of their identity (e.g., religion and gender).

Hate crimes harm not only one person, but also their entire community and other related communities who may feel at increased risk.

Hate crimes vs. hate incidents

- ▶ Sometimes, people will have a hateful experience that is **not a criminal offence**. Hate incidents are “actions or occurrences that are non-criminal in nature but are still motivated by hate and evoke similar effects on the community” (StopHateAB.ca).
- ▶ This may include insults, slurs, name-calling and offensive signs or materials.
- ▶ These are very troubling and frightening experiences, but if they are not criminal offences, the police likely won’t be able to charge the aggressor.
- ▶ Though hate incidents do not result in criminal charges, it is important that these incidents be reported to law enforcement and their impacts be taken seriously to support data collection and prevent further escalation.
- ▶ Hate incidents cause harm and can generate widespread fear in affected communities.

How to recognize hate

There are some common signs that a crime may be hate-motivated:

- ▶ The offender made verbal or written comments that show prejudice (e.g., slurs, hateful comments).
- ▶ The offence happened on a date that is significant to your community.
- ▶ The offence happened at a location that is significant to your community.
- ▶ The targeted individual(s) were chosen because they belonged to a particular community (or were thought to).
- ▶ Consider the following 5 W’s: Who? Where? When? What? Why?

How to recognize a potential hate crime based on the 5 W's

These factors may help you identify whether a crime may be a hate crime:

Who?

The victim of the crime:

- ▶ The targeted individual is a member of one or more identity groups (e.g., Black, Indigenous, religious, 2SLGBTQI+ communities, etc.) or may have been perceived to be a member of one or more identity groups by the suspect (e.g., based on their activities or conduct).
- ▶ The individual never met the suspect before the offence.
- ▶ The individual's identity group or targeted community are vulnerable to hate crimes (e.g., locally, provincially, or nationally).
- ▶ The targeted individual believes it was a hate crime.

The suspect:

- ▶ The suspect has a history of bias against the individual's identity group or targeted community (e.g., online or prior offences).
- ▶ The suspect is a member of a hate group.
- ▶ The suspect possesses hate-related material, like hate literature.

Where?

- ▶ The offence occurred at a location that has specific significance to the individual's identity group or targeted community (e.g., a mosque, cemetery, 2SLGBTQI+ gathering place) or is visited frequently by members of the targeted individual's identity group or targeted community.
- ▶ Only the homes or properties associated with the individual's identity group were targeted.

When?

- ▶ The offence occurred on or around a date of significance (e.g., religious or historical) for the suspect's or targeted individual's identity group.
- ▶ The offence occurred on or around a trigger event (e.g., domestic or international terrorism attack or political event).

Please note that these factors are subject to change. They were informed by a review of case law, reports, and articles.

What?

- The suspect said something derogatory linked to the individual's identity group or targeted community before, during, or after the offence.
- The suspect used violence and:
 - The targeted individual did not provoke the suspect, or
 - The violence was extreme or disproportionate

➤ There were any of the following, which are associated with hate towards the individual's identity group or targeted community, such as:

- Symbols, graffiti or themes used or displayed
- Acts or gestures

Why?

➤ There is an absence of an alternative explanation or motivation (i.e., a motivation that is not about bias, prejudice, or hate) given the presence of some or all the above-noted factors.

Criminal legal context & Bill C-63

Criminal Code

The *Criminal Code* has defined four offences to protect the public from extreme forms of **hate speech**:

1. Advocating or promoting genocide against an identifiable group* (subsection 318(1)).
2. Inciting hatred against an identifiable group by communicating statements in a public place, where such incitement is likely to lead to a breach of the peace (subsection 319(1)).
3. Wilfully promoting hatred against an identifiable group by communicating statements other than in private conversation (subsection 319(2)).
4. Wilfully promoting antisemitism by communicating statements, other than in private conversation, that deny, condone,

or downplay the Holocaust (subsection 319(2.1)). This is a new hate propaganda offence that was added to the *Criminal Code* in 2022.

The *Criminal Code* also has also defined a specific hate crime offence to address hate-motivated mischief committed against certain kinds of property, including a building used for religious worship or a building used by an identifiable group as an educational institution (subsection 430(4.1)).

Source: [Justice Canada](#)

*"Identifiable group," as defined in the *Criminal Code* (under subsection 318(4)), means any section of the public distinguished by colour, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity or expression, or mental or physical disability.

Section of the <i>Criminal Code</i>	What the sections are about	Penalties associated with the offence, and consent of the Attorney General
S.318: Advocating Genocide	Makes it illegal to advocate or promote genocide against an identifiable group.	<ul style="list-style-type: none"> ➤ An indictable offence with a maximum term of imprisonment of five years ➤ Consent of the Attorney General is required to prosecute
S.319(1): Public Incitement of Hatred	Makes it illegal to make statements in any public place that incite hatred against any identifiable group where such incitement is likely to lead to a breach of the peace.	<ul style="list-style-type: none"> ➤ Either an indictable offence with a maximum term of imprisonment of two years, or ➤ A summary conviction offence with a fine of not more than \$5,000, or a maximum term of imprisonment of six months, or both
S.319(2): Wilful Promotion of Hatred	Makes it illegal to wilfully and publicly promote hatred against an identifiable group.	<ul style="list-style-type: none"> ➤ Either an indictable offence with a maximum term of imprisonment of two years, or ➤ A summary conviction offence with a fine of not more than \$5,000, or a maximum term of imprisonment of six months, or both ➤ Consent of the Attorney General is required to prosecute
S.319(2.1): Wilful Promotion of Antisemitism	Makes it illegal to wilfully and publicly promote antisemitism by condoning, denying, or downplaying the Holocaust.	<ul style="list-style-type: none"> ➤ Either an indictable offence with a maximum term of imprisonment of two years, or ➤ A summary conviction offence with a fine of not more than \$5,000, or a maximum term of imprisonment of six months, or both ➤ Consent of the Attorney General is required to prosecute
S.430(4.1): Hate Motivated Mischief to Property	Makes it illegal to commit mischief in relation to property if the mischief is motivated by hate, bias, or prejudice towards an identifiable group. Property can be any part of a building or structure that is used for religious worship, or any part of a building or structure used by an identifiable group (i.e., community centre, school, playground, town hall, etc.).	<ul style="list-style-type: none"> ➤ Either an indictable offence with a maximum term of imprisonment of 10 years, or ➤ A summary conviction offence with a maximum term of imprisonment of 18 months

In addition to these five specific hate crimes, the *Criminal Code* recognizes that other offences (e.g., assault, uttering a threat) can also be motivated by hate. Subsection 718.2(a)(i) allows for increased sentences when the crime is motivated by bias, prejudice, or hate. The bias, prejudice, or hate *motivation* can be based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression, or on any other similar factor.

The Canadian Charter of Rights and Freedoms

The *Canadian Charter of Rights and Freedoms* is part of our constitution. It protects and guarantees basic human rights and fundamental freedoms.

Among other things, the Charter protects freedom of speech or expression (Section 2(b)), but this right is not absolute. It may be limited by laws when it can be demonstrated that such laws are justifiable in a free and democratic society. The Supreme Court of Canada has confirmed that limits on freedom of expression that prohibit hate speech were constitutional in the context of both criminal and human rights law, including subsection 319(2) of the *Criminal Code*.

Bill C-63

In February 2024, the federal government tabled Bill C-63, also known as the *Online Harms Act*, which aims to reduce harms caused to persons in Canada as a result of harmful content online. Among other things, it includes proposed amendments to the *Criminal Code*.

One of the proposed amendments to the *Criminal Code* includes:

- A definition of hatred, which corresponds with what the Supreme Court of Canada has ruled as hatred.
- Hatred is defined as:
“The emotion that involves detestation or vilification and that is stronger than disdain or dislike. The communication of a statement does not incite or promote hatred...solely because it **discredits, humiliates, hurts** or **offends.**”

Source: [House of Commons of Canada, Bill C-63](#)

Further amendments may be made to Bill C-63 as part of the legislative process.

