



COUNCIL OF
AGENCIES SERVING
SOUTH ASIANS



ANTI-HATE
COMMUNITY
LEADERS' GROUP

FIRST PUBLISHED

2023

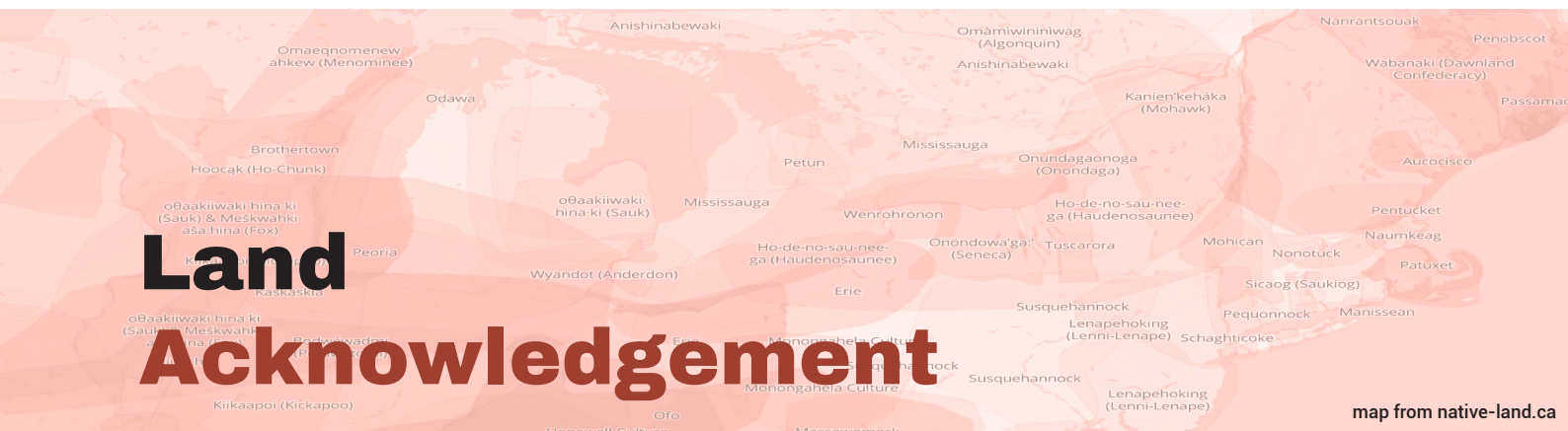
HATE CRIME REPORTING PROJECT

REPORT

Executive Summary

This report provides an overview of the Hate Crime Reporting Project conducted by the Council of Agencies Serving South Asians (CASSA) from 2021-2023. In this report, CASSA details a background on hate and hate activity in Canada, the project's methodology and findings, key recommendations to police services and community organizations, as well as engagements conducted through the duration of the project. The project is funded by the Ontario Ministry of the Solicitor General through the Safer and Vital Communities Grant.

For questions or inquiries about this report, please contact Samya Hasan, Executive Director of CASSA at samya@cassa.on.ca.



The work of the Council of Agencies Serving South Asians (CASSA) takes place on the traditional Indigenous territories of the Huron-Wendat, Haudenosaunee, and the territory of the Mississaugas of the New Credit. This territory is part of the Dish with One Spoon Treaty, an agreement between the Anishinaabeg, Haudenosaunee and allied nations to peaceably share and care for the resources around the Great Lakes.

There is no reconciliation under colonization without land back and without justice for the crimes committed against Indigenous peoples. As settlers of Turtle Island, we recognize that Indigenous communities are particularly vulnerable to discrimination and bias by our institutions and the public, and face disproportionate rates of over-policing and incarceration. We are committed to upholding Treaty obligations, and to fighting in solidarity with the Indigenous peoples of Canada.

About CASSA and the Anti-hate Community Leaders' Group

The Council of Agencies Serving South Asians (CASSA) is a social justice agency serving the South Asian communities living in Ontario through advocacy, research, capacity building, policy development, and training. CASSA is structured as an umbrella agency of over 120 member agencies serving South Asian communities in Ontario. The direct beneficiaries of our work are the member agencies that provide frontline community services to South Asian communities, who are the ultimate beneficiaries of our work. The focus of our work is on marginalized, underprivileged, and disenfranchised segments of the South Asian communities including youth, women, seniors, disabled, poverty-stricken, and LGBTQ+ groups.

The Anti-hate Community Leaders' Group was convened in 2019 by the Council of Agencies Serving South Asians (CASSA) to take a proactive and preventative approach to address hate-motivated violence and crimes that are unfortunately on the rise in Canada. The AHCL Group brought together more than 40 diverse organizations to tackle hate, with a specific mandate in the following six areas: online hate and social media, law enforcement and legislation, the education system, media engagement, political engagement, and interfaith/interracial dialogue. Aligned with these mandates, AHCL Group has undertaken multiple projects, including analysis of legal tools and legislation, developing tools to combat hate-motivated speech online, and working with municipal police services to improve their hate-crime reporting processes.



