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Reporting Anti-2SLGBTQIA+ Online Hate: A Feasibility Study

ODLAN Report

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Preface

In 2024, the Ontario Digital Literacy and Access Network (ODLAN) and Wisdom2Action Consulting Ltd., (Wisdom2Action or W2A) partnered on the development and implementation of a project entitled *Digital Resilience: Addressing the Rise of Transphobic Online Hate through Community-Based Research*, funded by the Digital Citizen Contribution Program. The *Digital Resilience Project* builds on a previous collaboration between the two organizations in 2023 that resulted in the report “The Internet isn’t all Rainbows: Exposing and Mitigating Online Queerphobic Hate Against 2SLGBTQ+ Organizations.” The report can be found at <https://odlan.ca/research-report-2023/> and www.wisdom2action.org/onlinehate.

The *Digital Resilience Project* aims to better understand Two Spirit, trans, and nonbinary (2STN+) peoples’ professional experiences with transphobic online hate in Canada. This project includes several research and community-focused components including: an online survey and one-on-one interviews with 2STN+ professionals’ asking about their experiences with transphobic online hate, and strategies and policies for mitigating and addressing transphobic online hate, a 2STN+ advisory group providing community input, an online peer support group for 2STN+ professionals who have experienced transphobic online hate, and a feasibility study on the development of a tool for tracking and reporting anti-2SLGBTQIA+ online hate. This report presents the findings from the feasibility study (hereafter, the study) on developing a reporting mechanism for anti-2SLGBTQIA+ online hate.

Ontario Digital Literacy and Access Network

The Ontario Digital Literacy and Access Network’s (ODLAN) mission is to address the challenges Two-Spirit, Lesbian, Gay, Bisexual, Trans, Queer, Intersex, and Asexual (2SLGBTQIA+) communities experience with digital literacy and access barriers. ODLAN is an action-based initiative that proposes tangible solutions that service providers can easily integrate into their digital strategies to ensure 2SLGBTQIA+ communities can participate in the digital world confidently and safely. We empower service providers with the resources, tools, and knowledge to build digital strategies that use an intergenerational, intersectional, and inclusive-2SLGBTQIA+ approach to remove digital access barriers to virtual programs and related services. Additionally, we support collaborative work efforts by connecting network partners with similar mandates, directly assisting with capacity building. For more information about ODLAN, visit: <https://odlan.ca/>.

Wisdom2Action Consulting Ltd.

Wisdom2Action is a consulting firm with a social enterprise commitment that works with non-profit and governmental organizations as well as other businesses to facilitate positive change and strengthen communities in gender justice and 2SLGBTQ+ inclusion, children’s

rights and youth engagement, and mental health and substance use. W2A was founded in 2011 as the Children and Youth in Challenging Contexts Network (CYCC) at Dalhousie University through the federal government's Networks of Centres of Excellence Knowledge Mobilization program. It operated as CYCC until 2018, when it then became Wisdom2Action. W2A's work has evolved over the years, having initially focused on youth mental health. Its services now include: research and knowledge mobilization, capacity building and organizational development, and community and stakeholder engagement. For more information about W2A, visit: www.wisdom2action.org.

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- Coalition of Muslim Women of Kitchener-Waterloo
- Hamilton Anti-Racism Resource Centre

Land Acknowledgement

The Ontario Digital Literacy and Access Network is based in Tkarón:to (Toronto), which is covered by Treaty 13 signed with the Mississaugas of the Credit and is the traditional territory of the Anishinaabek, Huron Wendat, Chippewa, Haudenosaunee, and the Mississaugas of the Credit First Nation.

Wisdom2Action acknowledges the land on which it was originally established as the traditional and unceded territory of the Mi'kmaq, known as Mi'kma'ki (Nova Scotia). Settlers and the Mi'kmaq have lived in this territory under the provisions of the Peace and Friendship Treaties since 1725. The W2A team is spread across Turtle Island (Canada) on the treaty lands of many First Nations. We recognize the people and the land in this way as part of our commitment to anti-oppression and decolonization. We are all treaty people.

It is important in the spirit of reconciliation to acknowledge that we live and work on Indigenous land. W2A and ODLAN are committed to decolonizing both digital and physical spaces and stand in solidarity with Indigenous peoples, communities, and nations.

Acknowledgement of Funding

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Introduction

According to Statistics Canada, hate crimes reported to the police have increased annually from 2018 to 2023 (Statistics Canada, 2024a). This includes hate crimes based on race or ethnicity, religion, sexual orientation, and sex and gender (Statistics Canada, 2024b; Royal Canadian Mounted Police, 2023). Hate crimes targeting sexual orientation increased 388% between 2016 and 2023, with a 69% increase from 2022 to 2023 (Statistics Canada, 2024c). Reported hate crimes targeting sex and gender increased by 412% between 2016 and 2023, with a 37% increase from 2022 to 2023 (Statistics Canada, 2024b).

Due to under-reporting, the actual number of hate crime incidents is estimated to be even higher (Department of Justice, 2022; Maini and Ahmed, n.d.; Statistics Canada, 2001, p. 13; Toronto Police Services, 2024, p. 8). Marginalized individuals, including Black, Indigenous, and Two-Spirit, lesbian, gay, bisexual, trans, queer, intersex, asexual, and/or other gender and sexual minorities (2SLGBTQIA+), may be hesitant to report hate incidents to police due to fear that they will not be taken seriously, fear of further victimization, fear of retaliation, privacy, and distrust of police and the criminal justice system due to systemic racism, homophobia, and transphobia (Department of Justice, 2022; Maini and Ahmed, n.d.; Statistics Canada, 2001, p. 13; Sultan et al., 2021; Toronto Police Services 2024, p. 9).