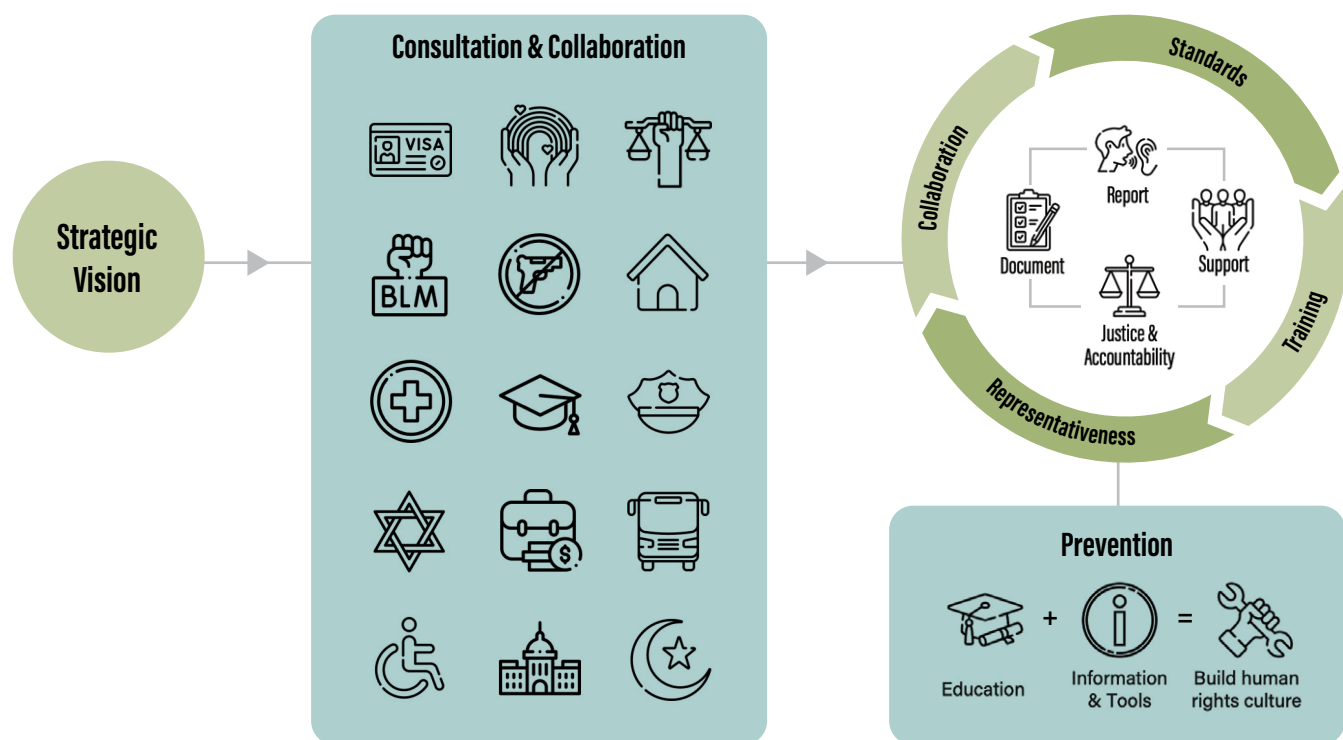
Imagining the anti-hate ecosystem

Combating hate effectively requires a “whole of society” approach guided by a strategic vision built on consultation and collaboration with community groups and the many sectors that serve, protect, and inform people in Canada (community organizations; public institutions including law enforcement; health, education, employment, housing and transport; government and para-governmental agencies; human rights and social justice organizations, etc.).

Four guiding principles ensure that the various parts of the system function as a whole, that the support provided genuinely responds to the real needs of victims and that hate is recorded and categorized in a uniform and reliable fashion: **collaboration, standards, training and representativeness.**

At the centre of the system is a quadrilateral whose actors and activities reinforce and enhance each other. It includes **reporting, support, accountability, and documenting.** These are represented in the circle graphic below. This graphic representation allows us to develop an understanding of hate in all its complexities. This way, we can tailor the necessary support and redress systems to victims and communities.

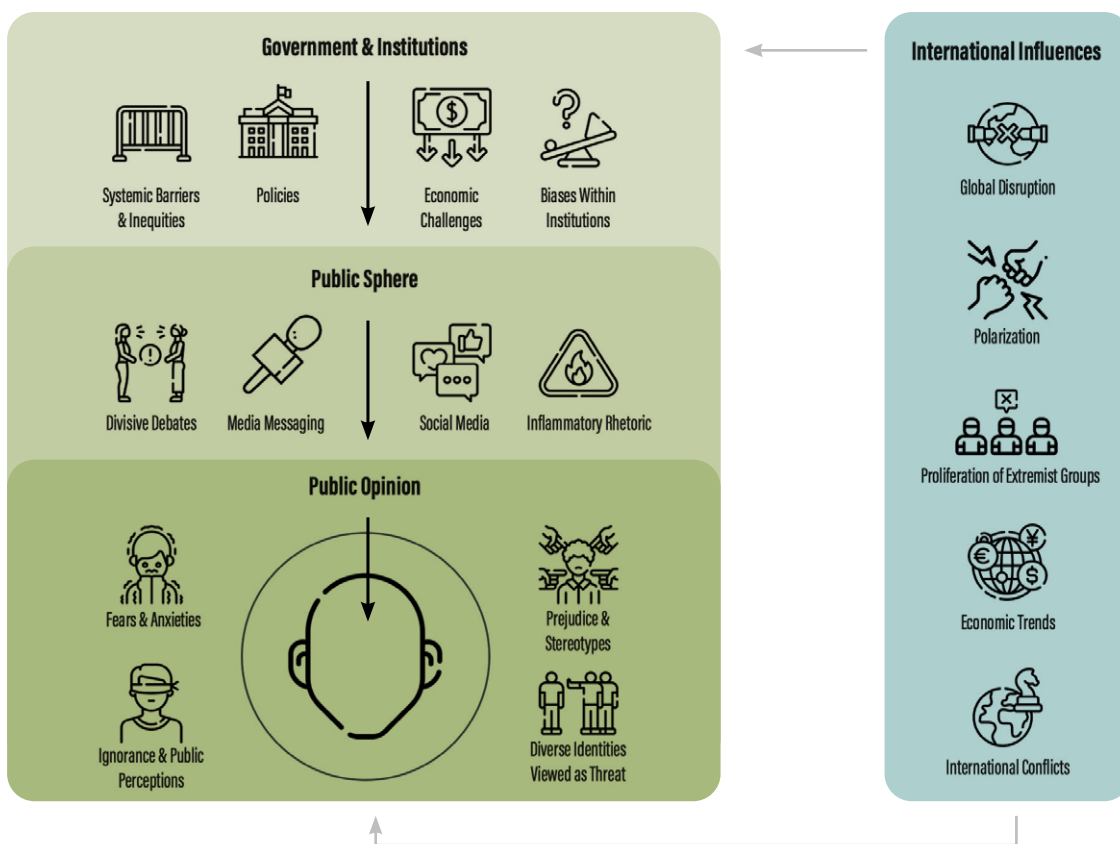
Apart from providing resources to record and deal with hate once it has occurred, the anti-hate ecosystem needs to engage in **prevention.** This effort should involve all members of society as both rights and duty holders. Government authorities must build a human rights culture through education, information, and tools.



Where does hate come from?

Hate is increasingly recognized as a problem to be tackled. However, there is sometimes the temptation to assume that the solution lies in the isolation and punishment of individual perpetrators who are powerful. This fails to do justice to the complexity of the hate landscape.