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Acknowledgements

We thank all advisory board members, current and past staff and volunteers, and supporting organizations and agencies to make this project possible. We thank the Ontario Ministry of the Solicitor General for funding this project to shed light on the importance of community-informed hate-motivated crime reporting approaches.

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Anti-Hate Community Leaders' Group

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

Understanding Hate in Canada

Hate in Canada is rooted in the colonization of Indigenous lands and territories. The withstanding **structures of colonization** are also the results of **systemic racism** which perpetuate inequality and inequities in our legal system, incarceration rates, and access to essential services, among other facets that provide a good quality of life.

The conscious and unconscious biases embedded in Canadian society further harm, victimize, and traumatize marginalized communities including Indigenous peoples, Black communities, other racialized groups and religious minorities, making them more vulnerable to experiencing hate and the associated physical, mental, emotional, and psychosocial impacts.



Statistics

Hate statistics in Canada vary due to a number of reasons. This includes a lack of uniform definitions for hate-motivated crimes, hate incidents, and identifiable groups, as well as unstandardized reporting and documentation across jurisdictions, among others. Police-reported hate-motivated crimes only represent a small proportion of hate-motivated crimes and incidents that occur across the country. In fact, in 2019, Canadian law enforcement reported 1,951 hate-motivated crimes - under 1% of the 223,000 self-reported hate-motivated crimes across the country ([Canadian Anti-Hate Network](#)). With the onset of the pandemic in 2020, there was a 36% increase in the number of police-reported hate-motivated crimes, followed by a 27% increase into 2021, indicating that the self-report numbers could be similar, but more likely, significantly higher.

Listed below are highlights from reports on hate-motivated crime and incident statistics, published in 2021 by some police services in Ontario.

Toronto

Highlights below were taken from the 2021 Toronto Police Service Hate/Bias Crime Statistical Report.

The Toronto Police Service (TPS) reported that the most commonly reported hate-motivated crimes targeted Black (26%) and Jewish (13%) populations, followed by East and Southeast Asians. Indigenous peoples and those designated as visible minorities generally report feeling less safe than the rest of the population. TPS also reported that Aboriginal, African Canadian, Arab/Muslim, Jewish, and LGBTI communities voiced frustration over a lack of common understanding of hate activity and difficulties faced in the pursuit of justice for hate-related crimes and incidents.

Ottawa

Highlights below were taken from the 2021 Ottawa Police Service Annual Report and 2021 Report of Incidents Motivated by Hate (Criminal Offences Only).

The Ottawa Police Service (OPS) reported 260 hate- and bias-motivated incidents (criminal offences) in 2021, an increase of 43.6% from 2020 (181 incidents). Jewish (64 counts) and Black (47 counts) communities were the most commonly reported victims of hate-motivated crimes and incidents, followed by the LGBTQ+ community, East and Southeast Asians, and Arabs/West Asians as reported by OPS. The group experiencing the largest growth in victimization from 2020 to 2021 is attributed to Arabs/West Asians (+200%), followed by the LGBTQ+ community (+140%).

Mississauga

Highlights below were taken from the 2021 Peel Regional Police Annual Hate-Motivated Crime Report.

Peel Regional Police (PRP) reported that the most commonly reported hate-motivated crimes targeted Black and South Asian populations and that the increase in hate-motivated crimes against South Asians is partially attributed to the Farmer Protests that occurred in India. Amongst religious groups, Jewish (16 counts) and Muslim (9 counts) community members reported the highest victimization numbers. Hate crimes and incidents motivated by religion increased by 38.5% from 2019 to 2021 in Peel Region. PRP also reported that the number of hate crimes/incidents motivated by sexual orientation increased from 6 to 16 from 2019 to 2021.

York Region

Highlights below were taken from the 2021 York Regional Police Annual Report.

York Regional Police (YRP) reported that the most commonly reported hate-motivated crimes targeted Black (48 counts), East & Southeast Asian (29 counts), and Arab/West Asian (12 counts) populations. Hate crimes and incidents motivated by religion increased by 52.6% from 2020 to 2021. Along these lines, Jewish (43 counts) and Muslim (11 counts) community members reported the highest victimization numbers amongst religious groups. YRP also reported that the number of hate crimes and incidents motivated by sexual orientation increased by 36.4% from 2020 to 2021.

Project Description

The Hate Crime Reporting Project (HCRP) was developed to facilitate a community-based approach to addressing hate-motivated crimes and hate incidents in Toronto, Peel Region, York Region, and Ottawa. The Council of Agencies Serving South Asians (CASSA) led this project on behalf of the Anti-hate Community Leaders' Group. CASSA focussed on Toronto, Peel Region, York Region, and Ottawa, as these regions are highly racialized and have relatively high rates of hate-motivated crime and incident victimization within these communities. The project stems from the differences in perceptions of what hate-motivated crimes and incidents are between the police and communities, the best ways to report them, and how to approach investigations.