Online hate targeting marginalized populations, including racialized and 2SLGBTQIA+ communities, has also risen in recent years (Abreu & Kenny, 2017; Cosma et al., 2023; Mkhize et al., 2020; Royal Canadian Mounted Police, 2023). Online hate is an umbrella term that includes incidents such as cyberbullying and harassment, cyberviolence, cyberstalking, doxxing, swatting, and digital to physical violence. Online hate is particularly difficult to track as it is less likely to be reported to police (Balintec, 2021; Royal Canadian Mounted Police, 2023).

Calls to defund the police and redirect resources toward community-based safety initiatives have grown in recent years in response to the Black Lives Matter (BLM) and Defund the Police movements. BLM and other community advocates argue that police responses often fail to adequately protect marginalized communities and that funding should instead be allocated to mental health services and community-led safety programs that prioritize the well-being and safety of Black communities and other vulnerable populations (Black Lives Matter Canada, 2024). Community-based hate reporting tools enable marginalized communities to track hate incidents without engaging with the police or criminal justice system, to protect the identity of victims, and allow communities to determine how their data is used and who can access it (Maini and Ahmed, n.d.; Sultan et al., 2021).

We recognize the need for a reporting mechanism to track anti-2SLGBTQIA+ and transphobic online hate through community-based initiatives that do not engage with the police. It is within this context that the Ontario Digital Literacy and Access Network (ODLAN) and Wisdom2Action Consulting Ltd., (W2A) partnered to conduct this study on the feasibility of developing a community-based reporting tool to track anti-2SLGBTQIA+ online hate.

Purpose

The purpose of the study is to assess the feasibility of developing a reporting tool to track anti-2SLGBTQIA+ online hate, to learn more about how a reporting tool could be developed and maintained, as well as the usefulness of such a tool for 2SLGBTQIA+ communities in Canada given the rise in anti-2SLGBTQIA+ hate.

Methods

The study employed qualitative methods for data collection, including consultation and interviews with representatives of organizations that had experience developing and managing online reporting mechanisms that deal with hate against marginalized communities in Canada. In addition to interviews, online reporting tools were also reviewed to better understand the user experience and type of data that each collects. Other documents including past feasibility studies undertaken by participants in the study were reviewed to understand the lessons learned by organizations that have developed and managed reporting mechanisms for hate against marginalized communities in Canada. The documents and interview notes were then reviewed for emergent themes that aim to answer our overarching question, “What lessons can be compiled about the feasibility of a reporting mechanism for anti-2SLGBTQIA+ online hate?” Finally, we shared our initial findings with conference participants at the 2024 Enchanté Network conference in Calgary, Alberta in a participatory workshop and at the 2024 CBRC Summit in Vancouver, British Columbia in the format of a poster presentation to gauge 2SLGBTQIA+ community responses and further gather perspectives about the feasibility of a reporting tool for anti-2SLGBTQIA+ online hate. The findings from the interviews, document and tool review and analysis, and conference feedback have been compiled herein.

Interviews with Organizations

Between June 14 and July 29, 2024 three semi-structured interviews, each scheduled for 120 minutes, were held with Project 1907, the Coalition of Muslim Women of Kitchener-Waterloo (CMW-KW), and the Hamilton Anti-Racism Resource Centre (HARRC). A questionnaire was developed by the research team and shared in advance of each interview (see [Appendix 1](#)). The questions were predominately open-ended and allowed participants to share from their experience developing and managing reporting mechanisms related to hate against their respective communities. Otter.ai and Read.ai were used to transcribe the interviews along with interviewer notes. The transcripts and interviewer notes were reviewed for emergent themes in response to the study’s guiding questions and compiled into the findings below. Our analysis of the findings led to the preparation of the recommendations included in this report.

Review of Online Reporting Tools

The online reporting tools developed by Project 1907, CMW-KW, and HARRC were reviewed by the research team to gain familiarity with the tools, to determine what information was being collected by the reporting tool, and to better understand the user experience. A brief description of each online reporting tool is included below. Screenshots of the reporting tools can be found in [Appendix 2](#). HARRC shared additional documents, including their own feasibility report that guided the development of the We Support reporting mechanism (see Maini and Ahmed, n.d.; Sultan et al., 2021).

Overview of Organizations and Reporting Tools

Project 1907

Project 1907 provides spaces for diasporic Asians to understand their histories, explore identities, examine privileges, and reclaim power. Through events, programming, education and resources, it explores the nuances of intersectional experiences as entry points to building collective action and solidarity within, and across, communities experiencing racism. It is moved to action from its histories and draws upon lived experiences to advocate for our political, racial and social inclusion and justice (<https://www.project1907.org/>).

The Project 1907 reporting tool evolved out of shared experiences of a sharp rise in anti-Asian hate by two former co-workers and friends in the Greater Vancouver area during COVID-19. The initial data collection tool (a google form that has subsequently been revised and modified) was intended to compile and validate experiences of anti-Asian hate partially inspired by efforts already underway to address and prevent anti-Asian hate in the US. The data was a means of also exploring systemic forms of anti-Asian racism. The tool allows for individuals who experience hate-based incidents to report as well as people who witness the occurrence of hate incidents.

In addition to the contribution to community-wellness, Project 1907 has issued two annual reports of their findings to date, fostered collaborations, and influenced the federal anti-racism strategy by ensuring it included reference to the hate experienced by the Asian communities in Canada. The info received through the reporting mechanism is not shared directly with police services.