When we asked individuals what gives rise to hate, they identified many local and international factors that contribute. The figure below shows some of these factors:



Things to consider

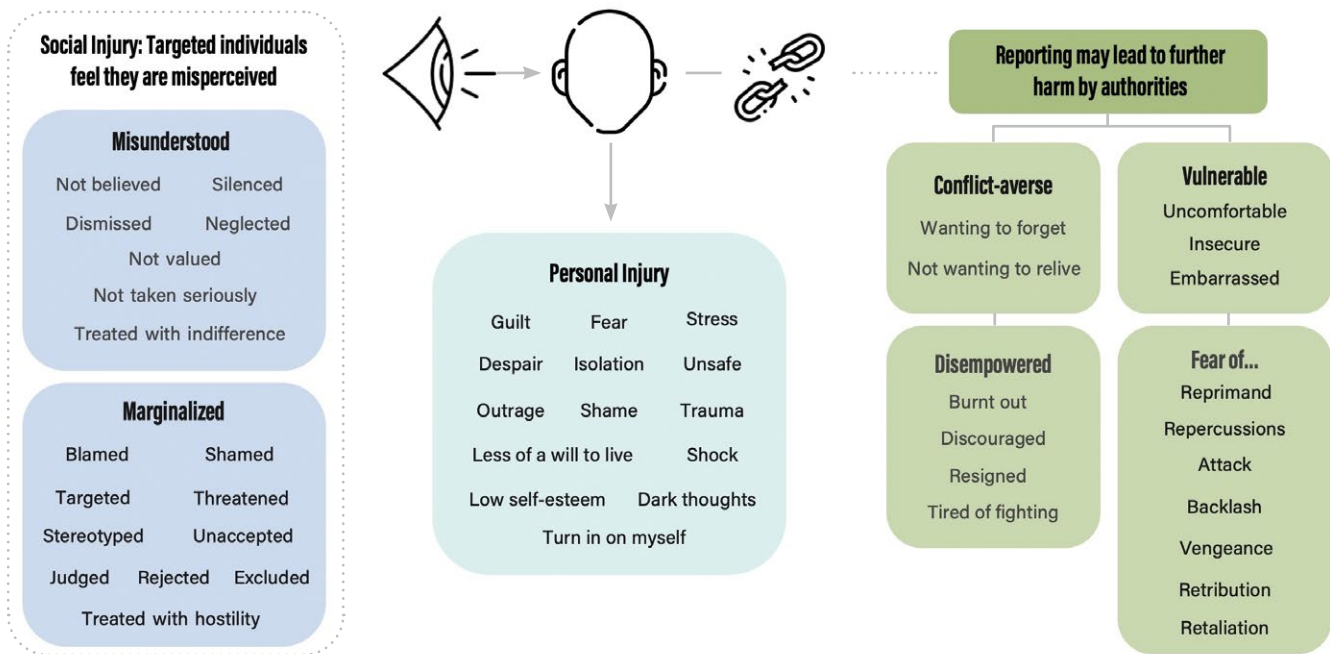
- Societal institutions (governmental, public, cultural, etc.) play a part in the pervasive presence of hate.
- The hate landscape is to some extent a reflection of the health of our society and communities.
- We don't have a full grasp of where hate originates, how it spreads, and how often it occurs.
- The reluctance of reporting hate to law enforcement has the effect of leaving individuals under-supported.
- To combat hate effectively, we need to understand the reasons behind chronic under-reporting and make reporting both easy and worthwhile for individuals and communities.

What discourages people from reporting hate acts?

Among other factors, community members we consulted with said they were reluctant to report acts of hate for the following reasons:

- Personal injury, trauma, and fear of repercussions
- The feeling that they are misperceived, misunderstood, not believed, and marginalized by others, in particular by law enforcement and other authorities to whom they need to turn for assistance and support
- Mistrust, distrust, and historically negative relationships with police
- The sense that reporting is unlikely to help and may harm them, leaving them feeling disempowered, vulnerable, and less likely to seek support from institutions in the future
- Barriers such as a lack of awareness of where to report or what constitutes a hate crime, as well as not knowing how to distinguish a hate incident from a hate crime for reporting purposes

Words cited in the illustration below were those used by respondents.



Things to consider

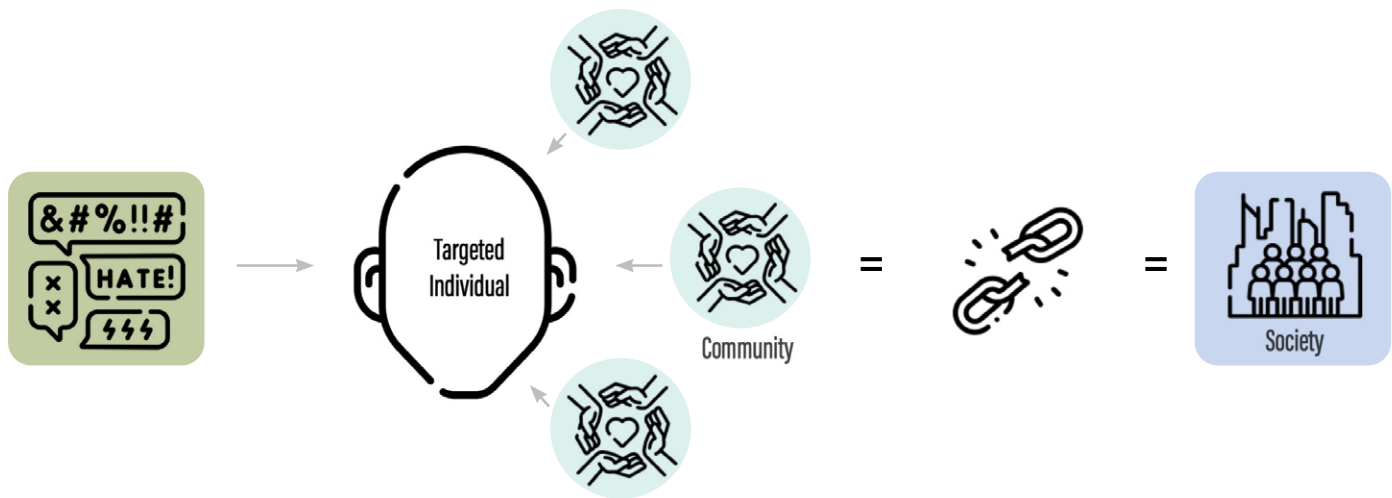
- How does this reluctance to report influence the way we communicate with communities targeted by hate?
- What are the roles of community support systems?
- How does people's reluctance to report hate affect our knowledge of the issue?

A model of hate from the perspective of those targeted

Hate acts are intended to intimidate and violate people. But they also send a message that the identity of the victim's communities is inferior. When we don't stop hate, our society as a whole loses its culture of connection. Hate affects targeted individuals' and groups' sense of safety, belonging, and potential to contribute to society.