CASSA partnered with Toronto Police Service, Peel Regional Police, York Regional Police, and Ottawa Police Service over the course of two years. With these partners, CASSA hoped to establish a consistent hate-motivated crime reporting approach across the four jurisdictions to boost reporting rates. Through our research and engagement work, we identified barriers to reporting hate-motivated crimes and incidents for community members, and identified recommendations to remove these barriers. We also focussed on increasing community awareness for identifying hate-motivated crimes and hate incidents and safe methods of reporting them. The project also involved providing police hate crime units with training and recommendations on how to work with racialized communities to report and address hate-motivated

crimes and incidents while simultaneously building trust-based relationships with communities.

We recognize this project has limitations due to the limited resources we had access to, however, we hope that the content, data collected, and collaborations established as part of the project set the tone for future work in our communities in combatting and reporting hate speech, crimes, and incidents.

This two-year project was funded by the Safer and Vital Communities Grant from the **Ontario Ministry of the Solicitor General**. The content produced for this project was not influenced by government entities or funding bodies. All information included was at the discretion of CASSA and partner organizations across Ontario including the Anti-Hate Community Leaders' Group. We thank our partner agencies, advisory board, community organization and all community members who provided their feedback, expertise, and support throughout this project. All #HCRP public awareness materials including infographics, this report, and other resources can be accessed [here](#) or on the [CASSA website](#) under the Hate Crime Reporting Project page.



Research Methodology

Quantitative



As part of the project, we administered an online Hate Crime Survey to residents of Toronto, Peel Region, York Region, and Ottawa, from September 5th, 2021 to October 11th, 2021. The survey was administered through SurveyMonkey and advertised to the public through our advisory committee, the AHCL group, partner organizations, and our collective social media networks. We collected information on participant demographic details (age, gender, race, sexual orientation, geographic location/city, and faith identities, etc.), and information on participant understanding and perceptions of hate-motivated crimes, speech and incidents, experiences with hate-motivated crimes and incidents and reporting them, and their preferences and recommendations to improve reporting to police. The target audience for the survey were community members who identified as being victims of hate-motivated crimes, speech or incidents as well as those who had experience reporting their situation to their local police service.

Qualitative



Additionally, we conducted several forums, focus groups, and interviews with community members to understand their perspectives, beliefs, and experiences with hate-motivated crimes and reporting. Forums, focus groups, and interviews were conducted online via Zoom, over the phone, or in-person from November 2021 to June 2022. Several community organizations across the four regions helped to facilitate this qualitative data collection to maximize participation. We provided honorariums in the form of gift cards to all interview and forum participants to compensate for their time.

Findings

Quantitative Data & Trends

The survey yielded a total of 4,871 responses with a survey completion rate of 83%. Of all the participants who completed the survey, 34% were from Toronto, 4% from Peel Region, 38% from York Region, and 24% from Ottawa.

1. Understanding & Perceptions of Hate Crimes and Incidents



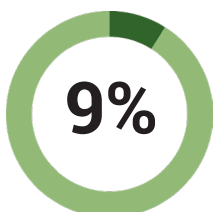
2. Experiences with Hate Crimes and Incidents



84% experienced a hate crime or incident. When asked where people experienced a hate incident, they primarily listed **stores (41%)**, followed by at or near **work (26%)**, **school (14%)**, places of worship, public transportation, and at or near their homes.



89% witnessed/have been a bystander of a hate crime or incident. When asked where people witnessed a hate incident, they primarily listed **school (42%)**, followed by at or near **work (25%)** and **stores (10%)**. 9% were neutral.



9% disagree and strongly disagree that police are properly trained to respond to hate incidents, while **13%** are neutral.

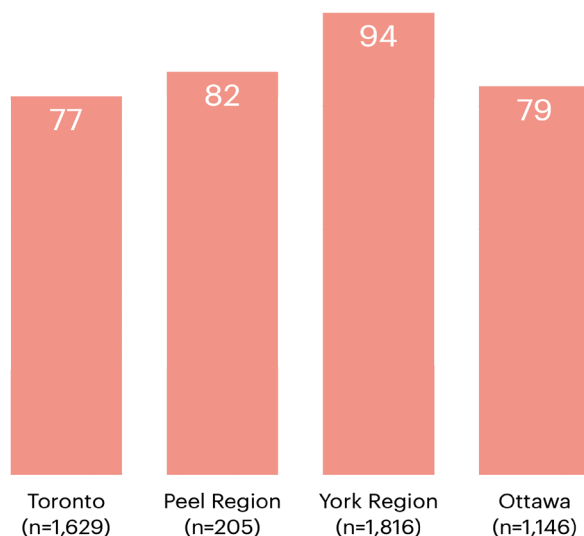
3. Hate Crime Reporting & Recommendations

When asked about their reporting experiences, 81% mentioned having reported a hate crime or incident to the police.