Coalition of Muslim Women of Kitchener-Waterloo

Founded in 2010 by a handful of diverse Muslim women, the Coalition of Muslim Women of Kitchen-Waterloo (CMW-KW) is a charitable organization that empowers women and girls to be

leaders and changemakers. It provides Muslim women with opportunities for personal and professional growth, leadership, and skills development while addressing issues of gender-based violence, racism, discrimination, and Islamophobia through innovative programming and services, partnerships, collaboration, advocacy, and outreach (<https://cmw-kw.org/>).

CMW-KW has multiple mechanisms through which people can report incidents of hate: in-person to a CMW-KW employee/volunteer, through an app, online via the website, and by phone (voice or text) but the incidents are all entered into the online tool that has been modified over the years. SurveyMonkey is the current platform used by CMW-KW. The reporting mechanism evolved out of a community-acknowledged need to document hate where it previously was absent and provide community members with a means by which they could report given the lack of reporting through formal, police mechanisms (lack of trust in those institutions). The reporting mechanism is promoted in multiple ways through rack cards, via their website and by individuals who work/volunteer with CMW-KW. CMW-KW will arrange for community-based follow-up support (including outside of the KW region) if requested by the individual reporting. To date, three annual reports have been issued detailing the trends they have identified from their internal analysis of reported incidents. One of the goals of the reporting tool is to use the data to prevent other terrible incidents.

Hamilton Anti-Racism Resource Centre

HARRC has a mission to actively resist and confront racism, discrimination, and oppression in Hamilton. HARRC does this by providing resources, education, advocacy, and support to individuals, institutions, and communities. It is committed to advancing education about race, racism, discrimination, racial equality, and anti-racist theory and practice in Hamilton. It does so by holding workshops, programs, and events, and offering support services to the community. It directly supports affected members of the community by receiving complaints about racism and referring complainants to appropriate community resources.

HARRC gathers data and monitors incidents of racism and hate crimes in Hamilton and encourages compliance with existing anti-discriminatory legislation. Its mandate also involves liaising with community agencies, organizations, and community leaders, and proposing, drafting, and advocating for legislative changes to address systemic racism. It also considers and confronts related topics such as anti-discrimination, anti-oppression, human rights related issues, ableism, intersectionality, trauma, and decolonization (<https://www.harrc.ca/>).

“WeSupport” is the reporting mechanism that HARRC shares with the Hamilton Centre for Civic Inclusion (HCCI) with the workload associated with it, split between the two entities. HARRC is a subsidiary of the Hamilton City Council whereas HCCI is a community-based organization and HCCI manages the data received through WeSupport. It serves as an incubator for advocacy organizations. WeSupport is a community-based alternative to the Hamilton police reporting mechanism.

A 2017 Sherman Centre for Digital Scholarship (McMaster University) feasibility study served as the basis from which a partnership between HARRC and HCCI was forged and eventually led to the creation of WeSupport. The data collected from the reporting mechanism is used to validate community members' experiences and advocate for change having evolved out of critiques aimed at undermining their validity as 'anecdotal'. However, the goal wasn't to just 'react' and thereby create other experiences of harm against marginalized communities, rather to intentionally create something new that empowered the community with their own data.

Findings

On reviewing our interview notes, we have compiled thematic findings regarding what has been learned by others in developing and managing reporting mechanisms for experiences of hate by marginalized communities in Canada. The thematic findings can be understood in three broad topics: **design elements**, **operational realities**, and the **use of data**. Each topic contains sub themes that are described below.

Design Elements

The interview participants in this study (*hereafter*, the participants) shared what they had learned regarding the design of their reporting mechanisms captured by the themes of *intentionality* and *progressive improvement*.

Participants emphasized the importance of *intentionally* creating a reporting tool that responds to the needs of the community for whom they are designed. This is particularly important for communities who lack trust in other, formalized reporting mechanisms for hate (i.e. police/legal mechanisms). Data collection should reflect the terminology used by community members and the information gathered should be protected to support the goals set by the community. To that end, definitions of 'hate' and 'hate speech' or 'hate incidents' are to be avoided, unless a decision regarding the Criminal Code of Canada language is adopted. Instead, participants recommended allowing those reporting to describe and explain the incidents in their own language. The goals for the gathered information about hate as experienced by community members should be set clearly at the outset, communicated with those who engage with the reporting mechanism, and remain consistent despite the demands during implementation.

"If you are part of community conversations, you're showing the impact of your work, you're sharing the reports... don't be shy, engaging with the political side of the issue, whether it's (the) federal government, provincial government, or our regional governments, (they) really like that kind of work (because) it is very, very important. Because otherwise, if your report is not seen by anybody... especially the system leaders, people who can make changes, then... you're still doing good work, but you

can achieve a lot more than what you're achieving by engaging everyone... It's hard. And we still feel the pinch. We wish that we had more resources... like trained staff who (can) hit the ground running." – CMW-KW

However, there was also an acknowledgement that starting a new reporting mechanism may rely on what is available, and not what is ideal, including for example, high cost technology with multiple protection layers embedded within it. Thus, it is important to acknowledge the shortcomings in any developed tool, and efforts toward **progressive improvement**, when improvements are available. This can include a change to the content of a question asked (rewording a question, adding new options to lists of preset answers), adding new questions that help participants to tell their story in their own way (short answer questions versus tick boxes), or changing the platforms or other technical aspects of the mechanism itself to be more user-friendly and/or safer by way of data protection measures.

