




SECOND ANNUAL

SNAPSHOT OF HATE IN WATERLOO REGION



WAYS TO REPORT HATE

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Coalition of
Muslim Women
Kitchener-Waterloo

A REVIEW OF
20
22

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ABOUT COALITION OF MUSLIM WOMEN OF KW

Founded by a handful of Muslim women from diverse backgrounds in 2010, Coalition of Muslim Women of KW (CMW) is a charitable organization empowering women and girls to be leaders and change makers. CMW provides opportunities for personal and professional growth, and leadership and skills development for women while addressing issues of gender-based violence, racism, discrimination and Islamophobia through innovative programming and services, partnerships and collaboration, and advocacy and outreach.

PROJECT FUNDERS

Canada



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SECTION 1

INTRODUCTION

INTRODUCTION

“I have been through this more times than I can count sometimes, everything is just numb. But for some reason I could not shake this incident.” - Informant

CMW has a 10-year history of working on issues related to hate and discrimination in the Waterloo Region. The Hate Crimes Project in 2012 was the first attempt at responding to cases shared by CMW members and the community. One of the main recommendations from this pilot project was that a formal system be established to document hate and discrimination. CMW fulfilled its goal in 2021 by establishing the Hate or Discrimination Documentation and Reporting Service. This program features a comprehensive reporting system that allows victims or bystanders to report instances of hate or discrimination through a website, via phone, text, email or WhatsApp or in person. It also features one-on-one support for victims and engages in public education and systems advocacy work - this report included.

As we approach the second anniversary of the horrific June 6th Islamophobic attack in London, Ontario, it continues to be important to raise awareness and document experiences of hate, as a way to channel the pain caused by these experiences, and as a strategy to counter Islamophobia, racism and xenophobia in Waterloo Region. On the first-year anniversary of this attack, Coalition of Muslim Women of KW (CMW) published their first

Snapshot of Hate in Waterloo Region report that provided the community with the first intentional and conclusive report on hate of this nature, and the foundation for creating a strategy to counter Islamophobia, racism, and xenophobia in Waterloo Region. By making this report annual, CMW aims to keep this conversation at the front of community change efforts and to continue to remember and honour the lives lost to and impacted by hate.

This report intends to present a nuanced picture of hate in Waterloo Region because such data does not exist currently. It aims to address gaps in hate reporting data by providing details on where hate cases are occurring (geographical area and local spaces); the type of hate targeted identities (Islamophobia, anti-Asian hate, anti-Black racism, anti-Semitism, etc.) and what kind of supports are needed by individuals experiencing hate or discrimination (language interpretation, legal assistance, counselling, reporting/filing, etc.). Bringing this critical information to the community helps those experiencing hate in their efforts to seek support and to see themselves reflected in advocacy, education and prevention/change efforts in Waterloo Region. However, disclosing experiences of hate is not easy and riddled with many barriers, whether it be personal or systemic. While reading this report, it's important to consider the voices that didn't come forward to formally report their experience this past year and to consider this report the beginning of an important conversation, not a reflection of the whole story.

CMW and their dedicated staff continue their outreach efforts and to raise awareness of the importance of reporting and data collection. Reporting experiences of hate is difficult and, for many individuals, actively avoided. Indications of this hesitancy are reflected throughout this report. Because we know we don't know the whole picture of how hate and discrimination manifests for individuals in Waterloo Region, it's important to examine each and every report of hate or discrimination documented, but to also be mindful that they are only a part of the full picture. The statistics in this report, brought from the obscure to the light, are extraordinary and important. They exemplify CMW's work to be a safe point of contact and trusted support for individuals experiencing incidents of hate or discrimination.

This report is part of a larger journey toward an authentic reflection of this issue in Waterloo Region, and by whom and how it is experienced. Capturing this data yearly, and educating ourselves on how this looks in Waterloo Region in 2022, and on a yearly basis, is an important beginning to initiating action and change that leads to a safe and thriving community for each of its members.

Disclosing experiences of hate is not easy and riddled with many barriers, whether it be personal or systemic.

While reading this report, it's important to consider the voices that didn't come forward to formally report their experience this past year and to consider this report the beginning of an important conversation, not a reflection of the whole story.



SECTION 2

DATA.

COLLECTION

HOW THIS DATA WAS COLLECTED

Data and information for this report was collected through a variety of means. Primarily, data was collected through the Hate or Discrimination Documentation and Reporting Service, operated by CMW. This service received reports of hate or discrimination from multiple sources, through the *report hate* website, in person through CMW staff, over the phone, through the use of WhatsApp, and through email. Additionally, information from Statistics Canada on police-reported hate crimes and data from Project Willow, another research study by CMW in 2022 focused on gendered experiences of hate, discrimination and violence among racialized Muslim women in Waterloo Region.

Data was also received from Waterloo Region Police Services (WRPS) and community partners who submitted their observations from 2022.

Data sources for the 2022 Snapshot of Hate in Waterloo Region Report:



The Caribbean
Canadian Association
of Waterloo Region



Statistics
Canada

Statistique
Canada

In the first snapshot report, the data included reflected April 2021 to May 2022. Data in this report reflects January 1 -December 31 2022. The shift of time period reflects our desire to align with additional reporting measures in the community that keep a January-December schedule, ultimately creating a stronger data story.

In every instance, disclosure of incidents of hate, discrimination or violence were done so voluntarily by informants with ethical measures around safety and confidentiality in place. Further, all identified duplications in data, for example someone reporting the incident on multiple channels or multiple people reporting the same incident, has been condensed to one entry for analysis.





SECTION 3

TRENDS IN REPORTING



TRENDS IN REPORTING

A total of 97 unique reports of hate or discrimination incidents were collected through the Hate or Discrimination Documentation & Reporting Service and were reviewed and analyzed for this report. This analysis examines the reporting channels, demographics of informants, geographic locations and spaces where instances of hate or discrimination were experienced, as well as the perceived reasons for and type of hate or discrimination experienced. These are the results of our analysis.

Documented Incidents

Over the course of 2022, a total of 97 unique incidents were reported through the Hate or Discrimination Documentation and Reporting Service operated by CMW. The breakdown of reporting showed that 34 informants chose to report anonymously on the website; whereas 63 choose to report in ways that connected them to staff at CMW.

“I told him what he writes is hurtful and painful and he must stop. He said he will stop when he has said what he needs to say. Before I could block him, he wrote even more. He is now blocked. I am nervous to see him. I was born in Canada to immigrants and am deeply affected because I thought he was a friend and he was so hostile. It took so much to speak up but if I don’t, I will feel worse, and the newcomers in this neighbourhood will have it even worse than me. I feel so sad about it.” - Informant

Important to note, an additional three reports submitted through the website were perceived to have the intent to cause further harm to those reviewing them with derogatory and racist comments attached. These could be considered additional instances of hate speech.