"Racism is systemic but it's also very personal"

—Community respondent

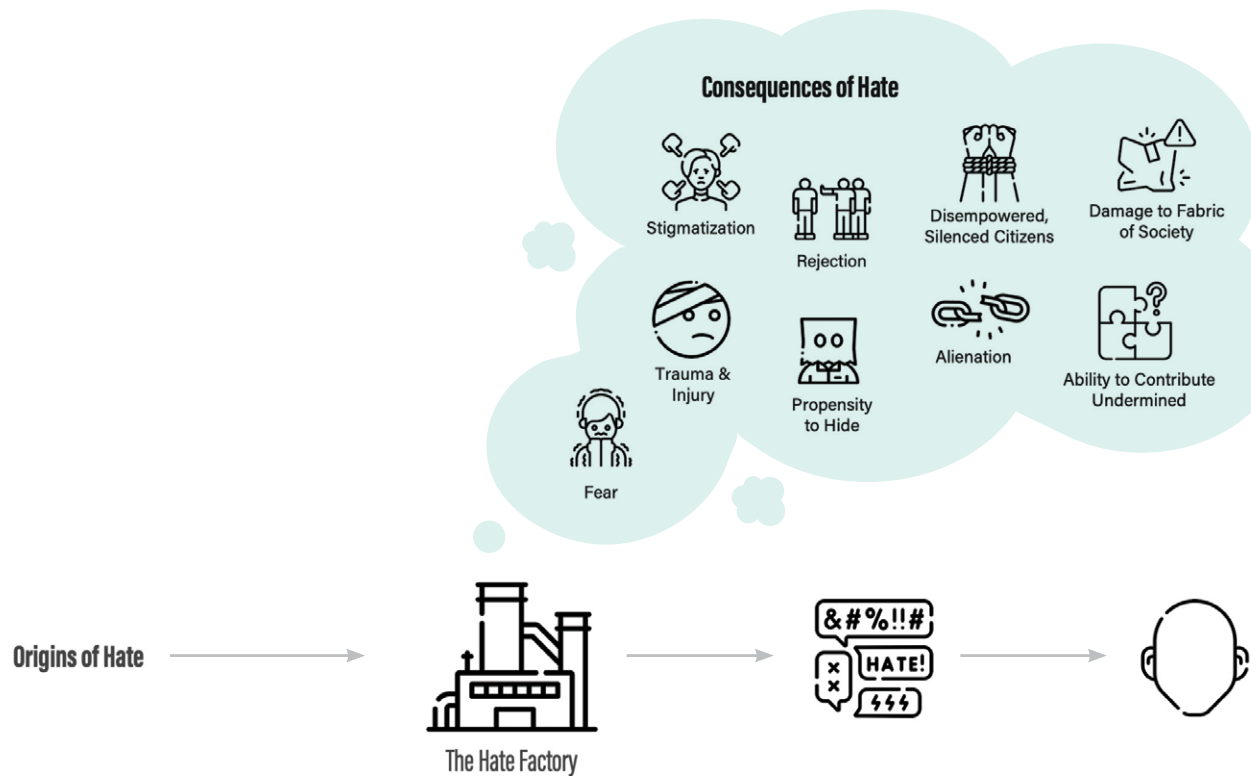


"...acts of violence and intimidation, usually directed toward already stigmatized and marginalized groups... a mechanism of *power*, intended to reaffirm the precarious hierarchies that characterize a given social order. It attempts to recreate simultaneously the threatened (real or imagined) hegemony of the perpetrator's group and the appropriate *subordinate* identity of the victim's group."

—Definition of hate by Barbara Perry (2001)

The consequences of hate

The consequences of hate are many and profound for individuals, communities, and society as a whole. Acts of hate contribute to declining mental health for targeted individuals and groups, and may impact their overall quality of life. They also contribute to a sense of disconnection, withdrawal, and disempowerment. Individuals affected report feeling the need to change or hide their identity. Hate fosters alienation, weakens belonging, and undermines the potential of members of targeted communities to contribute to society. It damages our collective social fabric.



Hate can have multiple impacts on:

- The targeted individual
- Those in the area with the same identity/identities
- Other targeted groups in the area
- Individuals with the same identities outside the area who feel on guard or on notice that they are not safe
- Other targeted groups outside of the area
- Intergroup relations between targeted communities and other groups (especially the group the perpetrator comes from)

It can also lead to feelings of being a perpetual outsider in Canada, and of not being protected or safe in public spaces.

What encourages people to report hate acts? (Part 1)

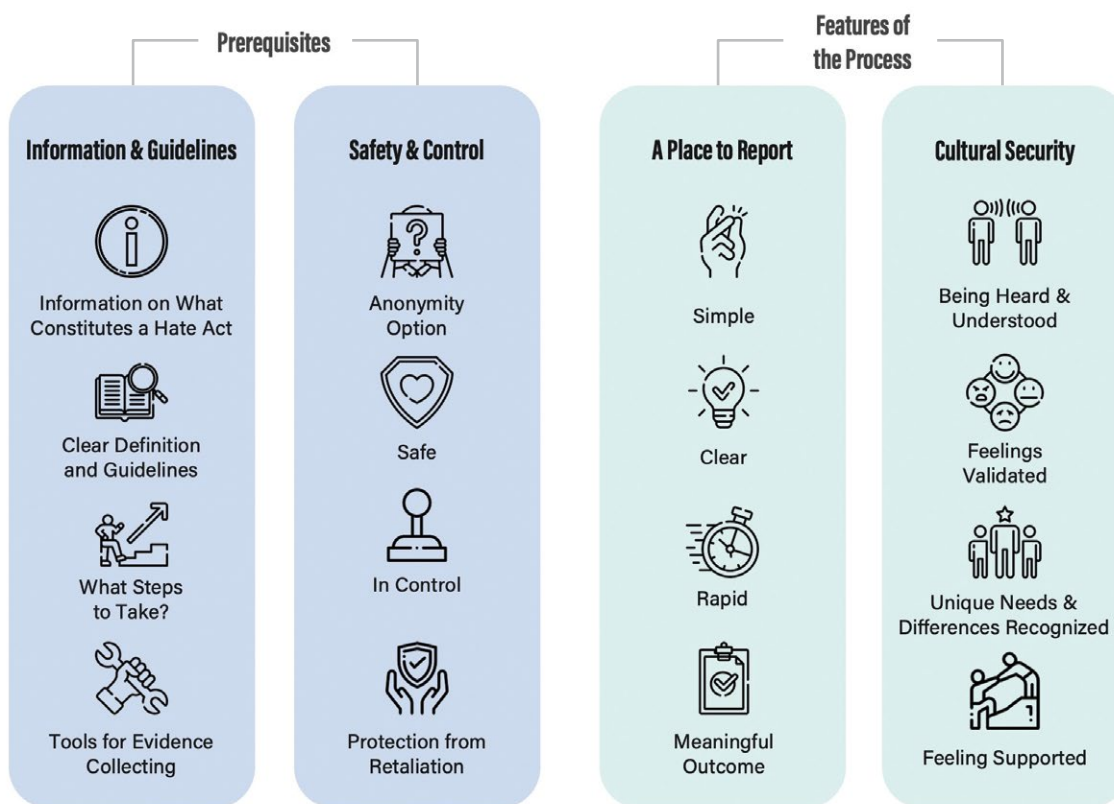
Community members we consulted with shared suggestions about what would encourage them to report hate. They mentioned the need for information and assurance that their sense of safety and control in the reporting process would be respected.

They emphasized the importance of making reporting more user-friendly (simplicity, clarity, rapidity). Knowing the process will lead to meaningful results, such as action by law enforcement, which also encourages people to come forward.

Finally, hate often leaves people feeling fearful and traumatized. When they do reach out, individuals need to feel heard and understood, and have their feelings validated while their unique needs and differences are recognized. Responding to these needs is essential to an effective reporting and support process.