"Keep an eye on trends throughout the year. We didn't have the perfect system in the first year. And in the second year. But once the reports started to increase in number ... that (allowed) the administrative team to keep an eye on who is missing from the picture." – CMW-KW

Operational Realities

Three themes arose repeatedly throughout the interviews with participants related to operational matters of reporting tools: *cost*, *human resources*, and *partnerships*.

The first, related to **cost**, building upon the previous point of progressive improvement in design. While sourcing ongoing, sustainable, funding for reporting tools can be difficult, creative approaches to ensure limited funds can stretch to cover operational realities included, for example, dividing roles and responsibilities between team members, and/or collaborating with other organizations to divide responsibilities. Cost can also determine what is and what isn't possible and help organizations to define their limits.

The second theme, not surprisingly connected to cost, was **human resources**. In addition to dividing operational roles (processing submissions, follow-up, analysis and promotion of outputs, etc.) to reduce the direct financial impact on cost, participants also acknowledged the importance of hiring the right people with the right skills. Hiring individuals that require extensive training for this type of work will draw on the limited available funds and diminish the effectiveness of the reporting tool in its achievement of the community's goals. Overtime, it is likely that there will be a shift from development to outreach and promotion, to education and follow-up support which may require additional and/or different human resource skill sets. Nonetheless, there should be consistent and high-quality 'customer service' so that people reporting are treated with dignity and respect and you further build trust with them and the broader community.

“You can develop the best tool, and it can be so thoughtful and really careful, honest and safe. But if you don’t have the infrastructure and the people to back it and care for it and care for the people using it, then it’s nothing.” – HARRC

The third operational theme was related to partnerships. **Partnerships** can assist with the capacity demands in managing a reporting mechanism. However, requests for partnership can in and of themselves be time consuming. It is important to ensure that any partnership is undertaken with organizations that have shared values and a shared approach in the use of data. Agreements must be established so that the division of labour is clear and reciprocally beneficial.

“It’s really difficult to take these giant historical/social/political problems and put them in these websites and try to navigate them with an under-resourced sector (such as community organizations and not-for-profits). It’s an impossible feat for a handful of people with budgets under 6-figures doing some of this. It can feel like both a burden and a drive for more... to labour for the machine that you’ve created.” – HARRC

Collaboration can help to address individual organizational shortfalls including related to evolving understanding of community experiences and/or analysis of findings that can be used for advocacy on behalf of the community. Partnerships can allow an organization to promote itself thereby demonstrating the importance of its work, but it is important that organizations do not claim to be more than they are, especially with partners and/or community members.

Use of Data

Finally, participants emphasized the importance of **community** remaining central to the intended use of data that results from reporting incidents of hate. The collection of data must be guided by what community members want the data to be used for and not in response to outsider demands.

“The misuse (and) the historical weaponization of data, like, the media picking up on certain narratives, or just using specific numbers that will fit the story that they’re trying to tell, which is often like sensationalizing one person’s story. We process a lot of it, but we don’t share all of it (with the public).” – Project 1907

Validation through quantity (i.e., number of incidents) should not be the focus of data collection, rather, it should give voice to community members and potentially provide a mechanism through which community members can gain support from those they trust.

“There have been some communities that will not collect data, simply because of some of the issues that we’ve run across. It’s unsustainable, there’s no capacity, you’re doing it on... the side of your desk... And people will start nitpicking at it and question the validity of all of those things.” – Project 1907

Consent must be included in the reporting tool addressing who can have access to the unanalyzed reported data. Limiting the number of people who have access to the reported data and storing it securely, helps to realize ethical standards of treatment of community members. Moreover, analysis that reduces respondents to demographic categories and labels should be avoided to ensure that community members' stories are anonymously used in annual reports or other advocacy tools that are subsequently developed by the host organization in collaboration with the community.

Recommendations

The interviews held with Project 1907, CMW-KW, and HARRC were informative both in terms of improving our understanding of the community-based reporting mechanisms that have been developed in response to the hate that other marginalized communities have experienced, and providing us with insight into how those mechanisms can inform the development of a reporting tool for hate against 2SLGBTQIA+ people in Canada. Based on what we heard, we recommend the following toward further investigating and/or developing such a tool:

- **Community Networks and Partnerships**

Establish community networks and partnerships that allow for resource sharing, including labour, funding, and other resources, in the creation and maintenance of a community-based reporting tool. Moreover, these networks and partnerships may be beneficial to building trust within the communities being served and expanding user-reach.

- **Primary Objectives**

Determine the primary objective(s) of the reporting tool. For example, primary objective(s) may be to track incidents for community safety, for public awareness, for political advocacy and legal reform, and/or provide support to individuals who have been targeted, etc. This will help to inform what questions are asked within the reporting tool, how data will be used and who it will be shared with, and other important considerations outlined below.

- **Incident Follow-up**

Determine procedures for following-up with people who report incidents, if desired. The primary objective(s) of the reporting tool, and availability to funding, are important factors in determining if and/or how individuals will be followed-up with. Consider the following questions: What kind of incidents will warrant a follow-up? What will follow-up entail (e.g., connecting individuals to community services, providing counseling)? Will police and/or social services (e.g., Child Family Services) be contacted in certain cases?

- **Data Storage**

Determine how data will be stored, for how long, and who has access to the raw data. For privacy purposes, data should be securely stored to protect individuals' information and ensure the data is only being used by authorized individuals for the intended purposes.

