



Hamilton

# Hate Prevention & Mitigation Initiative

## Stakeholder Engagement Summary Report

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SOLUTIONS

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## Key Messages

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This report summarizes the community engagement process and findings from December 2019 to July 2020 within Hamilton's Hate Prevention and Mitigation Initiative. It will be followed by a series of recommendations to Council, after an additional round of community engagement to interpret these findings in the fall of 2020.

It is worth noting that the themes and suggestions were remarkably consistent across all input channels. Findings have been divided into themes that describe the extent and roots of the problem and those that recommend how to address it. Summarized themes have been illustrated with verbatim quotations from participants throughout.

There is a notable disconnect reflected in these findings between some leaders who see hate as a minor problem in Hamilton that has been blown out of proportion by a vocal minority and those who see it as a significant and widespread problem that is being minimized or ignored by those in power. The former group are therefore seeking to keep their response to hate muted in order not to give it undue attention, whereas the latter sees this lack of response as fuelling hate and allowing it to flourish.

The reasons cited for hate in Hamilton reflect this polarized understanding of the issue. While some would see it as a problem concentrated among a relatively small number of individuals, many others provide systemic explanations rooted in colonialism and white supremacy and/or in a generational and economic legacy in Hamilton itself. They also point to fear, ignorance and a dislike of difference as underlying what they describe as a critical issue for the City.

The priority responses to hate suggested by community members also illustrate this divide. Noticeably low priority was given to regulation and enforcement, despite that being the City's initial focus for this project. Instead, residents are looking for proactive, visible and principled municipal leadership. They want to see follow-up on reports previously submitted rather than additional engagement at this time. They are asking for resources to be shifted away from enforcement and towards social services and community programming. They want the City to invest in safe spaces for support and dialogue.

These conversations cannot be separated from the time and context in which they occurred. Engagement activities were adjusted in their format and breadth due to COVID-19 restrictions. They took place concurrently with Black Lives Matter protests around the globe and the release of an independent report highly critical of Hamilton Police Services' behaviour at Pride 2019. As a result, many participants reported feeling angry, tense, exhausted and grief-stricken. Their trust in City staff and processes is low, and in the police even lower. This project provides an opportunity to rebuild trust, but it also risks further undermining it if recommendations do not receive timely, decisive follow-up.

## Background

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The impact of hatred and hate incidents in a community results in a disproportionate level of harm that affects not only the individual but the community at large. Whether directed against individuals or communal institutions, acts of hatred leave entire communities feeling impacted, with undeniable ripple effects. According to Statistics Canada, over the last five years, there has been an increase in the number of police-reported hate incidents and crimes reported.<sup>1</sup> Even in contexts where overall rates are stable, the intensity or seriousness of crimes may be showing an increase over time.<sup>2</sup>

Policies, bylaws and procedures govern how people are meant to interact with one another. Municipalities have the potential to act as a catalyst for dismantling hatred through the creation and enforcement of such regulations, complemented by visible leadership, decisions about the design of physical spaces, as well as supports provided to particular kinds of associations and events, which can help or hinder positive collective social relationships occurring in their communities through policy and collaboration with social service organizations, police services, and community organizations.

The City of Hamilton is exploring ways the municipality can contribute to ensuring the community lives up to the positive aspirations it holds for itself of being an inclusive and welcoming city that is the best place to raise a child and age successfully. It is doing so by learning from other communities' experiences, creating a supportive policy context, building on previous community recommendations and listening further to the community through an engagement process that has unfolded during the summer of 2020. This project is known as "Hate Prevention and Mitigation in Hamilton."

This report summarizes what was heard during the community engagement phase. It uses people's own words (shown in *italics* throughout) to supplement a summary of the themes raised in order to provide an accurate overall sense of what participants had to say.

## Methodology

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### Guiding Principles for Engagement

The design and implementation of this engagement process was guided by the City's Core Principles of Public Engagement<sup>3</sup>:

<sup>1</sup> Statistics Canada. [Table 35-10-0191-01 Police-reported hate crime, number of incidents and rate per 100,000 population, Census Metropolitan Areas](#)

<sup>2</sup> Iner, Dryer, ed. *"Islamophobia in Australia Report II."* Sydney: Charles Sturt University and ISRA, 2019.  
Nathan, Julie. *"Report on Antisemitism in Australia."* New South Wales: Executive Council of Australian Jewry, 2019.

<sup>3</sup> *Public Engagement Charter*, Hamilton's Engagement Committee, City of Hamilton.