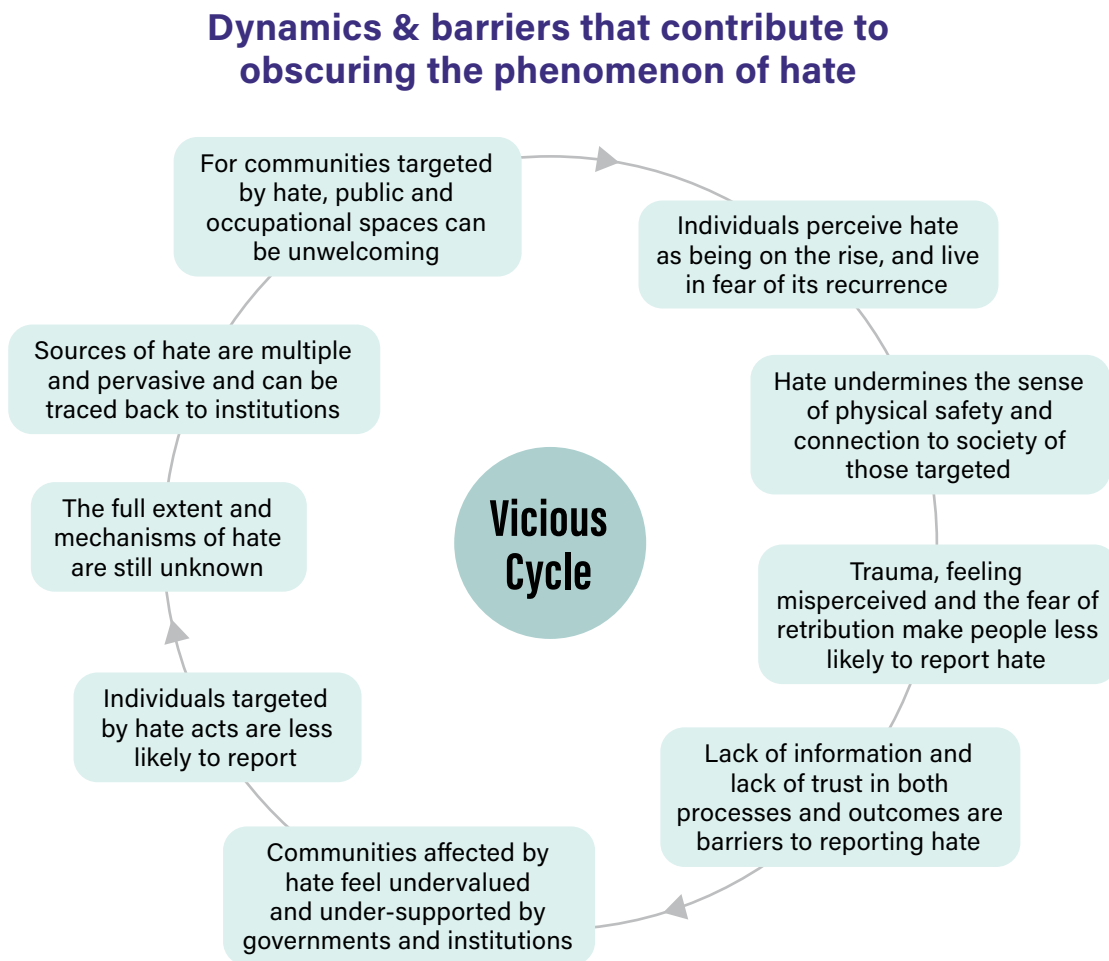
What encourages and supports victims to report hate acts?

Part 1: What victims & communities need



The vicious cycle

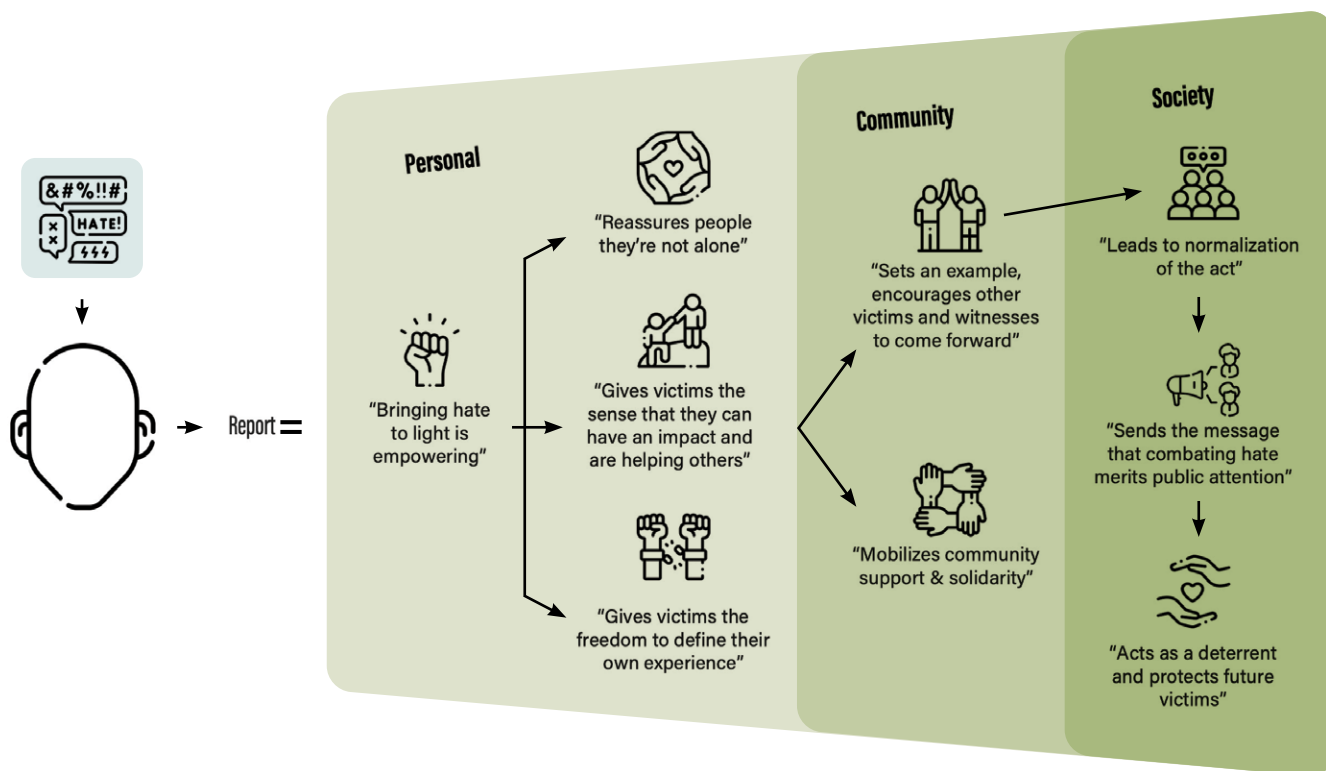
Several dynamics and barriers feed into under-reporting, and they create a vicious cycle. This vicious cycle prevents us from having an accurate picture of how acts of hate are harming communities. Targeted individuals (and their friends and relatives) who have faced discrimination from law enforcement are less likely to report to the police. This is true for all crime, but especially true for hate, prejudice, and bias-motivated crime.



Community support as an antidote to hate

When we create the conditions that encourage victims to come forward, reporting has a “positive multiplier” effect, with benefits at the individual, community, and societal levels.

Reporting’s multiplier effect



Things to consider

Hate’s negative multiplier effect and reporting’s positive multiplier effect

Hate impacts and undermines communities as a whole.

Conversely, reporting contributes to mobilizing the strength, knowledge, and solidarity of communities. Reporting also gives those targeted the freedom to define

their own experiences of bias, prejudice, and hate. Therefore, reporting is vital to building an effective anti-hate ecosystem and has a positive multiplier effect.