- **Funding**

Secure funding for tool development, ongoing maintenance, and data storage, which may require multiple donors or sources of funding. The amount of funding necessary depends on various factors, including the primary objectives and scope of the reporting tool, where the data is being stored, how the data will be used, the lifecycle of the reporting tool, and ongoing labour costs for maintaining the tool, conducting data analysis and dissemination, and/or following up with users.

- **Intersectional Analysis**

Incorporate an intersectional lens to the reporting tool through collecting demographic information and conducting qualitative analysis. Applying an intersectional lens will allow for a more nuanced understanding of how communities and individuals are impacted by hate differently, who is most likely to be targeted by hate, the type of hate that is experienced, and the prevalence and severity of different forms of hate.

Community Engagement

The initial findings described in this report were shared with workshop participants at The Enchanté Network annual conference in Calgary, Alberta on 20 September 2024. In small groups, the participants discussed their responses to the question, "What do you think needs to be considered in developing a reporting mechanism for anti-2SLGBTQIA+ hate?" With limited time for fulsome feedback, the primary concern expressed was for the wellbeing of those who receive and analyze the input through a reporting mechanism as they are subject, second-hand to the hate that has been experienced by community members. As community-members themselves, the secondary exposure to anti-2SLGBTQIA+ hate may impact the mental health of the individuals managing the data, thus requiring consideration of the ways they may need support.

An overview of this study and key recommendations were shared at the Community-Based Research Centre (CBRC) Summit 2024 in Vancouver, BC on November 21-22, 2024 in a poster presentation (see [Appendix 3](#)).

Conclusion

The purpose of this study was to learn from others who have created reporting mechanisms for incidents of hate experienced by marginalized communities across Canada and determine the feasibility of creating a reporting tool for anti-2SLGBTQIA+ online hate. The interviews held with Project 1907, CMW-KW, and HARRC were incredibly helpful in assisting us to better understand each organization's efforts to serve their respective communities through the development and modification of their reporting mechanisms, and the use of the data that has emerged from them. Key lessons learned from our discussions included feedback on tool design, operational challenges, and use of collected data. All interviewed organizations referenced some form of intentionality recommendations in their feedback, as well how their reporting tools required continued improvement and modification over time based on community interaction. One of the most significant components of the feedback data revolved around operational costs, specifically the human capital costs of endless time, energy, and psychological resources the tool requires to stay active. The budget required to run a reporting tool of this magnitude about these all-encompassing sociological and political problems is never enough, and often this takes a toll on the support staff resulting in psychological harm.

Critical takeaway points for organizations or individuals who wish to create a hate reporting tool for any community in the future:

- Expect chronic under-resourcing in regard to time, people, and money. This struggle for resources will likely be an ongoing point of concern for the operational team and may not get easier with time.
- Experienced organizations have reported a significant drain on their support team doing the client-facing, ground-level work. Continuous exposure to trauma and harm will have a psychological impact on the team and a restorative therapy practice with preventative training should be implemented as part of an operating system.
- Expect a strong sense of responsibility for the longevity and long term maintenance of the reporting tool created. Organizations feel a strong sense of responsibility to the community once they have created a support structure and can experience a weight on their conscience if they do not maintain it.
- An organization's relationship with law enforcement (local, provincial, and federal) may be called into question, and if they choose not to share data with law enforcement, there will likely be backlash that tries to delegitimize the information collected. Organizations that publicly state they do not share data with law enforcement may be questioned and a high level of scrutiny will likely be applied to any reports or public documents produced.

Creating and maintaining a hate reporting tool for marginalized communities is a complex, challenging, and under-appreciated task that should not be taken lightly. Organizations that choose to take on this weight of responsibility should have dedicated funding sources to support the expensive longevity requirements of these tools.

The research team at ODLAN and W2A would like to express our deepest gratitude to those who participated from Project 1907, CMW-KW, and HARRC; our knowledge is built on your lived experience. We have received such an incredible wealth of information and we were grateful for your openness to share about your authentic realities.

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Appendices

Appendix 1: List of Questions for Organizations

The following questions were distributed to the organizations and asked in a semi-structured interview.

1. Please explain the user journey for your reporting tool.
 - a. What information is gathered?
 - b. What information is kept?
 - c. Where is the information stored and shared to (i.e., 3rd party platforms or larger databases)?
 - d. Is there any follow up with the person who reports afterward?
2. What are the primary purposes of collecting the data:
 - a. to account for community experiences of hate
 - b. to advocate for policy and/or legal reform
 - c. to report to the police/government?
3. Can you give a general overview of the development of your tool, along with timeline, build cost, monitoring and maintenance, data storage, and protection of information?
4. How does your organization define 'hate' and 'hate speech.' How does your organization process the submitted information?
5. What kind of questions does your tool ask: multiple choice, short or long answer, or a mix of both? Do you gather socio-demographic data of the user?
6. Does your tool incorporate an intersectional lens? Does your tool allow users to report on multiple forms of hate they experience (e.g., racism and sexism)?
 - If not, what are the concerns or limitations preventing you from doing so?
 - If yes, what challenges does this pose?
7. Knowing what you know now about your reporting tool, what recommendations would you give to other organizations looking to create something for their respective communities? Is there anything you would specifically do differently, or anything you'd avoid doing (in hindsight)?
8. Are there any other reporting tools that you think we should consider in our efforts to develop recommendations for the development of future systems?