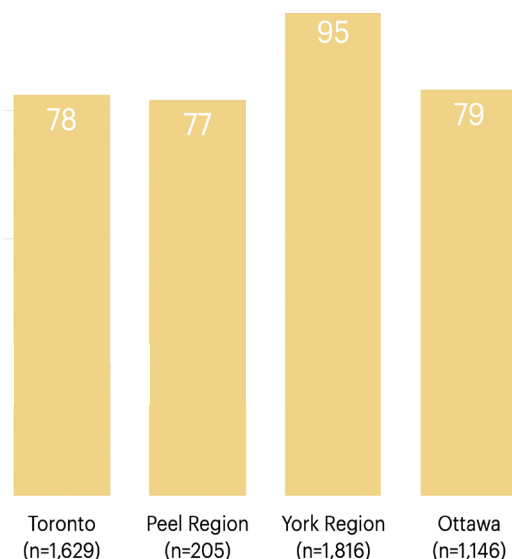
When asked about which components of reporting to the police need to change or be improved upon, 56% said communication, and 16% said documentation, communication, sensitivity, and follow-up post-reporting.

The figures below illustrates that across all four regions, community members felt that hate incidents are an important and rising issue in their respective communities. The figures also demonstrate that community members are experiencing hate crimes and incidents at disproportionate rates, significantly higher than what is being reported by police services.

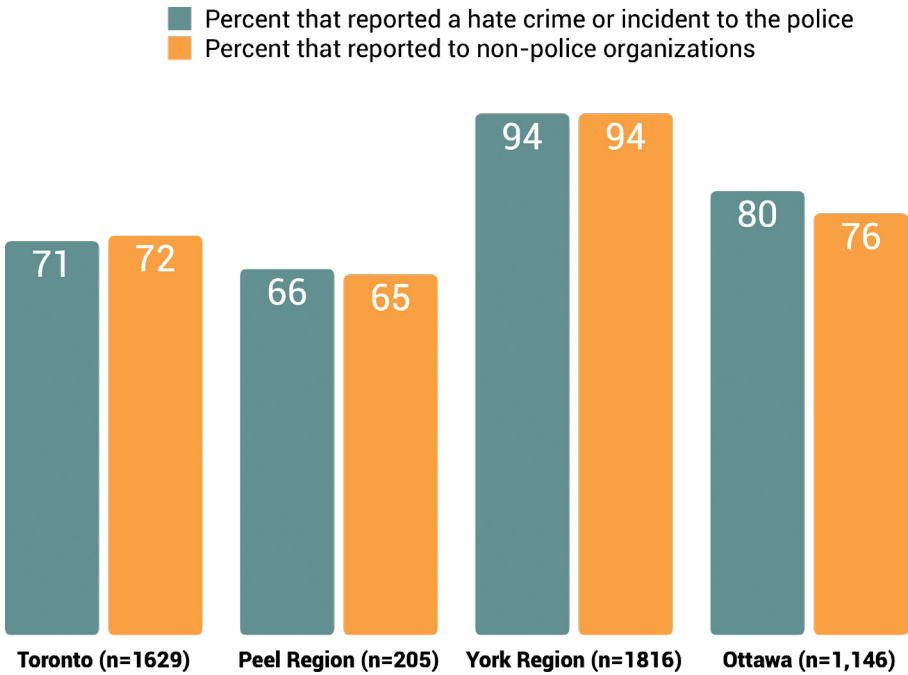
Percent that agree or strongly agree that hate incidents are rising in their community



Percent that experienced a hate crime or incident in their community



The figure below shows the regional statistics for hate crime and incident reporting practices as measured by the survey. Notably, every region is comparable in its statistics for reporting to police (green) and non-police organizations (orange). This indicates the importance of third-party reporting and community-based organizations in collecting hate crime and incident reports. Community members felt equally comfortable reporting to third-party organizations, signifying that a collaborative approach to addressing hate and hate-motivated crime and incident reporting with police is necessary to capture all relevant incidents and data.



Furthermore, of the people who reported a hate-motivated crime or incident to the police, there is a proportion of these people in each region that found the reporting process difficult: 11% for Toronto, 14% for Peel Region, 3% for York Region, and 9% for Ottawa. The majority of those who filled out the survey in Toronto (49%), Peel Region (40%), and Ottawa (44%), found the process of reporting to the police to be neither easy nor difficult, while most people in York Region found the process to be easy. This indicates that all police services need to continue to engage their community members to encourage and facilitate reporting in accessible, and less intimidating ways.