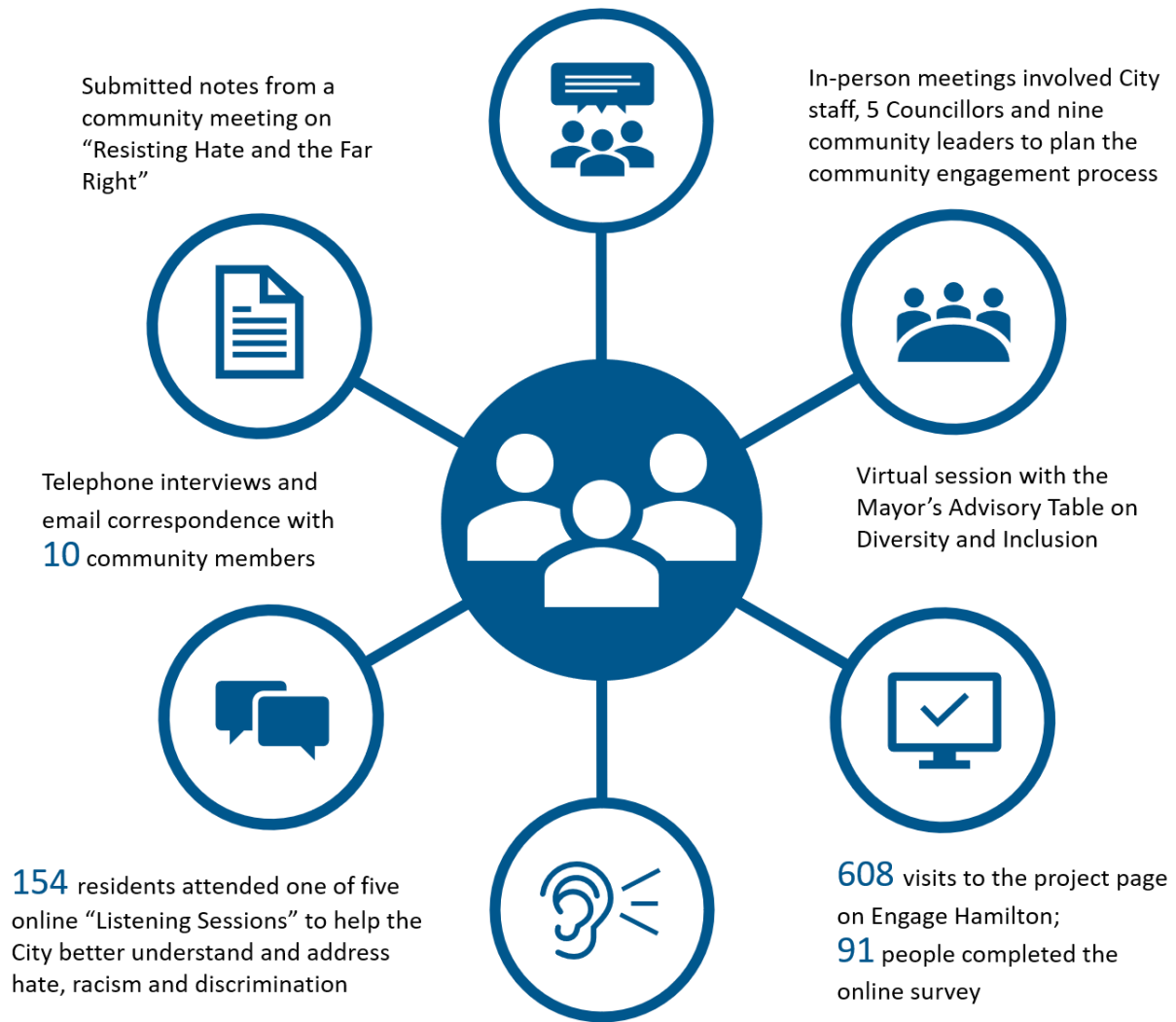
1. Transparency and Trust
2. Accountability and Action
3. Inclusion and Diversity
4. Create Opportunities for Active Participation
5. Collaboration, Cooperation and Shared Purpose
6. Ongoing Engagement and Open Communication
7. Learning, Reflection and Evaluation
8. Capacity for Engagement

Specifically, this commitment has led to the following decisions:

- Inviting a cross section of community leaders to inform the initial engagement design
- Provision of a variety of accessible engagement platforms and opportunities, where possible given pandemic restrictions
- Priority given to hearing from those most directly and frequently affected by hate in Hamilton
- Inclusion of verbatim quotations throughout this report, to allow residents' words to communicate the key messages (included in blue italics throughout)
- Building on relevant recommendations already communicated to the City through other consultations and community events, as well as lessons learned from comparable communities tackling hate in other parts of Canada and the world
- Ensuring that the questions asked are meaningful and have the potential to be impactful within the City and across the wider community

## Community Engagement Process

The community engagement activities originally planned within the Hate Prevention and Mitigation Initiative were adapted in terms of their timing, breadth and formats due to COVID-19 restrictions. The following diagram outlines the various activities used to gather feedback thus far. A detailed methodology can be found in Appendix A.



Facilitation was led by Dr. Rebecca Sutherns and her team from Sage Solutions, the Guelph-based consulting firm hired to support the City with this project, in conjunction with two community engagement staff at the City (John Ariyo and Pauline Kajiura) and local community leaders.

The findings that follow summarize the feedback obtained from the activities listed above. A summary of results from the online survey can be found in Appendix B. Poll data from the five Listening Sessions can be found in Appendix C.