Appendix 2: Screenshots of Reporting Tools

Project 1907

Select your language:

(Scroll down for English)

举报种族歧视事件: <https://forms.gle/3oKFCeeV4JWSEVvX9>

舉報種族歧視事件事故: <https://forms.gle/wJMnbkwEYJbZ3eiZ9>

人種差別行為を報告してください: <https://forms.gle/HpesRLqebTBDX2x18>

인종 차별 사건 보고서 제출 (한글): <https://forms.gle/gmuJN4WEWx5VUXPe6>

Báo Cáo một Sự Việc Kỳ Thị Chúng Tôi: <https://forms.gle/V2f8P6fyB1YsEEt7>

Ipagbigay alam ang Insidente ng Rasismo: <https://forms.gle/y7oeawHVwYx49knf6>

नस्लीय घटना की रिपोर्ट करें: <https://forms.gle/ECHj8prAYLspXptA7>

हिंदी नमस्ती घटना की रिपोर्ट करें: <https://forms.gle/AaynBtv9MZFWdAWEA>

الإبلاغ عن حادثة عنصرية: <https://forms.gle/brmtyNRUJuLkyiBw9>

نسل پرست واقعہ کی رپورٹ کریں: <https://forms.gle/Ttuh3BpYMYCf3JRW7>

This reporting centre collects data on incidents of racism, hate and violence experienced by the Asian diaspora in Canada. In the aggregate, data will be used to develop strategies, design interventions, raise awareness, advocate for policies and improve outcomes for our communities.

Incidents reported will be brought together in an aggregate manner by project 1907 and the Chinese Canadian National Council Toronto Chapter in a joint effort to analyze and better understand the national landscape of anti-Asian racism.

All personal information will be kept confidential and will not be shared without your consent. All data will be used anonymously.

Thank you to Uber Canada for providing support for translations.

Thank you for reporting your incident.

I am reporting as: *

- The targeted individual/victim in the incident
- A witness/bystander of the incident

NEXT →

Made with



Description of Incident *

Please tell us what happened such as what you saw, heard, experienced, etc. Were there bystanders/witnesses and if so, how many? Did they intervene? What happened after the incident?

Type of Discrimination (Check all applicable) *

- Verbal Harassment (e.g. unwelcome remarks, jokes, threats, name-calling, racial slurs)
- Coughed at/Spat on
- Physical force, aggression or unwanted physical contact
- Vandalism (e.g. smashed window, graffiti, arson)
- Object(s) thrown at/toward you
- Robbery/Theft
- Barred entry to establishment, or refused service (e.g. at restaurant, shop)
- Cyber-racism (e.g. racist words/images/videos on websites, blogs, social media, email)
- Discriminatory literature (e.g. hate mail, racist posters or stickers)
- Other

Site of Incident (Check all applicable) *

- School/University
- Public Transit
- Place of Worship
- Online
- Private Residence
- Office
- Public Street/Sidewalk
- Public Park/Plaza
- Parking Lot
- Grocery Store
- Restaurant
- Other Business
- Other

Province/Territory of Incident *
Please select an item in the list.

- Choose -

City of Incident *

Time of Incident *

Morning (6am - 12pm)

Afternoon (12pm - 5pm)

Evening (5pm - 9pm)

Night (9pm - 6am)

Year of Incident *

- Choose -

Month of Incident *

- Choose -

Racial Categories *
Please answer to the best of your ability

East	Southeast	South	Central	West	Latin	Black	Indigenous	White	Other
Asian (e.g. Chinese, Japanese, Korean)	Asian (e.g. Filipino, Thai, Vietnamese)	Asian (e.g. Indian, Sri Lankan, Pakistani)	Asian (e.g. Kazakh, Kyrgyz, Uzbek)	Asian (e.g. Arab, Persian, Turkish)	American				

Targeted Individual/Victim

Offender/Perpetrator

Note: Additional racial categories listed include, 'Mixed Race' and 'Unable to tell'

Age Categories *
Please answer to the best of your ability

	24 years and under	25-64 years	65 years and over	Unable to tell
Targeted Individual/Victim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offender/Perpetrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Gender Identities *

Please answer to the best of your ability

	Woman	Man	Transgender	Non-binary	Unable to tell	Prefer not to answer
Targeted Individual/Victim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offender/Perpetrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please feel free to provide links to supporting materials (social media sites, photo uploads, news articles, etc.), or email us at info@project1907.org.

Please leave your contact information below (Name, Email Address and/or Phone Number) if you would like support with reporting your incident to the police or the Canadian Human Rights Commission, and/or if you would like a referral to resources.

We will not share your identifying information with any individual and/or third party including local, provincial and federal law enforcement agencies without your permission.


Please leave your email address below if you would like to be kept up to date on this initiative as it evolves.

Is there anything else you would like to share with us?

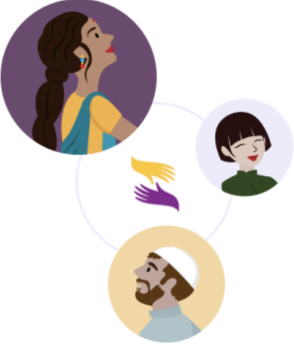
E.g. What would make you feel safer? Is there a result or outcome you would like to see from sharing your experience?

[← BACK](#)

[▶ SUBMIT](#)

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Coalition of Muslim Women - Kitchener-Waterloo



Report Hate

Report for Myself
Report for Someone Else
Report as Witness

You can report anonymously, for yourself, or for someone else, via email at report@cmw-kw.org

Reports can also be submitted via 519-722-2449

If you have faced or seen hate or discrimination, we are here for you. We can help, so you can begin the healing process.

We Can Help

If you are a victim of racism, Islamophobia, Antisemitism, or xenophobia (anti-immigrant sentiment), we provide One-On-One Supports to help you and your family.