Reporting Channels

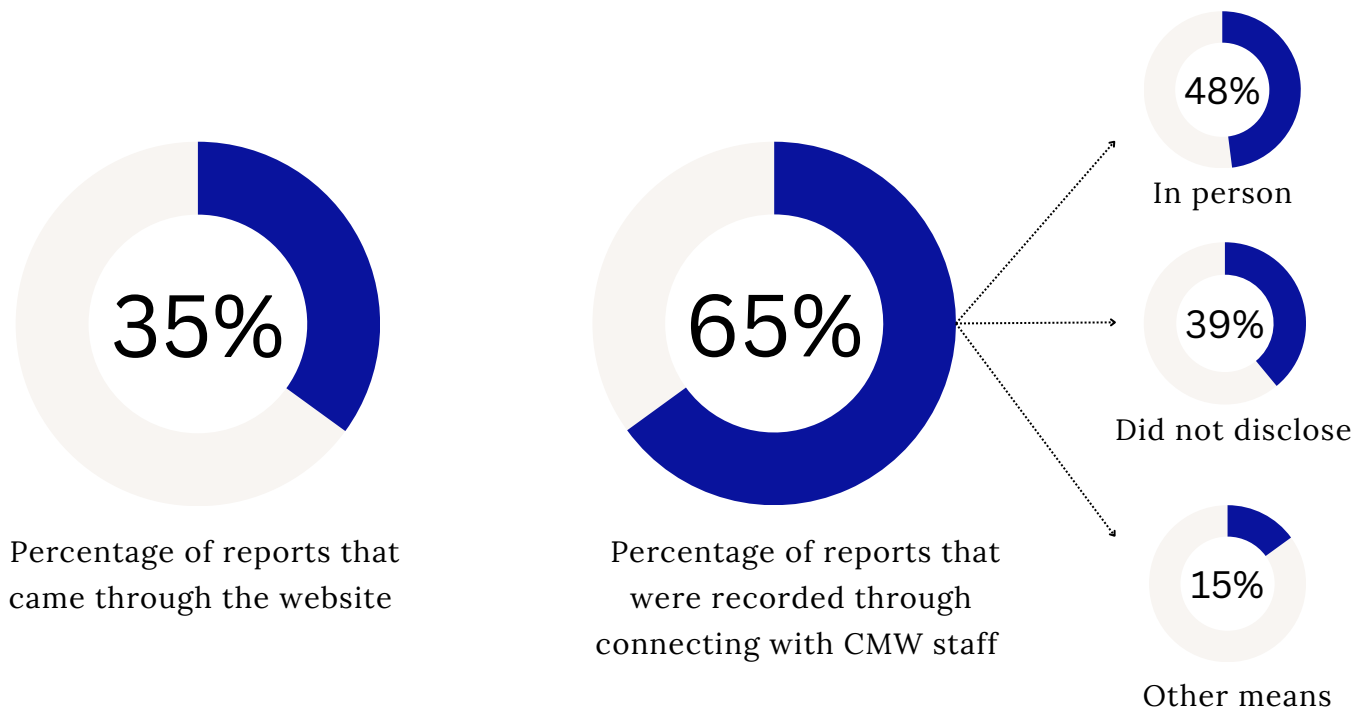
The reporting channels of the Hate or Discrimination Documentation and Reporting Service were designed to be easy, accessible and safe and reports can be made in multiple languages (Urdu, Hindi, Punjabi, Arabic, Dari, Farsi, Somali, and Amharic).

There are five avenues of reporting made available:

1. People can report anonymously through the *report hate* website
2. They can report via a phone number
3. They can report through WhatsApp
4. They can speak directly to designated staff at CMW
5. They can report via email

Of the 63 submitted reports that were connected to staff, 30 (48%) were in person, 25 (39%) kept their reporting avenue private, 3 (5%) were reported over the phone, 3 (5%) were reported over WhatsApp, and 2 (3%) were reported through email.

Figure 1: Breakdown of reporting channels



Informants were asked whether they had also reported this incident anywhere beyond the Hate or Discrimination Documentation and Reporting Service, and only 21% indicated that they had reported the incident anywhere else. A total of 10 informants also reported their experience to police, some sharing that they were met with mixed results and varying degrees of helpfulness. A total of four incidents were reported to a school board, bylaw was contacted once to support with the removal of written hate speech, and one informant made a formal complaint through a retail store's formal complaint system. For those experiencing online hate, one informant reported the incident on Google, one reported it on YouTube and two reported it on Facebook:

“I posted on my Facebook page and shared with some other friends in the neighbourhood. Since this incident, a worse incident happened and I'm even more upset and keep crying about it. I want to move ...” - Informant

Demographics



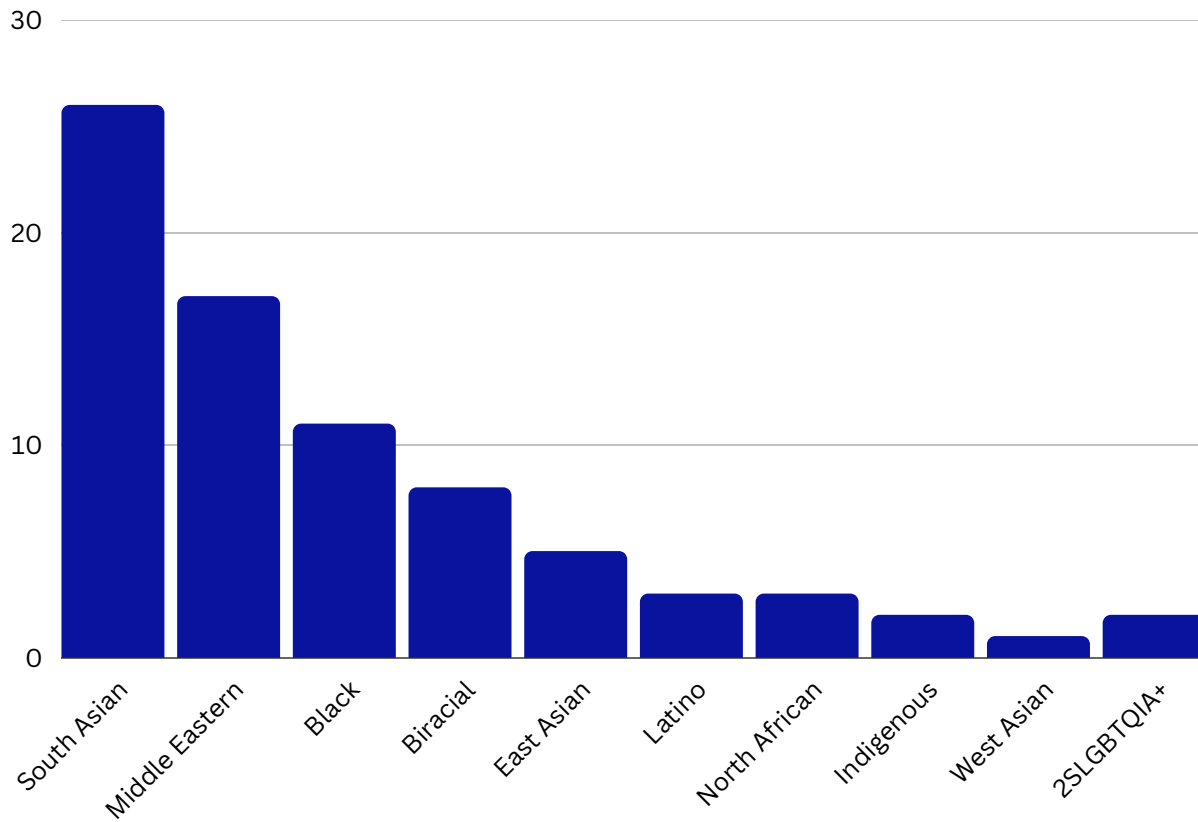
Age

Just under half of informants (47%) disclosed their age as part of their reporting. Of those who disclosed, most were between the ages of 23-34 (36%). Those between the ages 14-18 and 44-64 each accounted for 20% of those reporting who identified their age. Those between the ages of 19-22 accounted for 15% of those reporting who identified their age, and those under 13 accounted for 9%.

Race/ethnicity

Informants were asked what their racial group, ethnicity or nationality was, and to check all that apply. A total of 74 informants (76%) disclosed this information. Of those who disclosed, 26 (35%) were South Asian (Indian, Pakistani, Sri Lankan, Nepali, etc.), 17 (23%) were Middle Eastern, 11 (15%) were Black (African, Caribbean, etc.), and 8 (11%) were biracial. Also represented in smaller numbers were, five (7 %) who were East Asian (Chinese, Korean, Vietnamese, Indonesian etc), three (4%) who were Latino (Hispanic, Latin America, etc.) and three (4%) who were North African (Arabic Speaking). Two informants (3%) were Indigenous Peoples (First Nations, Métis, Inuit), and one was West Asian (Turkey, Afghanistan, Iran, etc.) In addition, two informants used the “other” option to additionally share that they were 2SLGBTQIA+.

Figure 2: Breakdown of race/ethnicity of those disclosing at time of reporting.