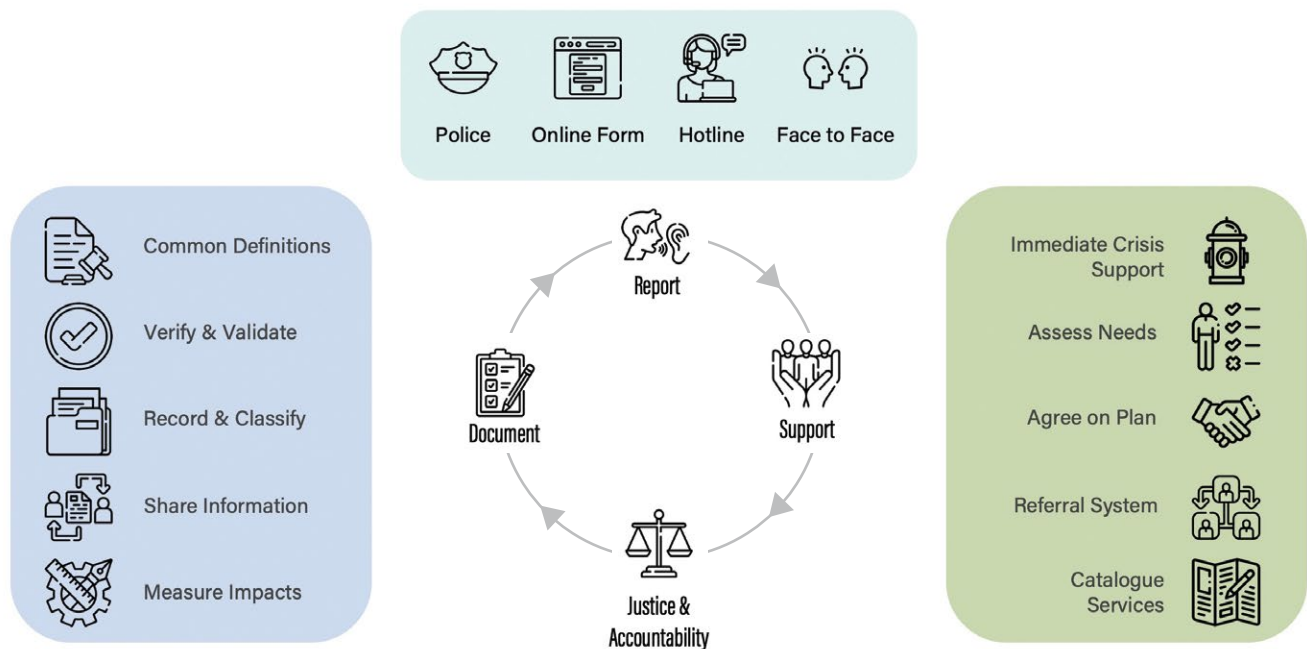
The reporting, support, accountability, and documenting quadrilateral

Safe and reliable reporting options that are directly tied to documentation, support, and access to justice are key to building an effective anti-hate ecosystem.

This coordinated system has several important benefits:

- ▶ When individuals are treated with respect in a system of standardized accountability, it produces meaningful results – and leads others to feel more confident and optimistic about reporting their experiences as well.
- ▶ It generates valuable, ongoing insights on how to:
 - improve support systems
 - create measures that target hate at its root

Reporting as a pathway to documenting, support and accountability



What encourages people to report hate acts? (Part 2)

The importance of prevention leadership

Community members we consulted with have shared that restoring their faith in the system is about more than what happens after hate has occurred. Healing from the negative consequences of hate is important but we need to tackle it at its sources and involve all of society, not just the communities targeted.

In order to boost reporting, communities would like to see “prevention leadership,” where governments:

- Publicly identify hate as a problem
- Clearly demonstrate the will to combat it

What encourages and supports victims to report hate acts?

Part 2: Recommendations to governments & institutions

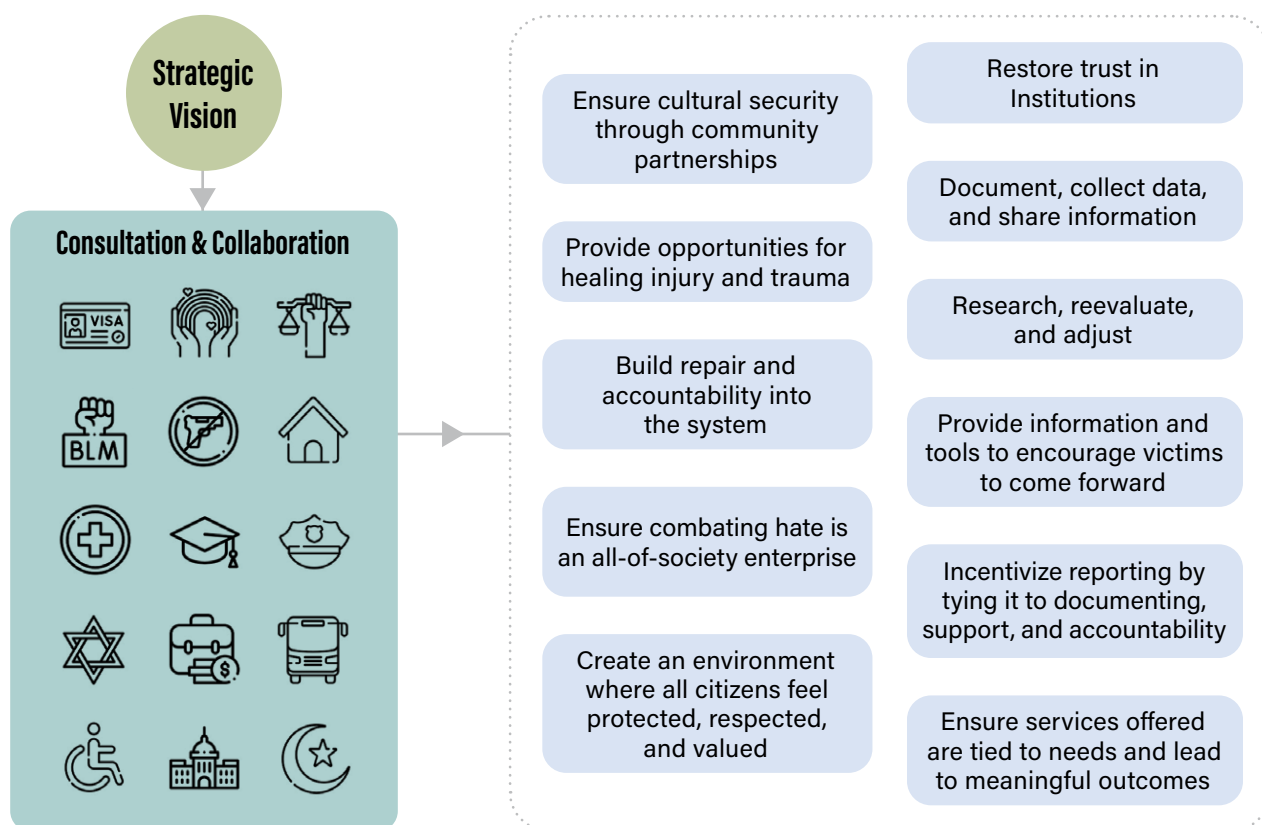
Prevention leadership plays a role in encouraging reporting



The present & future benefits of a collaborative strategic vision

We will see future benefits if we are guided by a strategic vision that is built on consultation and collaboration with community groups and the many sectors that serve, protect, and inform citizens. Fighting hate is a cyclical, living process. It takes adaptation and recalibration.

A collaborative ecosystem guided by a strategic vision



Things to consider

Combating hate must:

- Mobilize all members of society, not just the communities directly targeted
- Be built on a strategic vision and multisectoral collaboration
- Address the many consequences of hate as well as identifying and eradicating hate at its sources

What can community organizations do to support victims of hate acts?

If someone in your community has been the victim of a hate crime, encourage them to take the following steps:

- Get medical attention as soon as possible and be sure there is a record of injuries.
- Write down all details of the offence as soon as possible. This includes the date, location, duration, actions, words, and description of the perpetrator (race, gender, age).
- Write down the effects of the hate acts as they happen. This may include psychological harms, physical pain, work/school functioning, financial costs.
- Seek out social supports with friends, family, and their community.
- Seek out mental health and/or trauma supports, including culturally specific supports.
- Obtain legal advice.
- Report to police (see more below) and ensure that the person's perception that they were a victim of a hate crime be included in the police report.

Are there non-police reporting options?

If a victim decides not to report to police, there are options for them to report it to a third party. There are several third-party reporting options available (e.g., Crime Stoppers, Stop Racism) that you may consider. You can find a long list of these resources in the upcoming pages.

Third-party reporting options have some benefits:

- It is good to have someone to report to, to get it off your chest (a friend, religious and/or faith leader, elder, family members, etc.).
- It may give some indication of the hidden rate of victimization.
- They may be able to provide information and resources.