One-on-One Support

- Connecting you with the right service providers, such as Ontario Human Rights Tribunal, housing, school, healthcare, police, etc.
- Advocating for you with the right authorities
- Joining you for your case meetings
- Referring you to appropriate services, such as lawyers, municipal bylaw managers and more as needed
- Helping you file complaints and write letters
- Providing you culturally sensitive counselling
- Solving neighbourhood conflicts/problems related to racism, Islamophobia, and xenophobia through *Sulah* (mediation)

[Learn More](#)

*** Date of Incident**

If you don't remember the exact date, please provide the closest approximate date.

*** I am**

Incident Location

*** City / Municipality**

*** Province**

If possible, please provide an address or nearby landmark where the incident occurred

*** Where did the hate act take place?**

- Workplace
- Public School / Private School
- College / University
- Hospital / Healthcare Clinic / Physiotherapist / Mental Health Clinic / Dentist / etc.
- With Police / RCMP / OPP / etc.
- Government Office / Services (e.g. Service Ontario / Passport Office / City Hall / Court / Children's Aid / FACS / Animal Welfare / etc.)
- With Municipal / By Law officer
- Public Transit
- Park / Street / Parking Lot
- Community Centre / Library / Museum / etc.
- Private Residence
- Religious Property
- Shopping Mall / Grocery Store / Retail Store
- Private Business (Gyms / Theatre / Restaurant / Waterparks / etc.)
- With Landlord / In Neighbourhood
- Social Media Post / Private Online Group / Private Message
- Prefer Not To Say
- Other

Incident Details

*** What happened during the incident?**

- Verbal Hate / Harassment (Name Calling / Offensive Jokes, Racial Slurs / etc.)
- Publicly Spreading Hate Against a Group (e.g. Inciting Genocide / Antisemitism / Islamophobia / Racism/ etc.)
- Bullying / Intimidation (Continuous Harassment Such as: Spreading Rumours / Excluding People from a Group / Emotional Harm / etc.)
- Threats of Violence
- Physical Assault (Including with a Weapon / Spitting / Pulling Off Hijab / etc.)
- Vandalism (Graffiti / Destruction / Damage / Harm to Property or Personal Belongings)
- Online Abuse (Email / Social Media)
- Hoax Calls / Abusive Phone or Text Message / Hate Mail
- Discrimination / Unfair Treatment (by Landlord / Doctor / Employer / Teacher / Police Officer or Another Service Provider)
- Displaying or Spreading Hateful Symbols/ Images / Posters / Literature
- Threatened by Dogs
- Prefer Not to Say
- Other

*** In your opinion, what is the reason for this incident?**

Select all that apply

- Racism
- Islamophobia
- Anti-Immigrant Hate (xenophobia)
- Anti-Asian Racism
- Anti-Black Racism
- Anti-Indigenous Racism
- Antisemitism
- Prefer Not To Say
- Other

Tell us what happened in as much detail as possible

You can attach evidence below

Evidence

Loomio | Advisory Committee
<https://www.loomio.com/g/jlhJTLAg>
incident.

Choose file No file chosen

Supported file types: Word, PDF, GIF, JPG, PNG, HEIC, WEBP, MP4, M4V, AVI, MOV

Choose file No file chosen

If evidence files exceeds 10MB, please email report@cmw-kw.org to arrange for further support.

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

What is the victim's age group?

- 18 and Under
- 18 - 24
- 25 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 70
- 70 and Older
- Doesn't Apply (Group or Community was Targeted)
- Prefer not to say

What is the victim's gender?

- Male / Male-Identified
- Female / Female-Identified
- Other (Please specify)
- Prefer Not to Say
- Doesn't Apply (Group or Community was Targeted)

What is the victim's ethnicity?

Select all that apply

- Arab
- African
- Bi-Racial
- Black
- East or South-East Asian (Chinese / Korean / Vietnamese / Indonesian / etc.)
- South Asian (Indian / Pakistani / Sri Lankan / Nepalese / Bangladeshi etc.)
- West Asian (Turkey / Afghanistan / Iran / etc.)
- Indigenous Peoples
- Central or South Americans
- White (European / Caucasian / etc.)
- Prefer not to say
- Other (Please specify)
- Doesn't Apply (group or community was targeted)

What is the victim's religious / faith background?

- No Religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Indigenous Spirituality
- Prefer Not to Say or Doesn't Apply
- Other (Please specify)

Was the victim wearing any cultural / religious clothing when the incident took place?

- No
- Cross
- Hijab / Head Covering
- Kippa
- Turban
- Other

* Do you want help from CMW?

- Yes
- No

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Submit



HARRC Reporting Form

Name *

First Name

Last Name

Phone Number

Please enter a valid phone number.

Email *


example@example.com

Incident report details:

Where did this incident occur?

- School
- University
- Place of Worship
- Online
- Public Park
- Private Residence
- Business
- Other

Date Incident Occurred


 

Date

Location of Incident (City, Ward, Street) *

Do you have a supporting link (to a news article, Tweet, Facebook post, etc.)?

Upload Supporting Evidence



Browse Files
Drag and drop files here

Appendix 3: Poster Presentation

This poster was presented at the CBRC Summit in Vancouver, BC on November 21-22, 2024.