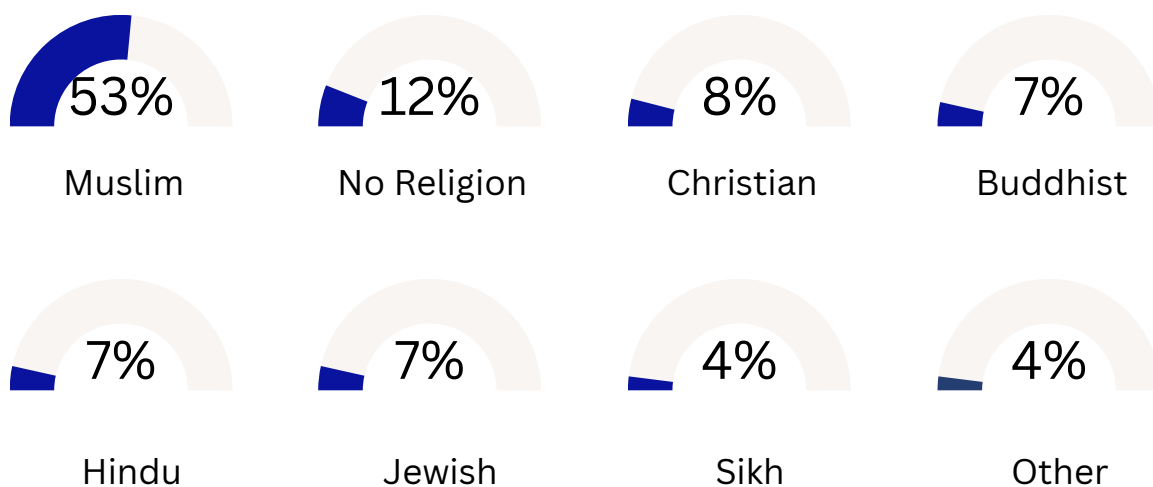




Religion

Informants were asked about their religious/faith background. Seventy-six informants (78%) disclosed their religion and 21 (22%) chose not to disclose. Of those who disclosed, 53% (40) were Muslim, 12% (9) reported no religion, 8% (6) were Christian, 7% (5) were Buddhist, 7% (5) were Hindu, 7% (5) were Jewish, 4% (3) were Sikh and 5% (4) reported “other.”

Figure 3: Breakdown of religion for those disclosing at time of reporting.

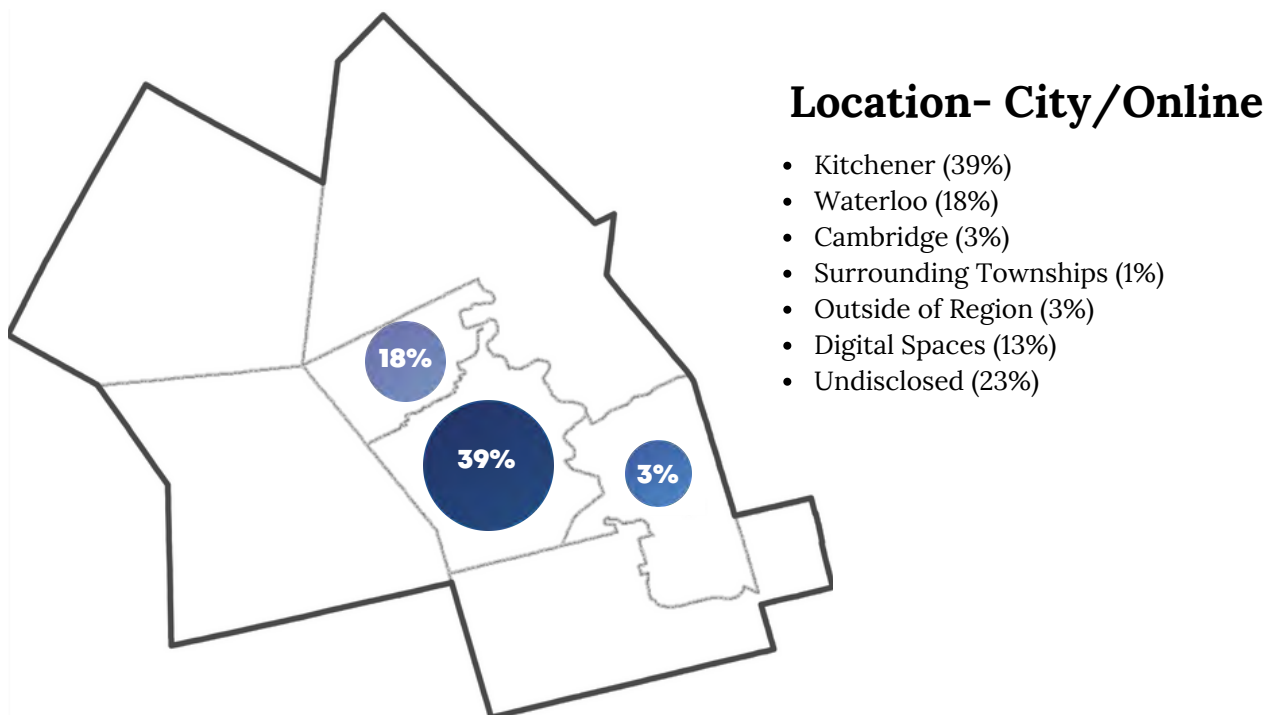


Geographic location of reported incidents

Data collected through the Hate or Discrimination Documentation and Reporting Service

A total of 74 reports (76%) submitted included general information on where in Waterloo Region (or beyond) the incident happened, while the location remained undisclosed on the remaining 22 reports (23%). Waterloo Region's urban centres were more likely to be locations of reported hate or discrimination, Kitchener accounting for 38 incidents (39% of overall total), Waterloo accounting for 17 incidents (18% of overall total), and Cambridge accounting for 3 incidents (3% of overall total). The townships accounted for just one incident, whereas three incidents happened outside of the Region, typically in the Greater Toronto Area. Lastly, 13 reports (13% of the overall total) were experienced in an online space.

Figure 4: Geographic location of the incident being reported through the Hate & Discrimination Reporting and Support Service



Data collected from Waterloo Region Police Services

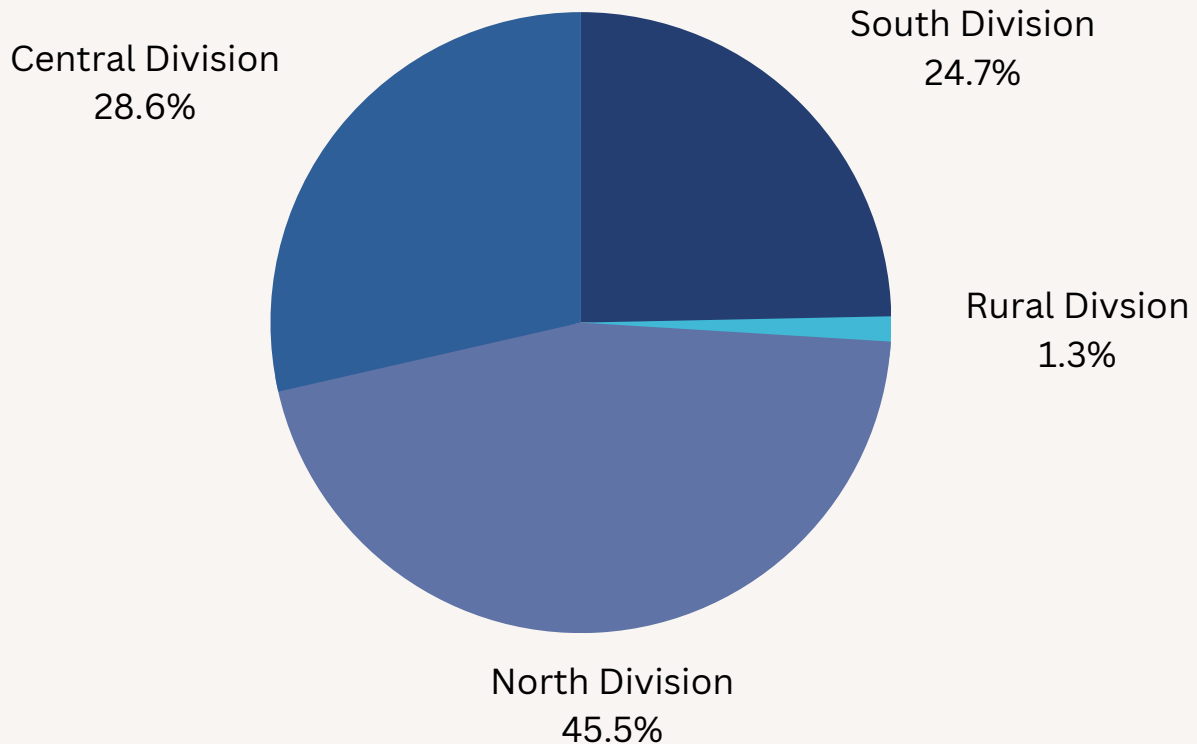
According to Statistics Canada data*, during the reporting period between 2019 and 2021, Waterloo Region, saw five times the formal number of hate crimes (those reported to and documented by police services). Between 2020 and 2021 alone, that number rose by almost 43%, from 54 hate crimes documented in 2020 to 77 in 2021. This reflects a rate of 12.6 per 100,000 population. This puts Kitchener-Waterloo-Cambridge area in the top five metropolitan areas for hate crimes across Canada, following neighbouring Ontario communities like Toronto, Hamilton and London.