It is worth noting that these results may have sampling bias due to the demographic of participants with the ability to fill out the online survey in English as it is the assumption that participants had the technology and language access. Our qualitative findings provided a slightly different picture regarding experiences of hate crime reporting to police. Forums, focus groups, and interviews were held by community organizations in various languages and spaces to make them more accessible. Through this qualitative approach, results indicated that community members had trouble navigating the reporting process, which impacted their trust in the police thereby making them hesitant to report in future instances.

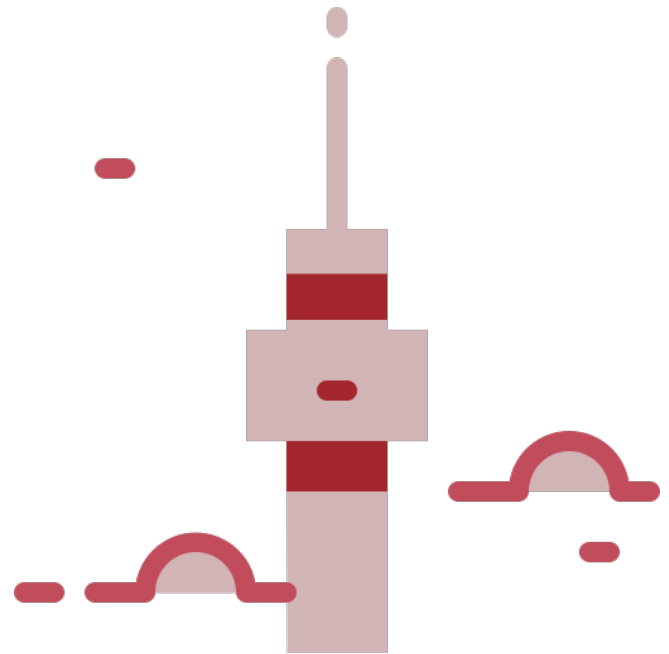
Still, communities across the four regions provided recommendations for improving the processes and eliminating barriers to reporting to the police.

Region-Wide Findings

Toronto

There were a total of **1,629** respondents from Toronto.

- **77%** agreed and strongly agreed that hate incidents are rising in Toronto.
- **78%** experienced a hate crime or incident in Toronto
- **85%** witnessed/been a bystander of a hate crime or incident in Toronto.
- **71%** reported their experience to the Toronto Police Service.
- Of the people who have experience reporting to the police, **11%** found it difficult and **49%** found it neither easy nor difficult.
- **72%** reported to non-police organizations (i.e., some community members provided reporting to the police and non police organizations).
- **28%** don't believe there are adequate resources in Toronto to support hate crime



Modified York Region map obtained online from UReachToronto

York Region

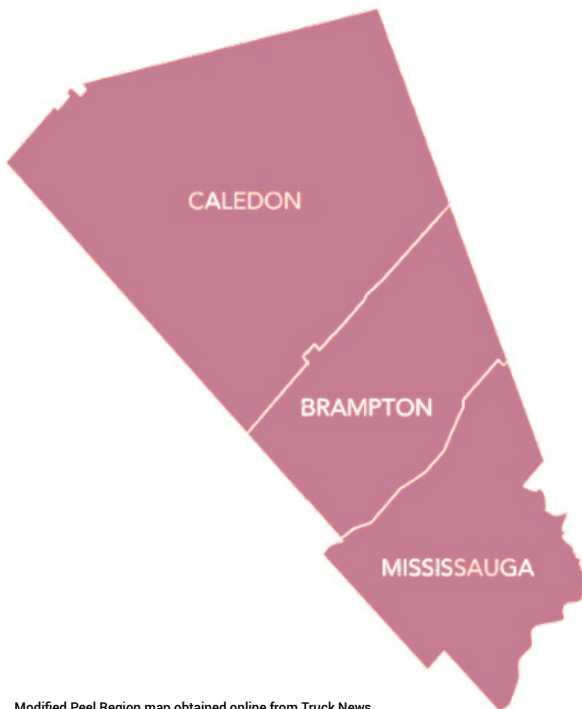
There were **1816** respondents from York Region.

- **94%** agreed and strongly agreed that hate incidents are rising in York Region.
- **95%** experienced a hate crime or incident in York Region.
- **96%** witnessed/been a bystander of a hate crime or incident in York Region.
- **94%** reported to York Regional Police.
- Of the people who have experience reporting to the police, **3%** found it difficult and **8%** found it neither easy nor difficult.
- **94%** reported to non-police organizations.
- **6%** don't believe there are adequate resources in York Region to support hate crime victims.

Peel Region

There were a total of **205** respondents from Peel Region.

- **82%** of people agreed or strongly agreed that hate incidents are rising in Peel Region.
- **77%** of people have experienced a hate crime or incident in Peel Region.
- **77%** witnessed a hate crime or incident in Peel Region.
- **66%** experienced reporting to the Peel Regional Police.
- Of the people who have experience reporting to the police, **14%** found it difficult and **40%** found it neither easy nor difficult.
- **65%** experienced reporting to non-police organizations.
- **30%** don't feel adequate resources exist in Peel Region to support victims of hate crimes.