The Ontario Digital Literacy and Access Network in collaboration with Wisdom2Action

Toward Safer Online Spaces

Mitigating the Rise of Anti-2SLGBTQIA+ and Transphobic Online Hate

The Internet Isn't All Rainbows	Digital Safety Strategies	Digital Resilience
November 1, 2022- August 20, 2023	June 1, 2023- June 30, 2024	March 1, 2024- March 31, 2025

The Internet Isn't All Rainbows:

Exposing and Mitigating Online Queerphobic Hate Against 2SLGBTQ+ Organizations

Project partnership between ODLAN and Wisdom2Action

Purpose
To better understand anti-2SLGBTQIA+ online hate, its impacts on 2SLGBTQ+ organizations and staff, and their efforts to address it

Methodology
The consultation process consisting of a series of six focus groups with leaders of 2SLGBTQIA+ organizations in a Canada

Key findings

- Forms of online hate
- Rationalizations
- Contributing factors
- Impacts of online hate
- Preventative Strategies
- Response Strategies
- Support Strategies

Recommendations

- Develop and implement resources to build capacity amongst 2SLGBTQ+ organizations to prepare for and respond to experiences of queerphobic online hate
- Support 2SLGBTQ+ organizations and leaders in the development of their online presence in a way that fosters community engagement and minimizes incidents of online hate
- Develop digital literacy supports to fill the existing deficits amongst 2SLGBTQ+ organizations
- Establish mechanisms of mutual support/aid between 2SLGBTQ+ organizations to share lessons learned and ways to mitigate queerphobic online hate
- Establish collaborative mechanisms between 2SLGBTQ+ organizations for advocacy to reduce the burden on any single organization and address systemic shortfalls including related to publicly funded mental healthcare
- Enhance the resources, services, and support available to staff and volunteers, including better and more accessible mental health supports

Download the full report

Digital Safety Strategies:

Mitigating and Preventing Queerphobic Online Hate

This training was produced by ODLAN in collaboration with NTEN

This free on-demand training series draws from our research findings from the Internet Isn't All Rainbows project. Over the course of six modules, this training teaches 2SLGBTQIA+ nonprofit staff and volunteers about anti-2SLGBTQIA+ online hate, strategies for addressing and mitigating online hate, and how to create a digital safety plan.

Take the training

Reporting Anti-2SLGBTQIA+ Online Hate:

A Feasibility Study

Digital Resilience Project

Purpose
The purpose of the study is to assess the feasibility of developing a reporting tool to track anti-2SLGBTQIA+ online hate, to learn more about how a reporting tool could be developed and maintained, as well as the usefulness of such a tool for 2SLGBTQIA+ communities in Canada given the rise in anti-2SLGBTQIA+ hate.

Methodology
Consulted with three community organizations with online reporting mechanisms for hate; reviewed three online reporting tools

Recommendations

- Establish community networks and partnerships that allow for resource sharing, including labour, funding, and other resources
- Determine the primary objective(s) of the reporting tool
- Determine procedures for following-up with people who report incidents
- Determine how data will be stored, for how long, and who has access to the raw data
- Secure funding for tool development, ongoing maintenance, and data storage
- Incorporate an intersectional lens to the reporting tool by collecting demographic information and conducting qualitative analysis

This report will be released in December 2024.

Digital Resilience:

Addressing the Rise of Transphobic Online Hate through Community-Based Research

Project partnership between ODLAN and Wisdom2Action

Project Overview
This project aims to better understand better understand how transphobic online hate is being directed at 2SLGBTQIA+ serving organizations in Canada and its impact on Two Spirit, trans, and nonbinary (2STN+) staff.

This project includes several research and community-focused components including:

- Online survey and one-on-one interviews with 2STN+ professionals working for 2SLGBTQIA+ organizations
- 2STN+ research advisory committee providing community feedback on the research process
- Online peer support group for 2STN+ professionals who have experienced transphobic online hate
- Feasibility study on the development of a tool for tracking and reporting anti-2SLGBTQIA+ online hate

Purpose
The goal of this research is to uncover professional strategies that organizations are using or developing to deal with the harm caused by transphobic online hate and to develop recommendations for organizations to mitigate and address transphobic online hate.

Project Timeline

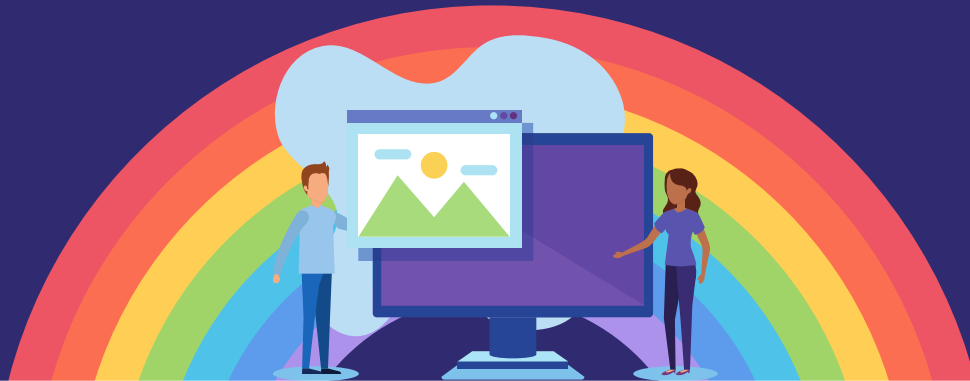
- Research Design and Ethics Process: April-September 2024
- Advisory Committee: May 2024-March 2025
- Data Collection: October-November 2024
- Peer Support Group: October 2024-March 2025
- Data Analysis: November 2024-February 2025
- Report Launch: March 26, 2025

Sign up for ODLAN's newsletter

By Evan Vipond, Vivian Lee, and Dennis Stuebing

Funded by the Government of Canada

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Contact Information



info@odlan.ca



www.odlan.ca