In data provided by Waterloo Region Police Services, 2021 police-reported hate-motivated crime was reported in all of their divisions, with the most common location of offence being in the North Division.

- **South Division** (24.7% of total) refers to the City of Cambridge and areas of Kitchener (Doon South, Trillium Industrial Park, Parkway, Hidden Valley)
- **Central Division** (28.6% of total) refers to the City of Kitchener (East of Victoria Street, South of Belmont Ave to Highland and south of Westmount to Highway 7/8)
- **North Division** (45.5% of total) refers to the City of Waterloo and areas of Kitchener not covered by the central division
- **Rural Divisions** (1.3% of total) reflects the Rural North (Woolwich and Wellselsley) and Rural South (Wilmont and North Dumfries)

*Statistics Canada: Police-reported hate crime, number of incidents and rate per 100,000 population, Census Metropolitan Areas. Retrieved from <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510019101>

Figure 5: Police-reported hate-motivated crime by location of offense (2021)

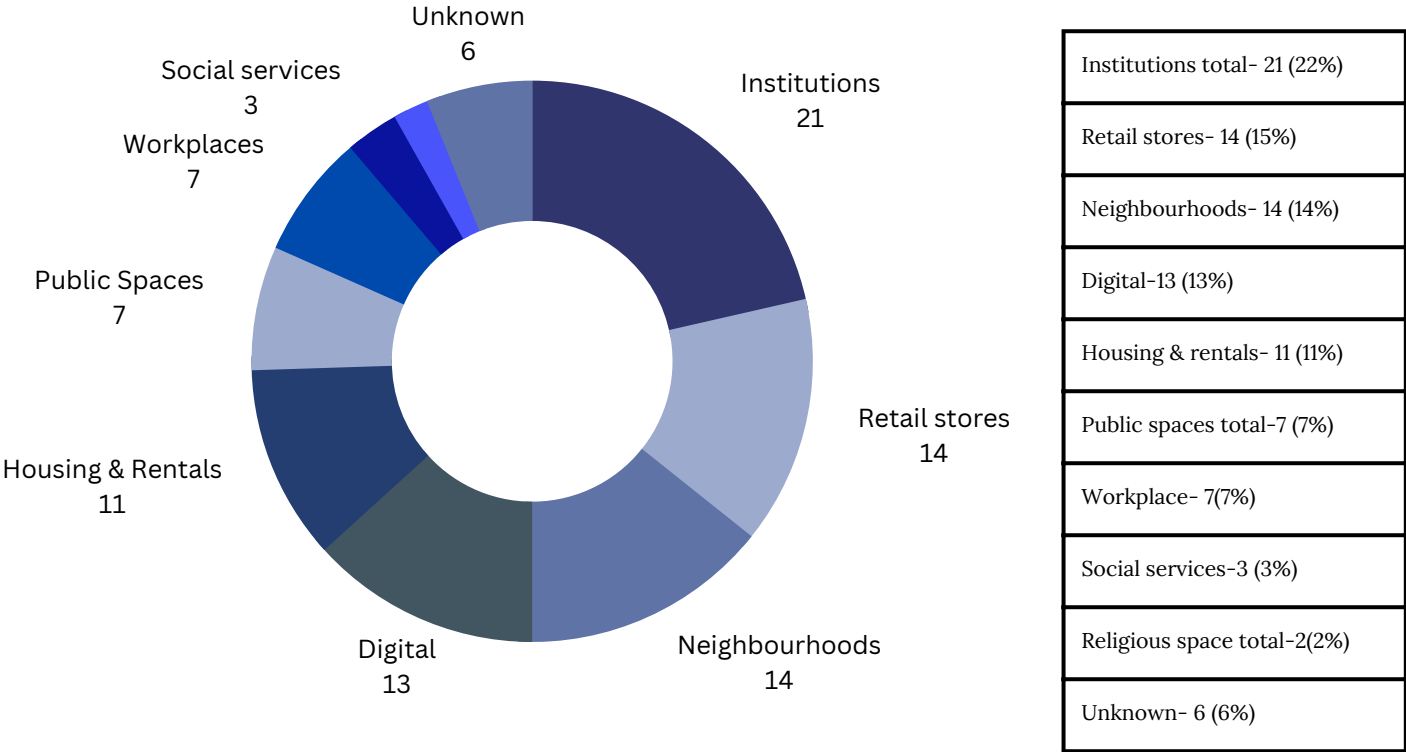


There are important considerations in this analysis of the geographic location of incidents. First, close to a quarter of informants did not disclose a location when they did their reporting. There is a likelihood that this ties to wanting anonymity and a further way to protect their safety. Beyond that, it is also important to acknowledge that there are many more likely cases in each geographic location that go unreported for personal and safety reasons, but also that the majority of the CMW work is in the Kitchener area where opportunities to experience public education around reporting are more abundant. It is important to look at this data both from key areas that need intervention based on their higher numbers but also with curiosity about what the data doesn't say in those areas showing smaller numbers. These discrepancies in numbers can just as easily be reflective of less incidents of hate or discrimination being present as it can be a reflection of more incidents going unreported.

Spaces where reported incidents were experienced

As part of reporting, informants were able to disclose more localizing details about the community space where the incident of hate or discrimination happened (both online and in person). During analysis, trends quickly emerged identifying 10 key categories of spaces where incidents of hate or discrimination were most likely to be experienced. These locations include: Institutions, retail stores, neighbourhoods, online spaces, housing and rentals, public spaces, workplaces, social services and religious spaces.

Figure 5: Spaces where incidents of hate or discrimination were experienced.



INSTITUTIONS



Institutions represented the largest category of locations at 22% of all the reports. Among the institutions identified, schools (elementary, secondary and post-secondary) reflected the largest number of reports (12). Important to note as well is that sometimes incidents at schools included multiple people experiencing hate or discrimination, meaning that while one incident of hate or discrimination may be reported there is a likelihood this incident impacted more than one person. Another institution identified was health care settings (5 reports) and included instances of language barriers being exploited, discrimination, racism and Islamophobia.

RETAIL STORES



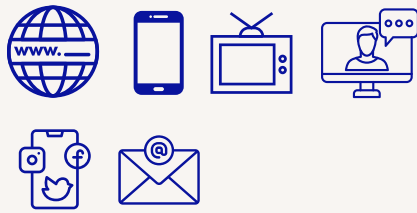
Stores included big box stores and smaller, independent shops, but also cafés and restaurants accounted for 14% of all the reports. Sometimes these instances could be experienced at the hands of other patrons, but were often at the hands of staff or security in those spaces. A common experience informants reported was being followed and actively intimidated by security at stores or being accused of stealing by store staff or other patrons.

NEIGHBOURHOODS



Neighbourhoods included incidents that happened in the geographic neighbourhood informants lived in, as well as along general streets and neighbourhoods they were frequenting. These accounted for 14% of all the reports. For instances in areas they lived, often it was neighbours directly or indirectly targeting them over a longer period of time leading to the likelihood of more serious incidents of hate. Another common incident reported was experiencing hate speech and/or threats by others on the street as they pass by.

ONLINE SPACES



Online spaces include on phones, social media or websites and accounted for 13% of all the reports. It was common for situations that started online to carry on in real life contexts, in neighbourhoods or communal spaces, particularly if the parties involved were known to each other. A total of 98% of incidents of hate and discrimination experienced in digital spaces were reported through the *report hate* website.

HOUSING



Housing accounted for 11% of all the reports and reflected two key experiences. The first experience happened for informants in rental situations. These informants reported being discriminated against by landlords and property management, making their housing situations unstable. The second experience happened for informants who were more likely to own their housing, but were experiencing escalating hate and harassment at the hands of neighbours, making their housing unsafe.

WORKPLACE



Incidents reported in workplaces accounted for 7% of the total reports and included instances of being a small business owner as well as a staff member in workplaces and experiencing hate or discrimination. For small business owners, the incident was usually perpetrated by the general public in the geographic area of the business. For staff in workplaces, often the incident included being discriminated against by someone in a leadership or power position, such as a supervisor or manager.

PUBLIC SPACES



Public spaces accounted for 7% of the overall reports and reflected a number of different locations, largely where people congregate like bus stops, on public transit, public bathrooms and parks. Additionally, coming across written and verbal hate speech was a common experience in public spaces.