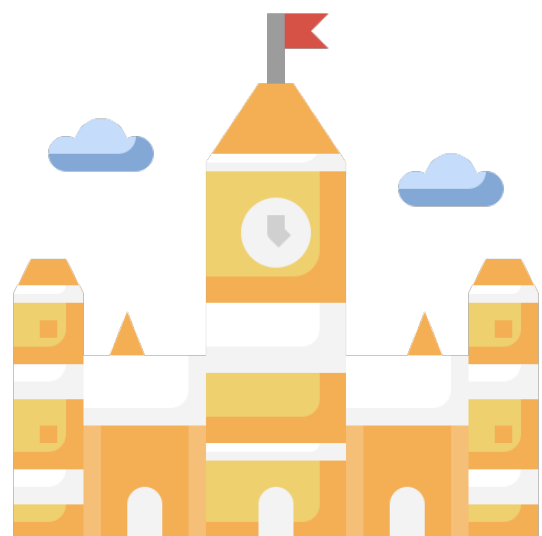


Modified Peel Region map obtained online from Truck News.

Ottawa

There were a total of **1,146** respondents from Ottawa.

- **79%** agreed and strongly agreed that hate incidents are rising in Ottawa.
- **79%** experienced a hate crime or incident in Ottawa.
- **83%** witnessed/been a bystander of a hate crime or incident in Ottawa.
- **80%** reported to the Ottawa Police Service.
- Of the people who have experience reporting to the police, **9%** found it difficult and **44%** found it neither easy nor difficult.
- **76%** reported to non-police organizations.
- **26%** don't believe there are adequate resources in Ottawa to support hate crime victims.



Qualitative Data and Themes

Through analyzing the focus groups, key informant interviews and community forums across jurisdictions, we identified four overarching themes: logistics, relationships, systemic failures, and infrastructure. There were a total of 6 key informant interviews and over 50 focus group/ forum participants from communities across Toronto, Peel Region, Ottawa, and York Region.



Logistics

Logistics refers to the accessibility and approachability of the reporting process

Under this theme, community members shared experiencing a lack of clarity on how to access hate crime reporting, what reporting a hate crime or hate incident entails, and a lack of clarity in how hate crime prosecutions will unfold. Along these lines, national data indicates that perpetrators reported for hate crimes or incidents are often not charged or rarely face consequences, so community members are further discouraged by the process. Other participants highlighted their fear of retaliation from the perpetrator, as well as other barriers they face while reporting including language barriers, psychosocial barriers, cultural barriers, socioeconomic barriers, and accessibility barriers.

Most victims of hate felt discouraged in accessing justice as their experience of hate activity is often not considered a hate crime or hate incident in the reporting or prosecution process, or they do not see reporting as a viable option, which they indicated as a systemic failure in communications from the police to their communities.

“We didn’t bother to go to the police because maybe we do not have enough evidence. It’s her word against ours.”

“Would be hesitant to report [as it is] difficult to provide actual evidence and [I] would not be taken seriously.”

Those who did not report to the police were asked their reasons for not doing so. The reasons mentioned included:

- They believed that the incident was “not important enough” in the eyes of the police
- They felt it was a private matter; or
- They felt the police would not be able to do anything about it.

Systemic Failures

Systemic failures encompass discriminatory practices while reporting to police, or during investigations.

Community members overwhelmingly listed feeling hesitant to report to police as they were worried about, or experienced, feeling discriminated against and dismissed when reporting in person. Many cited that power dynamics between the police and communities made them fearful of reporting, as well as their general distrust of police due to historical and ongoing negative police interactions; especially for those who identified as a racialized person or a member of a religious minority.



“Why are we targeted and not protected?”

“Police reporting is already scary on its own due to the power dynamic.”

“Visibly muslim individuals are vulnerable, and I feel the police are not doing enough to protect the community. How can [the police] make us feel safe, and tell us to report these crimes, when we feel dismissed and targeted when dealing with them?”

Relationships

Relationships include communication and accountability between police, the victim, and affected communities.

Community members who reported hate crimes or know people who had reported them, mentioned feeling abandoned and lost afterwards with little follow-up and little to no communication from the investigators and the police service.

Additionally, victims and others who reported hate crimes felt a general lack of cultural sensitivity and understanding when engaging with police officers. Participants felt that these actions further strained existing relationships between the police and vulnerable communities.

Infrastructure

Infrastructure includes the availability of accessible resources to report hate crimes and seek victim support services.

Participants expressed their frustrations that the wider communities were unaware of available resources and places to report hate crimes. They believed that this was due to the lack of communication from police services about resources in the community. The understanding of the participants was that this has led to an increase in hate crimes and incidents going unreported.