There are some drawbacks as well:

- Different organizations will respond in different ways and timeframes.
- It is unclear whether they will follow up with you about your experience.
- They likely won't report to police for you.
- The report may go into a "black hole" and have little real-world effect.

Benefits of reporting to police

- Police will record your experience and may take steps to address the criminal offence.
 - You may be able to get a restraining order against the perpetrator.
 - A police report will support a future lawsuit or insurance claim.
 - Reporting helps police get a more accurate picture of offences in their communities. Most hate crimes are not reported, which can lead to a sense that they are less common than they are.
 - More reporting means police will know which areas and communities are being targeted and need additional service, patrol, and resources.
- Reporting can help with the healing journey and help you reclaim a sense of control.
 - Filing a report may prevent things from escalating further.
 - Your report will help with data collection, which is key to get a better picture of hate on the ground and implementing stronger policies.

Potential drawbacks from reporting to police

There are some things to consider when reporting to police:

- It can be retraumatizing to deal with the criminal justice system, especially if you have to attend the trial and give victim impact statements.
- Your local police service may not have a hate crimes unit and may not recognize the offence as hate-motivated.
- Police may not be able to find the perpetrator or prevent them from reoffending.

Support & reporting resources for victims of hate crimes & incidents: British Columbia

This list is not exhaustive and may not include the most appropriate resource to meet your needs. We welcome suggestions for missing resources.

1. Online reporting (non-police)

Online reporting tools are available in some municipalities to report non-emergency crimes that meet certain criteria, such as property related crimes with no suspect known to the complainant and no element of violence. [Find your local online reporting link here.](#)

Victim Services

In B.C., you don't have to report to the police to access support for victims of crime. Federal and provincial governments fund various programs to support victims of all types of crime and trauma, including language- and cultural-specific services, counselling and financial support to assist victims, immediate family members and some witnesses in coping with and healing from the effects of violent crime.

VictimLinkBC

Toll-free, confidential, multilingual service (up to 150 languages, including 17 Indigenous languages) available across B.C. and the Yukon.

Services include:

- Information and referral services to all victims of crime, including victims of racism and hate crimes
- Immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services
 - phone: 1-800-563-0808 (call or text, 24/7/365)
 - email: VictimLinkBC@bc211.ca

Community-based Victim Services

These provide short or long-term emotional and practical support to serve ethno-specific and diverse communities. They are usually specialized in helping victims of family and sexual violence and primarily operate out of non-profit organizations. To find programs in your local area, contact VictimLinkBC above or BC 211 below.

BC 211

A free and confidential service that connects people to helpful and vital resources in their community by referring them to a broad range of community, government, and social services, including but not limited to emergency and crisis responses, counselling and health care providers, legal and advocacy, victim services, financial assistance, and shelters. BC 211 also

connects you to service providers specialized in vulnerable or marginalized groups, such as children and youth, people experiencing homelessness or disabilities, 2SLGBTQIA+, elderly, immigrants and refugees, and indigenous peoples. Call or text 211, available 24/7/365, with interpretation available for 240+ languages when calling 211. You can also [search resources and services online](#).

Financial Support for Victims of a Violent Crime

[Crime Victim Assistance Program \(CVAP\)](#) provides financial benefits to eligible victims, immediate family members and some witnesses in coping with and healing from the effects of violent crime by providing a range of benefits, including counselling and income support or other protective measures to help offset financial costs.

2. Third-party reporting for hate crimes & incidents

You can report (1) anonymously or (2) on behalf of another person to a third-party service other than the police.

BC Crime Stoppers: If you wish to report a criminal activity to the police anonymously, you can contact Crime Stoppers by phone at 1-800-222-8477 or [online](#). You could receive a cash reward of up to \$2,000 upon an arrest and charge.

StopRacism third-party reporting: Vancouver-based third-party reporting platform for hate crime and incidents across Canada, by the [Canadian Anti-racism Education and Research Society](#) (a registered non-profit society with charity status). They record data for research purposes and encourage individuals to also report to the police because they don't share their data with police.

KCR Community Resources (Kelowna): [The United Against Discrimination \(UAD\) Coalition's portal](#): online form to anonymously report hate incidents and other forms of discrimination experienced or witnessed. KCR Community Resources is collecting this data to help develop a community protocol to address racism and discrimination in their communities.

➤ They collect reports of incidents of hate or racism and provide follow up safety and emotional support to victims to reduce the psychological impact.

The BC Human Rights Complaints resource (for hate incidents): Individuals can file complaints through the BC Human Rights Tribunal.

➤ If you experience unequal treatment regarding employment or housing, services, you can file a complaint with the BC Human Rights Tribunal [here](#).

➤ [BC Human Rights Clinic](#): Follow this link to arrange a free 30-minute legal consultation by appointment; for qualified clients, the clinic also provides summary advice, 1-2 hours of legal assistance and legal representation; find more information [here](#) or reach the Inquiry Line, Monday to Friday from 8:30 am to 4:00 pm, at 604-622-1100 or toll-free 1-855-685-6222 or email at infobchrc@clasbc.net.

Elimin8Hate (for hate incidents):

Report an incident of anti-Asian racism, available in 11 languages. You can also find resources to support victims of hate or bystanders [here](#).

B'nai Brith Canada's Anti-hate Reporting

(for hate incidents): Canada-wide anti-hate reporting tracks incidents regionally. It is available [online](#), through hotline (1-844-218-2624), email (reportanincident@bnaibrith.ca), and Anti-Hate App (downloadable at [Google Play](#) and [App Store](#)).

National Council of Canadian Muslims

(NCCM) (for hate incidents): Canada-wide advocacy for people who identify as Canadian Muslims and have experienced anti-Muslim discrimination, report [here](#). If your matter falls within NCCM's mandate, they will contact you for further assistance.

IMIRT app (for hate incidents): NCCM & TAWHEED Community Centre launched in 2024 an online reporting tool for Islamophobia-Motivated Incidents ([Google Play](#) and [App Store](#)).

Reporting Online Hate on Social Media

Major social media platforms all provide online reporting and community guidelines, with links in the table below.

Platform Name	Online Reporting	Community Guidelines
Instagram	How to Report	Guidelines
X, formerly Twitter	How To Report	Guidelines
Facebook	How To Report	Guidelines
LinkedIn	How To Report	Guidelines
TikTok	How To Report	Guidelines
Zoom	How To Report	Guidelines

3. Reporting to local police

If reporting to police, there are a few things to make sure you do:

- Get the name and badge number of the officer on the file.
- Get a copy of the report, even if it is just preliminary.
- Be sure police select "hate-motivated" on the form.
- Tell them all identities you felt were targeted by the crime, rather than just one.

In an emergency:

Call 911 if your immediate safety is at risk and immediate action is required (interpretation available in more than 200 languages).

Non-emergency:

If there is no immediate safety risk, and you saw the suspect, or there is physical evidence of an offence, please call your local non-emergency line (English only). Each municipality has its own non-emergency number. Find your local non-emergency number online here or call 411 to inquire.

- Vancouver Police Hate Crime Department: Hate crimes and hate incidents can be reported by way of the police's non-emergency dedicated line for hate crimes and incidents 604-717-3321 or by email: vpd.diversity@vpd.ca (not monitored 24/7). To document an incident with no safety risks, no physical evidence, and no identifiable suspects, scroll down to Reporting a Hate Crime to access a [PDF](#) form available in multiple languages Document all information including texts and videos.

- Victoria Police has hate crime coordinators, but no dedicated hate crimes unit: Report hate crimes and incidents by way of the police's non-emergency complaint line 250-995-7654.
- BC Hate Crime: Provincial resource that provides assistance and support to local police departments investigating hate crimes and hate incidents. Phone (toll free): 1-855-462-5733. Email: BC_HATE_CRIMES@rcmp-grc.gc.ca
- RCMP (Hate Crime Reporting): Available in all provinces. Click [here](#) to report online.
- Police-based Victim Services: These respond to all types of crime as well as non-criminal, traumatic events such as accidental death. Find your closest services from the [online directory](#) or other resources [here](#).