SOCIAL SERVICES



Several examples of hate or discrimination were documented by informants as having happened at social service organizations. These incidents involved staff in these organizations as well as other service users. It seemed more likely for informants to experience incidents at organizations providing support around food and/or basic needs.

RELIGIOUS SPACES



Two incidents were reported as having happened at religious spaces. These reports cited written hate speech intended to intimidate and/or threaten the people attending the space. It's important to clarify that these incidents happened at a religious space by suspected outsiders to the space, not by its members.

UNKNOWN



A total of six informants chose not to disclose the space/location of their experience.



Types of hate experienced

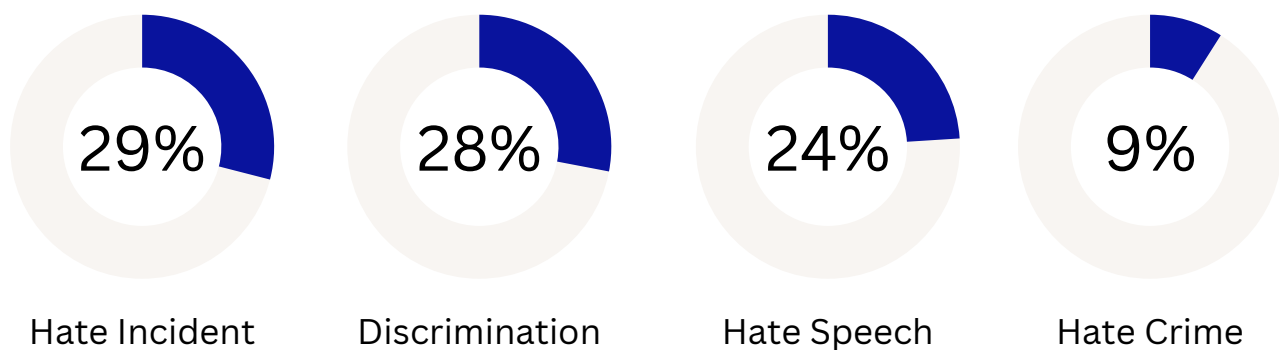
Data collected through the Hate or Discrimination Documentation and Reporting Service

Incidents reported through the Hate or Discrimination Documentation and Reporting Service are classified by CMW staff into five categories of hate experiences including:

- **Hate Crimes** - Criminal offenses (promoting genocide, public incitement, and hatred) against an identifiable minority group that are specified in the Charter or OHRC. Hate-Motivated Crimes more specifically are criminal acts with an element of hate, based in race, religion, ethnicity, etc.
- **Hate Incidents**- Non-criminal harmful actions against an identifiable minority group that are specified in the Charter or OHRC.
- **Discrimination**- Unequal treatment in employment, housing, contracts, etc., because of race, religion, gender, etc. (OHRC).
- **Hate Speech** - Language used verbally, online, or in print messaging and encourages hatred against an identifiable minority group.

All 97 reports submitted to the Hate or Discrimination Documentation and Reporting Service were reviewed and classified by CMW staff based on information provided by informants based on the above criteria. Of the reports, 28 (29%) were classified as hate incidents, 27 (28%) were classified as discrimination, 23 (24%) were classified as hate speech, and 9 (9%) were classified as hate crimes.

Figure 6: Types of hate experienced by informants

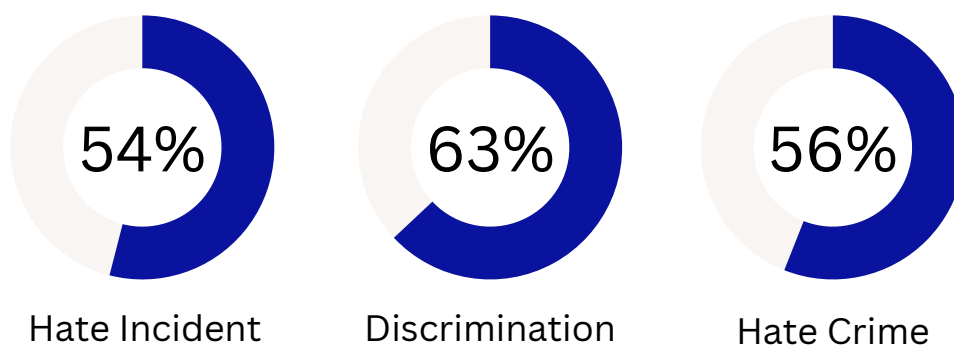


Further analysis of this data revealed trends in the type of hate or discrimination incidents experienced by informants based on their race. Informants who are South Asian were more likely among all informants to report experiencing hate incidents (40%) and discrimination (37%). They also accounted for four of the nine hate crimes that were reported. Among informants who are Middle Eastern, 45% experienced hate incidents and 37% experienced discrimination. Among informants who are Black, 44% of incidents reported were classified as hate incidents, 33% were classified as discrimination and a further two incidents were considered hate crimes. Also, important to note is that for three incidents classified as hate crimes, the informants impacted by the incidents were all between the ages of 14-18, and all of the hate crimes took place in school settings.

Of the informants who disclosed their religion (76) a total of 40 (53%) were Muslim. Among Muslim informants, 17 (43%) of the incidents they experienced

were classified as discrimination, 15 (38%) were classified as hate incidents, and 5 (13%) were classified as hate crimes. Muslim informants accounted for 63% of the total cases of discrimination, 54% of the total cases of hate incidents and 56% of the hate crimes that were reported through the Hate or Discrimination Documentation and Reporting Service.

Figure 7: Percentage of overall reported incidents of hate or discrimination that were experienced by Muslim informants



When considering the community locations of incidents of hate, retail stores were the most likely locations where informants experienced hate incidents. Hate crimes were most likely experienced by informants in institutions (school, healthcare, police), and discrimination was most commonly experienced in workplaces, housing and in institutions. Lastly, hate speech was most commonly experienced in online/digital spaces as well as in neighbourhoods. Incidents reported as taking place at/by institutions showed that 53% were categorized as discrimination and 29% of the incidents reported were categorized as hate incidents. The second most common location where informants reported experiencing hate or discrimination was retail stores, 50% of incidents taking place in stores were categorized as hate incidents and 21% were categorized as discrimination. Looking at neighbourhoods, hate incidents and hate speech were the most commonly reported category of hate and discrimination (43%). In online spaces, hate speech was the most common category experienced at 69%. Housing was another location where hate incidents and discrimination took place. In public spaces, hate incidents and hate speech were most commonly experienced and in workplaces, 71%, of the incidents were categorized as discrimination.

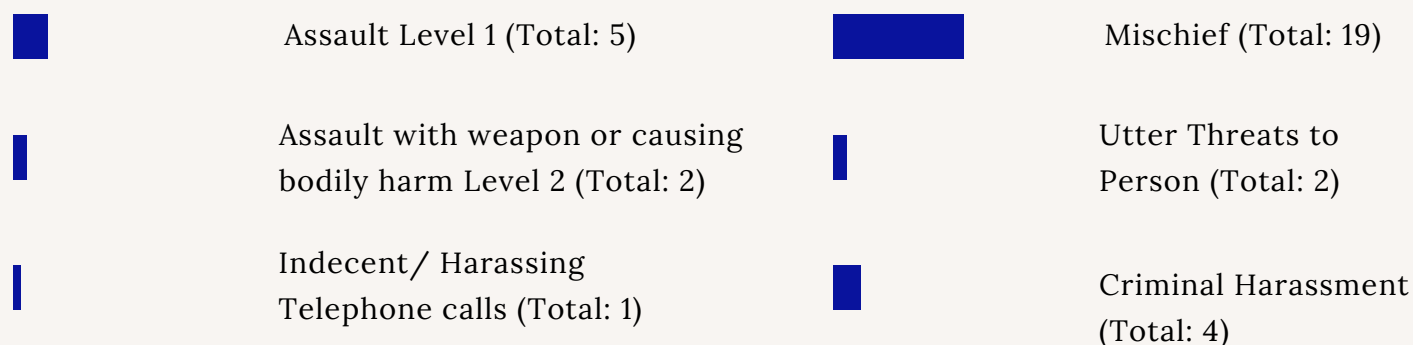
Data collected from Waterloo Region Police Services

The most recently available data that shows the categorization of hate-motivated crimes by type and offense from WRPS is from 2021, which was released in March 2023. Similar to national trends, within Waterloo Region police-reported hate-motivated crime most frequently involve “mischief” offenses.