When asked about an ideal outcome, community members stated,

“Maybe a community mechanism to prevent these crimes from occurring or providing resources to those who want to report crimes.”

“It would be nice to have a hate crime hotline that is linked to regional police services. I think part of the problem is that no one knows if these hotlines exist, which is a problem in itself.”

Still, others mentioned the use of a community liaison or representative to be present when victims go in to report a hate crime or incident in person.

Many participants were unaware that they could request to report to the police in another language (either by asking for an officer who spoke their language or by requesting an interpreter through the police). Community members also highlighted that they did not feel supported by law enforcement though community efforts to engage with members were acknowledged.

Overall, participants felt that necessary support was lacking leaving the victims and affected communities vulnerable to unsafe environments as well as adverse health and social outcomes.

Our findings in relation to reporting barriers can be categorized under these four themes but this is not an exhaustive list of factors preventing community members from reporting.

Recommendations to Police

There are three overarching recommendation areas we would like to highlight, based on our findings and recommendations from the [Canadian Race Relations Foundation report](#) on services for victims of hate in Canada.

We want to emphasize that although some of these recommendations may be implemented or are in development for implementation, there should be a greater focus on amplifying and publicizing any ongoing efforts and communicating them in accessible ways to the public.



Victim-Centred Approach

- 1. Allow early access to case investigation information for victims.**
- 2. Continuous flow of communication between victim and investigator or support officers on the case status.**

Hate-motivated crimes uniquely attack the identity of the victim and as such, impart lasting harm and trauma; therefore it is in the best interest of the victim to have early access to information for their well-being.

Our participants highlighted the need for improved communication and centering victim needs in the investigation process, as well as ensuring ongoing communication to address this need. This includes increased efforts to follow up with victims of hate-motivated crimes and incidents and providing greater transparency about ongoing investigations.

Reporting to Police & Investigation Protocols

- 3. Training for frontline officers on recognizing hate and interacting with marginalized communities.**
- 4. Increased cultural competency training and practices.**
- 5. Sub-category analysis & breakdown of motivational factors; and multi-bias category for the motivational factor of hate-motivated crime and incident.**

Community members have reported inadequate and insensitive investigation of hate-motivated crimes by police services, as well as a lack of understanding of the nature of the hate-motivated crime, racism, homophobia, and religious intolerance amongst officers. As such, services need to prioritize building trust with the public and take hate-motivated crime reports in a compassionate and comprehensive manner. This includes increased and ongoing training for frontline officers in addition and officers who receive phone reports on all facets of hate and recognizing hate specific to their communities. This also means officers need to be increasingly aware and sensitive to the needs of community members who are visible minorities, gender-diverse and part of other marginalized groups through ongoing cultural competency and sensitivity training for police officers. Community members have also stated that employing diverse officers who engage in hate-motivated crime investigations is essential in increasing the communities' willingness to report.



6. Promote increased accessibility of reporting methods and prioritize public-facing reporting tools with recourse for victims.

Continuously updating how frontline and other hate crime unit officers obtain hate-motivated crime reports is crucial to effectively serving vulnerable communities. Community members who took part in our study as well as other national studies have highlighted inconsistencies in questions asked by officers, the number and type of follow-up questions to answers provided, and the general recording of reporting an incident. Input from community members, leaders and organizations on an annual basis is recommended to ensure that investigative methods are consistently updated to reflect the shifting population dynamics and types of hate in the community.

7. Sub-category analysis & breakdown of motivational factors; and multi-bias category for the motivational factor of hate-motivated crime and incident.

Going forward, all hate crime units must report sub-categorical analyses and breakdowns of motivational factors for hate-motivated crimes. This includes breakdowns in motivations by race/ethnicity, religion, sexual orientation, gender, etc. Further, including the multi-bias category in hate-motivated crime statistics for motivational factors is essential in accurately capturing the intersectional nature of hate-motivated crimes and incidents. These may only seem to be relevant for data capturing and statistical analysis, however, they are vital for informing appropriate safety protocols and measures for highly targeted groups and for dedicating educational resources and support services to these groups. This information should be plainly stated in annual reports and communicated to the public on their websites and through infographics, videos, and other creative avenues.

8. Promote increased accessibility of reporting methods and prioritize public-facing reporting tools with recourse for victims.

Police services can encourage hate-motivated crime reports by promoting the option to use interpreters when engaging with the community, as well as accommodations for community members with cultural and accessibility barriers. Community members also reported increased comfort in using public-facing tools such as phone Apps that can be easily navigated. These tools should also feature reporting in multiple languages, and offer recourse to the victim including what to expect following submission of the report, and local community and police services offered near their location.

We acknowledge that there are ongoing efforts to train officers in diversity and inclusion, hate recognition, and increasing access to reporting by having a plain-clothed officer meet victims in public areas, however, there should be a greater effort in improving and publicizing these existing frameworks.