4. Community Support Services, including culturally based (British Columbia)

The Crisis Centre

Call 911 if you or someone else has tried or seriously hurt yourself or themselves. Contact the Crisis Centre to have a confidential conversation and explore options whether you are in crisis, or simply feel hopeless, or are worried about someone else.

Helplines available:

- National Suicide Crisis Helpline: call or text 988, available 24/7/365 in English or French

- BC Mental Health & Crisis Response: 310-6789 (no area code needed), in 140 languages
- BC Suicide Prevention and Intervention Line: 1-800-784-2433, in 140 languages
- Vancouver Coastal Regional Distress Line: 604-872-3311
- Sunshine Coast/Sea to Sky: 1-866-661-3311
- Seniors Distress Line: 604-872-1234

- Online Chat for Youth: www.YouthInBC.com (Noon to 1 am, PST)
- Online Chat for Adults: www.CrisisCentreChat.ca (Noon to 1 am, PST)

Resilience BC: Anti-Racism Network

Have you experienced hate and would like to access support from your local community or contribute to ending racism and hate? You can find your local Resilience BC Anti-Racism Network member on the [map](#) or contact the Resilience BC Hub at ResilienceBC@vircs.bc.ca. To learn more about anti-racism tools or training available, check [here](#).

The Anti-Racism Network members include:

- **Burnaby Together Coalition**: Informal and formal [resources](#) for people who have experienced racism, as well as to identify gaps and opportunities. To engage, email bfl_info@burnabyfamilylife.org.
- **Tri-Cities Local Immigration Partnership**: Supporting newcomers and resources to address racism. For current programming, call 604-468-6001 or email tricitie slip@success.bc.ca.
- **North Shore Anti-Racism Network**: Developed a Racism Response Protocol for responding to race and hate-based incidents and crimes; the protocol includes various local resources. For general inquiries, call 604-988-2931 or email office@impactnorthshore.ca.

Resilience BC also suggests the following support resources for victims of a hate crime or incident:

- **Directory of IBPOC therapists**: Healing for the IBPOC community;

- **SNIWWOC Mental Health Services**: Located in BC, provides Canada-wide free therapy to low-income racialized women, including transgender and two-spirit community members. To access services, please fill out the [request form](#), including proof of income for eligibility check.
- **Access Pro Bono**: An independent organization composed of volunteer legal service providers across BC. Check your eligibility online [here](#) or by phone (1-604-878-7400). You can find other free legal service providers in BC [here](#) if you are not eligible.

South Asian Legal Clinic of BC

This clinic offers free multilingual legal advice and information to low-income people living in British Columbia who identify as South Asian. To book an appointment, call 604-111-3333.

Qmunity

Qmunity is a resource centre for queer, trans, and Two-Spirit people. They offer, among other things, a free counselling program by Masters level counselling placement students and a low-cost counselling program offered by professional counsellors. Call 604-684-5307 or email kole.lawrence@qmunity.ca

Prideline (Gay and Lesbian Helpline)

Peer support, information and referrals for anyone in BC, available weeknights from 7:00 pm to 10:00 pm. Call 1-800-566-1170

Trans Lifeline

Grassroots hotline offering direct emotional and financial support to trans people in crisis: for the trans community, by the trans community. Call 1-877-330-6366

Canada-wide

Canada Suicide Prevention Service

Call 911 if you or someone else have tried or seriously hurt yourself or themselves. Contact Suicide Crisis Helpline to have a confidential conversation and explore options if you are in crisis, or feel hopeless, or are worried about someone else. Phone: call or text 988, available 24/7/365.

Kids Help Phone

Canada's only bilingual phone and online counselling service for youth. It's free, anonymous, and confidential. Phone 1-800-668-6868 (24 hours) or text CONNECT to 686868 to reach a crisis responder, available 24/7/365.

Online Live Chat: To connect with a professional counsellor from 7 pm to midnight EST daily.

First Nations and Inuit Hope for Wellness Help Line

A specific resource for First Nations and Inuit to provide immediate, culturally competent telephone counselling, available in English, French and upon request in Cree, Ojibway, and Inuktitut. Phone 1-855-242-3310, available 24/7/365. You can chat live on their website in English or French.

Black Youth Helpline

Multicultural Youth Helpline and Services serve all youth and specifically respond to the need for a Black youth specific service. To access services, call 416-285-9944 or 1-833-294-8650, email info@blackyouth.ca or contact them [online](#).

Naseeha

An anonymous, nonjudgmental, confidential and toll-free peer support helpline (1-866-627-3342) and text line for Muslims experiencing personal challenges, 7 days a week (12 pm to 3 am EST). Naseeha also provides free online counselling to Canadian residents in English, French, Urdu, Punjabi, Arabic, Turkish, Somali, Bengali, and Swahili. For more information, call 905-890-2365 or email info@naseeha.org.

Act2EndRacism Network

A national coalition working to address COVID-19 related racism and provide support to targets of racism with [community resources](#). Their [online](#) and text message reporting (1-587-507-3838) is available now in English, Traditional/Simplified Chinese, French, Japanese, Korean, Vietnamese, and Tagalog.

Elimin8Hate

Online resources to support victims of hate, especially anti-Asian racism, or bystanders are available [here](#).

South Okanagan Immigrant and Community Services

This organization provides anti-racism services and initiatives, including an [Anti-Racism Resource Handbook](#).

Egale

Egale is a Canadian organization for 2SLGBTQI people and issues. It engages in research, education, and advocacy. Its [Rainbow Action Hub](#) includes education and resources to combat anti-2SLGBTQI hate, including a list of local 2SLGBTQI organizations.

Additional educational resources & practical guides

- [Reimagining a Path to Support All Canadians](#) (CRRF, 2022).
- [The CRRF and Hate Crime Task Force's Advancing Canada's approach to tackling hate.](#)
- [From Hate to Hope: Report of the Inquiry into hate in the COVID-19 pandemic](#) (BC Office of Human Rights Commission, 2023).
- [How Local 2SLGBTQ+ Organizations Can Better Serve Black Communities: 5 ways to create safer and more welcoming spaces for Black 2SLGBTQ+ Communities](#) (Northern Voices Rising and the Enchanté Network).
- [#CyberMisogyny: Using and strengthening Canadian Legal responses to gendered hate and harassment online](#) (West Coast LEAF, 2014).
- [The Rise of Ideologically Motivated Violent Extremism in Canada](#) (The Standing Committee on Public Safety and National Security, 2022).
- [An Exploration of the Needs of Victims of Hate Crimes](#) (Susan McDonald and Andrea Hogue. Published by the Department of Justice Canada, 2007).
- [Shift to Action: A Guide to Bystander Intervention: How to put action into your reaction](#) (Edmonton Shift Lab 2.0, 2020).
- [OSCE Guides Related to Hate Crime](#) (Organization for Security and Co-operation in Europe).
- [Racist and Xenophobic Hate Crime](#) (OSCE, 2021).
- [Anti-Indigenous Hate Crimes.](#)
- [Understanding Anti-Muslim Hate Crimes: Addressing the Security Needs of Muslim Communities – A Practical Guide](#) (OSCE, 2020). See Annex 1 for Case studies.
- [Understanding Anti-Semitic Hate Crimes and Addressing the Security Needs of Jewish Communities – A Practical Guide](#) (OSCE, 2017). See the Annex 1 for an Overview of bias indicators.
- [Security Concerns of Muslim Communities: Responding to the challenge – 10 practical steps.](#)
- [Addressing Anti-Semitism through Education: Teaching Aids.](#)

Notes

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Works cited

Perry, Barbara (2001). *In the name of hate: Understanding hate crimes*. New York: Routledge.

**Scan this QR code with
your cell phone camera
to access this toolkit
and resources online**