Figure 8: Police-Reported Hate-Motivated Crime by Type and Offense, 2021.

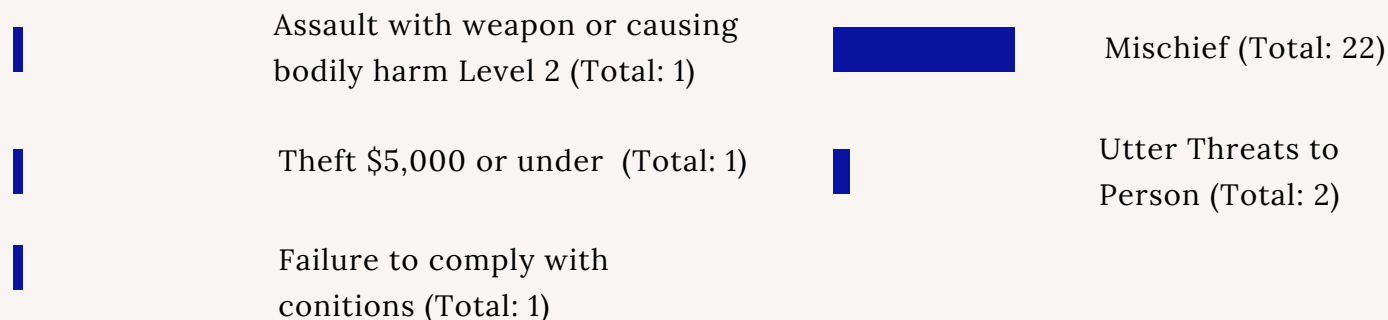
Race/ Ethnicity

Total: 33 crimes



Religion

Total: 27 crimes

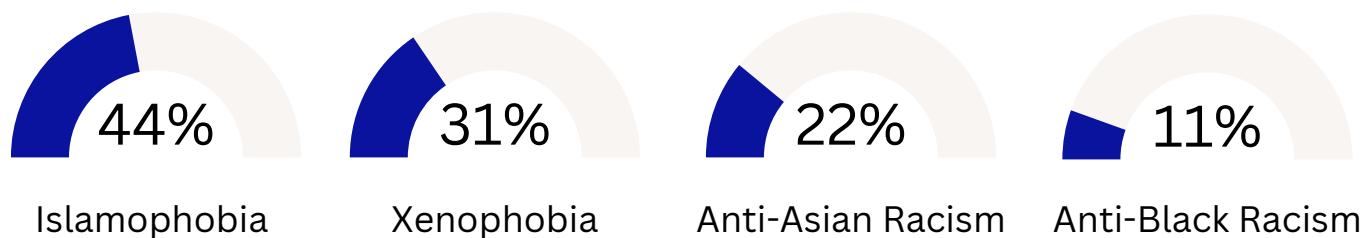


Reason for the incident of hate or discrimination

Data collected through the Hate or Discrimination Documentation and Reporting Service

Informants were asked to identify their perceived reason for the hate or discrimination incident that they were reporting, checking all that they felt applied. They were asked to identify reasons from a list that included: anti-Asian racism, anti-Black racism, xenophobia, anti-Indigenous racism, Islamophobia, and also had the opportunity to write a different response under an option labelled “other.” A total of 43 instances of Islamophobia were recorded (44% of overall reports), 30 instances of xenophobia (31% of overall reports), 21 instances of anti-Asian racism (22% of overall reports), 11 instances of anti-Black racism were reported (11% of overall reports), and three instances of anti-Indigenous racism were reported. Under the “other” category, two incidents naming white supremacy, four cases of antisemitism and two incidents of homophobia were written in. For some, the motives reflected their stated identities but this was not universal across informants.

Figure 9: Most common perceived reason why incidents of hate or discrimination happened

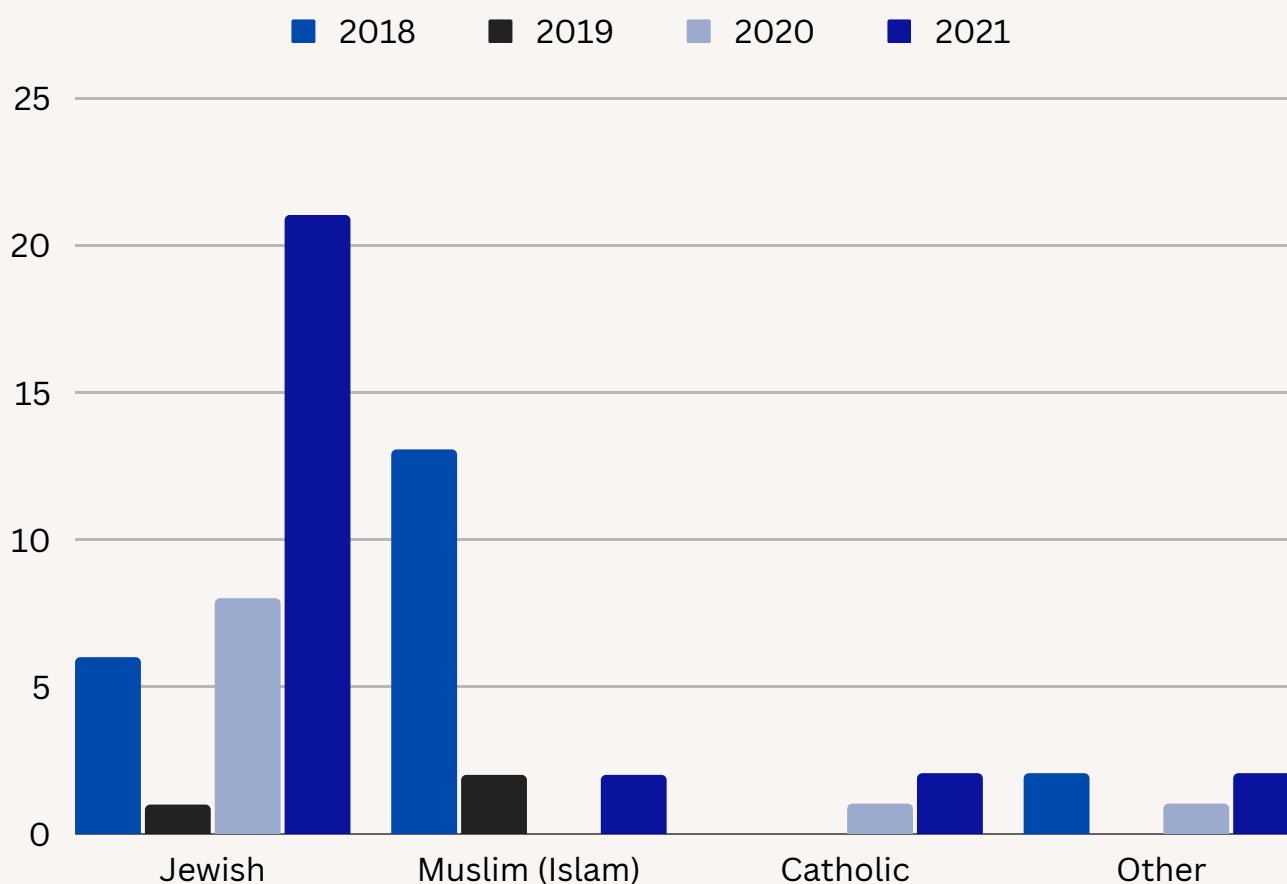


Over the course of 2022, there were more reports of antisemitism and anti-Indigenous racism than in the program’s first reporting year, 2021. This could potentially point to positive gains in outreach, trust building, and formal partnerships with these communities. Continuing to build this momentum will be important during the 2023 and 2024 reporting years.

Data collected from Waterloo Region Police Services

Mirroring national trends, there was an increase in police-reported hate-motivated crimes targeting religious groups between 2020 and 2021 in the Cambridge-Kitchener-Waterloo CMA

Figure 10: : Number of Police-Reported Hate-Motivated Crimes by Targeted Religious Population in Kitchener-Cambridge-Waterloo CMA, 2018-2021



Incidents and crimes surrounding hate are under-reported, leading to an inaccurate understanding of hate in our community. There is a lot to consider when prosecuting crimes related to hate, and the police are bound legislatively and procedurally in their ability to lay hate-related charges. *Please see the first snapshot report for an overview of the process police must adhere to regarding hate-motivated crime and what the police service is doing to improve the identification of crime motivated by hate.*



SECTION 4

**GENDERED
ISLAMOPHOBIA**

GENDERED ISLAMOPHOBIA

Project Willow is a collaborative community change project, with which CMW is a lead partner, that explores experiences of gender-based violence (GBV) among women experiencing housing vulnerability and/or homelessness. This initiative advocates for more supports and systems level change. This project gave additional opportunities for women to report intersecting incidents of hate, discrimination, and violence where the reasons for these experiences were tied both to gender as well as race/culture and religion.