Collaborations & Alternative Reporting

- 9. Collaborate with, and promote, third-party reporting service**
 - a. Include resources for victims of hate-motivated crimes to report their experiences to a community organization other than the police service**
- 10. Develop an external community liaison position that further improves relations between community members & law enforcement through collaborative approaches.**
- 11. Map, validate, and contextualize support services (e.g., accessibility, proximity to transit, languages offered).**

Third-party reporting services provide an essential resource for victims of hate-motivated crimes to report their experiences to an organization other than police services. Collaborations with third-party organizations willing to take hate-motivated crime and incident reports and have the capacity to do so should be a priority for police services as survey participants in each region indicated almost the same willingness to report to both parties. Timely efforts should be taken towards publicizing these reporting methods amongst community leaders and members; in partnership with community organizations.

Police services need to work closely with community organizations to map and continuously validate resource centers detailing available support services for victims of hate-motivated crimes. This is especially important as police are often the first contact for the public when facing a threat to safety. Promoting third-party reporting organizations on police websites can encourage the public to come forward and report hate-motivated crimes and incidents. This also facilitates public awareness of local services. Further, these resource centers should contextualize available support services with accessibility ratings, languages offered, proximity to public transit, and other features that may encourage residents to report.

Project Engagements

As part of the Hate Crime Reporting Project, we engaged numerous internal and external stakeholders, partner organizations and agencies, police services and personnel, as well as community members. Below, we have detailed a few of the engagements conducted for this project (in no particular order).

- [Podcast by CASSA](#)
- Launched an anonymous reporting tool for community members who experienced a hate-motivated crime or incident to be used for data collection (since concluded)
- Hosted virtual training session on “The Limits of Hate Crimes Approach: Integrating Critical Race Intersectional Analysis”
 - Facilitated by Dr. Wesley Crichlow, PhD - a Critical Race Intersectional Theorist and a Professor at Ontario Tech University. His work connects Theories of Anti-Black Racism and Decoloniality in research, teaching, and practice.
 - Attended by officers from the Toronto Police Service, Peel Regional Police, York Regional Police, Ottawa Police Service, Ontario Provincial Police, and Waterloo Regional Police.
- Training presentation on research results and recommendations to the Toronto Police Service
 - Supported by the Chinese Canadian National Council for Social Justice
- Training presentation on research results and recommendations to the Peel Regional Police
 - Supported by the John Howard Society of Peel-Halton-Dufferin and the Syrian Canadian Foundation
- Training presentation on research results and recommendations to York Regional Police
- Supported by the South Asian Legal Clinic of Ontario and the Chinese Canadian National Council for Social Justice
- Training presentation on research results and recommendations to the Ottawa Police Service
- Supported by the Canadian Arab Institute
- Presentation on project research results and recommendations to Ombudsman Toronto
- Partnering at Ontario Tech University with Dr. Barbara Perry’s class to boost awareness of hate-motivated crimes and incidents
 - Partnered with students in the ‘Doing Criminology’ class where CASSA mentored students on developing a digital intervention focussing on improving community awareness of hate-motivated crimes and hate incidents
- Presentation on research results and recommendations for the Islamophobia Virtual Helpline Project at Riverdale Immigrant Women’s Centre
- Project featured in InSauga newspaper article: [Project aims to bolster hate crime reporting in Mississauga and Brampton | insauga](#)
- Conducted the “Facilitating Hate Crime Reporting” workshop at CASSA’s conference: Unlocking your Social Justice Potential: Capacity Building 101
- [Public awareness campaign](#) to improve community awareness of hate-motivated crimes vs. incidents, methods of reporting hate activity, where to report, available resources, etc.
 - Translations provided for crucial content into 5 languages

Project Learnings & Recommendations: **Conclusion**

The community voices we have been listening to align with the quantitative trends we observed:

- **Communication by the police (in investigation and reporting) needs to be amplified**
- **Reporting methods are insufficient, not well-publicized, as well as inaccessible**
- **Police services need to better engage with communities to increase awareness of the nature of hate-motivated crimes and reporting processes**

A collective effort from police services and community organizations is needed to build awareness of recognizing hate-motivated crimes and incidents and next steps if one experiences a hate-motivated crime or incident. We recommended police services host ongoing community forums on hate-motivated crimes to talk about emerging trends in hate activity and share up-to-date, accurate information about hate incidents with community members.

Although the police service is currently engaging with community members, increased efforts should be dedicated to public education on staying safe relating to hate activity online and in-person, amplifying existing reporting methods facilitated by the police service, building capacity for local third-party organizations, as well as promoting mental health and victims support services available in each of the four regions of focus.

Lastly, communities, local organizations, police services and other law enforcement bodies, as well as policy-makers, will all benefit from enhanced race-based disaggregated data collection, analysis and reporting pertaining to hate crime motivational factors.