In the summer/fall of 2022, CMW completed research engaging racialized Muslim women to explore experiences of gender-based violence, including its intersection with Islamophobia and racism. A total of 61 participants completed online and in-person surveys documenting their experiences and suggesting opportunities for individual support and systems level change. While gender-based violence is often thought to be experienced at the hands of an intimate partner, our understanding of it should not be limited to such. In fact, 42% of participants in this research were not currently in an intimate relationship.

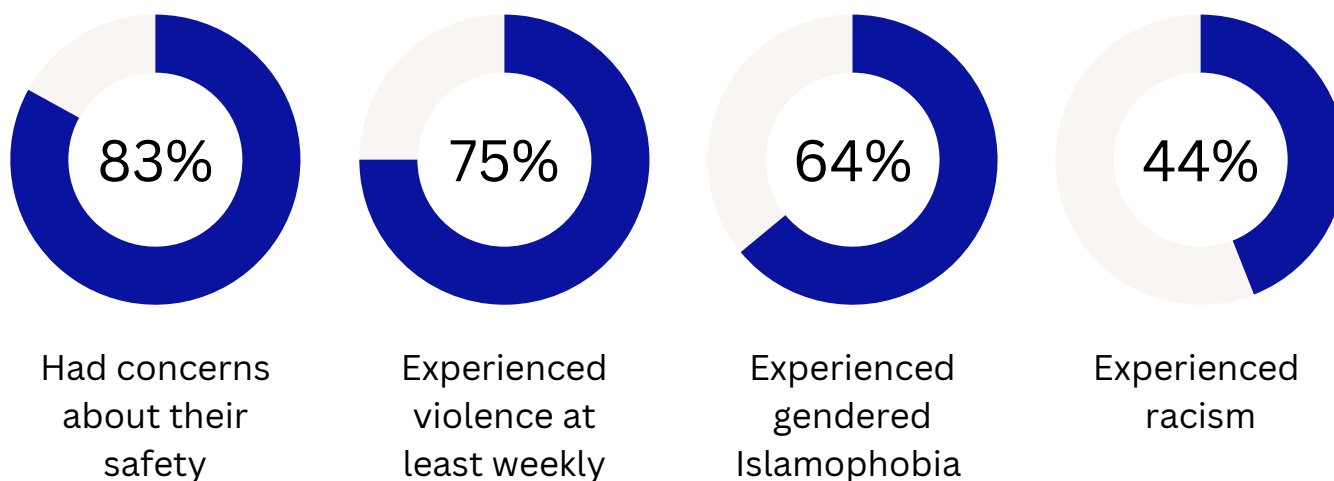
The data collected revealed that 44% of the 61 total participants had experienced gendered islamophobia and 64% had experienced racism. Also of significance, over half of participants, 54% had experienced violence but had not reported it to police or others, even when advice was given. One Project Willow participant was quoted in the report as saying:

**“Don’t be afraid to reach out to the police or any support agencies.
Ask for help from friends and families. Safety is of utmost
importance today.”** - Project Willow Participant*

**Mitul, M., Gordon, J., Mazhar, F., Shafiq, S. (2023). Project Willow: Experienced of gender-based violence and resulting housing vulnerability among racialized Muslim women in Waterloo Region. Coalition of Muslim Women of KW*

This research also found that 83% of participants were concerned about their safety and the safety of other women in their faith/cultural community, and that 75% (46) of participants experienced violence or knew a woman or women in their faith/cultural community experiencing violence at least once a week. If we were to consider that 46 of the racialized Muslim women who participated in this research experienced violence at least once a week and we multiplied that over 52 weeks in a year, it would mean upwards of 2,392 unique instances of violence, hate or discrimination were being experienced yearly, which is a huge consideration around frequency and potential reporting.

Figure 11: Project Willow insights on gender-based violence



With that said, participants were quick to suggest ways to seek out support, which often first and foremost included reaching out to CMW services, such as those, or similar to those, provided through the Hate or Discrimination Documentation and Reporting Service. One Project Willow participant was quoted in the report as saying:

“I will give her the contact of Coalition of Muslim Women community support worker that speaks her language.”

- Project Willow Participant



SECTION 5

INTERVENTIONS AND SUPPORT

USE OF SUPPORT SERVICES

The Hate or Discrimination Documentation and Reporting Service offers a variety of services to support people affected by incidents of hate or discrimination. These services range from individuals supports to formal reporting and systems navigation, to systems level advocacy.

All informants reporting incidents of hate or discrimination were given the opportunity to receive follow-up support by designated staff members at CMW. A total of 40 informants (41%) requested follow-up support at the point of reporting. Fifty-seven informants requested no follow-up at the time of reporting; however, it is possible they accessed support services more anonymously through the network of services CMW provides.

In some cases, the request for no further follow-up was explained by informants as “just having the need to express somewhere what was happening” and reporting “for their own wellbeing.” Looking at website reports, informants were three times less likely to request follow-up support, perhaps pointing to the importance of anonymity for those informants reporting online and the truly difficult experience it can be for some individuals to get to the point of being able to submit a formal report. With this in mind, CMW’s approach to services is ideal, as support services are made available in the moment to help

someone if they are ready to move forward with support immediately after reporting, but are also available in the future should someone not yet be ready for support at the point of reporting their experience of hate or discrimination.

Of those informants identifying the desire to receive one or more various supports offered by CMW, 18 experienced incidents that were categorized as discrimination, which reflects 67% of all reports that were categorized as such. This is an important data point as we know discrimination is not something covered by other formal reporting systems like police services, meaning

that CMW and the Hate or Discrimination Documentation and Reporting Service are filling a significant gap in data collection and also providing a critical service for those who are experiencing discrimination and need support through and due to the experience. This is also an important data point when considering the role of prevention, as instances that can start with acts of discrimination have the risk of escalating, as seen in some of the descriptions of incidents given by informants:

“This is not an isolated incident as he has done the same to my husband, verbally abusing him and calling him derogatory names. This has been happening since the day we moved in May 2021. We are very afraid to step out of the house...” - Informant

Another trend noticed was that seven out of nine hate crimes reported requested follow-up support by CMW, which often included an element of systems navigation, accompaniment, and support with personal advocacy. Three of these experiences were tied to school systems, where CMW was able to support in reporting, advocacy, and resolution with the schools and school boards. Similar personal and systems advocacy was also frequently provided in situations of hate or discrimination in workplaces or the health care system.

Support services utilized by informants over 2022



CMW provided a variety of highly individualized support to those informants requesting it. Often support would include services and activities in more than one service area. An example of such could be receiving mental health support while also receiving support to complete formal reporting/filing, resulting in the need for help accessing legal support.



Mental health supports/ counselling

Connecting informants to culturally relevant mental health supports offered through community partner agencies, with financial costs covered by CMW where needed.



Assistance in formal reporting/ filing

Support preparing and filing cases with authorities such as Ontario Human Rights Tribunal, local bylaw officers, Waterloo Regional Police Service (WRPS), hospital administrations and health services, public transit services, housing boards, the Landlord and Tenant Board, school administration, and post-secondary institutions.



System Navigation

Assistance with service navigation to overcome systemic barriers when accessing services within systems.



Legal Support

Access to free legal advice, referrals, and finding appropriate legal representation for victims. Legal costs were subsidized by CMW where needed.



Sulah Program

Restorative justice/mediation services in partnership with Community Justice Initiatives.



Supports offered in housing conflicts

Helping informants to maintain their housing through support in mitigating conflicts, discriminatory behaviour, property damage and/or verbal abuse as well as support with the resulting trauma and harm from these incidents.



Supports offered in schools

Advocating for individual and systems change for students and families who have faced race-based or cultural-based bullying/harassment/discrimination. Training, workshops, restorative justice, mediation circles and accompaniment to meetings with police services were some of the techniques used to support students and families.



Community Education

Community education and advocacy are critical to raising awareness of hate and discrimination in the community, for the sake of reports like this one, but also to inform those individuals experiencing these incidents that reporting processes exist, as well as support services they can access. It is through this work that we start to gather the knowledge needed to better understand the complete picture of hate and discrimination in Waterloo Region, and to make movement towards preventing further and new incidents of hate from happening.

Over 2022, CMW conducted a total of 43 community awareness raising sessions. The majority of these sessions, 17, were in person with another 18 happening through outreach at events, stores, religious places and community centres. In addition to the in-person sessions, CMW also provided an additional 8 online education sessions. Language barriers were addressed through the availability of CMW's peer workers supporting 11 languages including: (Urdu, Hindi, Punjabi, Arabic, Dari, Farsi, Somali, and Amharic). These sessions were attended by 2735 community members. CMW was also able to host 30 meetings with community leaders to further build awareness.

CMW's intentional planning around individuality and flexibility in their support services is a critically important approach to being able to meet informants where they are at with a continuum of services that work for resolving issues, but also work to prevent issues from escalating or prevent more incidents from happening in the future.





SECTION 6

**COMMUNITY
PARTNER
SUBMISSIONS**





Somali Association of Waterloo Region

Our community continues to see and experience microaggressions and through dialogue with the community we were able to encourage the safe space to explore if what they actually experienced was a “hate crime.” There is still significant hesitation to report as there is fear that this will isolate them more or make them more of target. Further sessions are needed to connect back with various ACB communities to walk them through this process, and to show the pathways to reporting. Please see some of the incidents reported to SCAWR below.

Student in a classroom questioned a conversation around Muslims and the teacher proceeded to say all “Muslims are extremist, and they only know how to harm others.” This incident happened in a classroom, in front of peers and the students felt, alone, scared, and targeted.

Mother went into a grocery store close to easter weekend, her child asked for candies she said no, the cashier proceeded to say, “don’t worry the easter bunny will bring you candy.” Four-year-old child responded and said we don’t celebrate easter, man behind them in line said, “maybe you should, this Canada.”

Report from Faduma Musse, Executive Director of the Somali Association



Caribbean Canadian Association of Waterloo Region

Within the ACB (African, Caribbean and Black) community in Waterloo Region, racism and discrimination continues to be experienced at an alarming rate.

In 2022, it was revealed that the Waterloo Catholic District School Board (WCDSB) called the police on a Black 4-year old over disputed reports that the child “was acting violently”. It is noted that Black children and youth, of all ages, are continuously criminalized in the education system. This event followed closely on the heels of criminal charges being laid (and later withdrawn) against a teacher in the Waterloo Region District School Board (WRDSB) for “taping” two racialized children to their desks. The first child expressed being taped to his desk and the second child said the teacher “used tape as a punishment” on him, three times. “The first time she taped my legs, the second time she taped my arms and the last time she taped me on my mouth, under my mask,” the child told CTV News. The parents of both children expressed not feeling safe in Waterloo Region classrooms.

A recent study conducted by Edward Shizha of Wilfred Laurier University young men who immigrated to southern Ontario from African countries faced

discrimination from their high school teachers and counsellors, and were often discouraged from taking the courses they needed to pursue a university education. The students described being ignored by teachers when raising their hands and being streamed into applied rather than academic courses.

Other stories that we at the Caribbean Canadian Association of Waterloo Region are aware of, include racialized newcomers at local high schools being told by guidance counsellors that they “don’t have the skills to be doctors” and a recently reported incident of a Black student being denied entry by a security guard into the school board building to write an exam (while White students were all granted entry without question).

African, Caribbean and Black individuals in Waterloo Region continue to face discrimination in community spaces. We’ve received reports of Caribbean elders dining at local restaurants and being told “the bathrooms are only for paying guests” while being made to feel like outsiders.

Despite all reported incidents, there is an incredible amount of work being done to fight racism and discrimination, particularly anti-Black racism, across community associations, Universities and school boards. Formal and informal groups such as LiftOff By CCAWR, The University of Waterloo’s Black Faculty Collective and EDI-R department, The WRDSB’s equity team and Black Students Systems Navigators, the Black Parents Council and numerous African and Caribbean Associations continue to collaborate to promote systemic change in the region.

Report from Carla Beharry on Behalf of the Caribbean Canadian Association of Waterloo Region



SECTION 7

NEXT

STEPS

NEXT STEPS

This report builds on our first report in so many important ways but most of all it gave us more insights to understand the picture of hate in Waterloo Region and how it shifts year-over-year. Even more, it compels us to take Racism, Islamophobia and all kinds of hate seriously.

Reports like this bring with them a heavy experience for the whole community, but especially those who risked coming forward to report their experiences and for those who didn't come forward but see their experiences reflected in the data of this report. For the organizations and leaders in our community who are doing this work there is a vulnerability as well, as they are often targets of hate themselves, something we've seen and documented in this report with the misuse of the online website reporting process but that we also see play out in public spaces all the time. Ninety-Seven people took a risk, to report and make their experience public, in part so our community can understand and grow into a place that doesn't hold any space for hate but also so things can change for them and for others experiencing hate and discrimination. In this way, reporting is a moment for change for everyone involved.

This report highlights the importance of community-based reporting and the rich information that can be gleaned from it, especially with opportunities where we can present information year-over-year. It allows us to plan, to create, and build from a stronger position of equity and safety, and with a community attitude that embraces diversity.

This is still just the beginning, but every day this intervention grows. This data snapshot report in the hands of the community has every opportunity to champion change and we continue to hope that it will.



About the Coalition



Founded by a handful of Muslim women from diverse backgrounds in 2010, Coalition of Muslim Women of KW (CMW) is a charitable organization empowering women and girls to be leaders and change makers. CMW provides opportunities for personal and professional growth, and leadership and skills development for women while addressing issues of gender-based violence, racism, discrimination and Islamophobia through innovative programming and services, partnerships and collaboration, and advocacy and outreach.

Visit their website for more information: <https://cmw-kw.org/>

About the Hate & Discrimination Reporting and Support Service



This service addresses the gap in the need for a support system for those experiencing hate-related, racist, Islamophobic, and xenophobic (anti-immigrant) incidents that largely go undocumented. The service offers victims and witnesses an opportunity to record cases anonymously. If residents are uncomfortable having the conversation themselves, someone else can record the case on their behalf. If there is a language barrier, CMW has multilingual staff that can clearly communicate in various languages, not only with those affected by hate incidents but also with service providers.

This service is under the Together Against Islamophobia (TAI) program which is designed to counter Islamophobia, racism, xenophobia, and gendered Islamophobia at societal, structural, institutional, and interpersonal levels. The program addresses complex race-related issues, such as gendered Islamophobia through a multi-pronged strategy, relying on community outreach, public education, bridge building, and advocacy.

Visit the website for more information: <https://reportinghate.ca/>

RECOMMENDATIONS FOR EFFECTIVELY COUNTERING HATE

1

Recognize and mitigate barriers to reporting- Looking to best practices on how to remove barriers and ensure better engagement between community and law enforcement.

2

Explore ways to share and consolidate data on reported hate crimes/ hate incidents being collected by different agencies/ channels.

3

Ensure consistency in how data is collected and documented across various channels.

4

Institutions and organizations should publicly share the numbers of hate related reports they are receiving to ensure that they are being adequately addressed.

5

Include cases of discrimination also as a manifestation of hate- not just hate crimes and hate motivated crimes/ hate incidents.

6

Create a culture of zero tolerance to hate and discrimination through organizational protocols, procedures, HR policies, public messaging, etc.

7

Increase education and awareness through PSAs, curriculum, community info sessions, etc. about hate and reporting hate.

8

Victim validation through victim- centered approach to hate crimes and hate incidents.

9

Transparent and improved procedures once a hate crime is reported: victim support and regular follow ups, help in navigating judicial system; develop protocols to empower victim at every stage of the process.

REPORT HATE & DISCRIMINATION

Reporting through the Hate or Discrimination Documentation and Reporting Service (CMW)



Phone/Text

519-722-2449



Website

reportinghate.ca/



Email

report@cmw-kw.org



WhatsApp

519-722-2449



Report In Person

Report in person at CMW head office at 79 Joseph St, Kitchener, ON N2G 1J2, or connect with CMW staff at any of their various community programming and events locations.

Reporting
through Police
Services



Emergency

911



Non-Emergency

519-570- 9777