## Reflections on Methodology

Reflecting on the engagement process itself, the following observations by the consulting team are worth noting:

- This report summarizes the input received, but that input cannot be deemed to be representative in a broader sense of the Hamilton population, since it involved such a small sample size. Although selected quotes have been included verbatim, their substantive accuracy has not been verified and they should not be understood as representing the opinions of the consulting team as a result of their inclusion.
- A variety of notable events such as Black Lives Matter, the release of the independent report on Hamilton police behaviour at Pride 2019, and a general sense of stress and disconnection during COVID-19 have certainly affected this project, not only in terms of the engagement activities that occurred, but also a heightened sensitivity or level of tension around some of the issues being discussed, including systemic racism and defunding police. At the same time, other issues such as the yellow vest protests have lessened in prominence over the same time period.
- These various events have resulted in potentially distinct but related issues such as racism, trans/homophobia, discrimination, extremism etc. getting blended and confused—in media reports and in people’s minds. A project about “hate” could capture all of it but could also be considered either too broad or too narrow in some contexts.
- Conducting engagement fully online using a platform new to the City during COVID-19 introduced additional benefits and challenges. It allowed for a lot of information to be collected in a short time, courtesy of the survey and the chat feature on Zoom. It also offered additional anonymity less possible in in-person sessions. Yet the chat feature also allowed for multiple concurrent conversations which proved both to enrich and distract the conversations. The most common primary benefit of digital engagement—reach to a large number of people—likely proved truer for the Listening Sessions, at which attendance was quite robust, compared to the survey, which received relatively few responses. It is unusual to have more people participate synchronously than asynchronously in community engagement activities.
- The questions asked and process followed at each Listening Session were identical, and yet the tone of each meeting was noticeably different, ranging from quiet to participatory and moderate, to a higher degree of assertiveness and friction. In two of the sessions, participants asked other participants to leave, including in one case a community liaison civilian representative of the Hamilton Police Services and in another a participant who expressed opinions deemed to be offensive by some others. In both cases, there were participants unhappy with how those departures were handled by the facilitation team. There was an evident tension at times between maintaining the inclusivity required at a public meeting, holding space for the co-existence of opposing views and creating safe, positive and equitable spaces. One participant expressed it this way: *“Inclusion denies that some groups within our communities and those outside our communities have differential power in our society that is structural and historical. It’s not everyone needs to listen to everyone or both sides. There are people who using their power to mute other voices.”*
- It is a challenge to create trust in a virtual room for a 90-minute session comprising a mix of participants who may or may not have been known to one another previously.

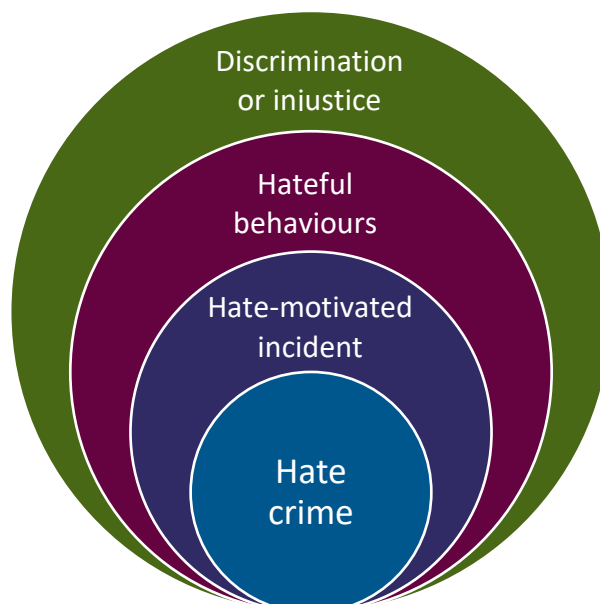
The consulting team is not local to Hamilton, which could be perceived as an asset in terms of objectivity or a liability in terms of not understanding local nuance. The City staff involved appeared to be known by many of the participants and were addressed positively in most cases, but the overall trust level in the City by participants, even around the Mayor's Advisory Table, was low.

- There was a considerable degree of congruence in the opinions expressed. We have noted outlying perspectives where appropriate, as well those that were expressed notably more frequently than others, but overall the perspectives were similar even across diverse participants.

## Terminology

Concerns were raised about the terminology used within this project. As one participant said, *"Hate" is too general – name racism, transphobia, violence etc. for what they are—hate has lost meaning and is implied to be negative in every context—it creates more distance—also individualizes it to talk about 'behaviours' or 'incidents'.*" Another expressed concern this way: *"City officials have used that word 'hate' to describe justifiable hurt and anger directed towards institutions (such as hate for police) and equated them as the same thing as white supremacist violence."*

A more detailed treatment of definitions of terms will be included in the final report for this project. For now, it is worth acknowledging that the project is known as "hate prevention and mitigation" and the term "hateful behaviours" has been used to refer to a broader category than hate crimes or hate-motivated incidents, as shown below. We recognize the limitations of this language, as "behaviours" may only be the visible tip of a much larger iceberg of attitudes that could be called hateful or perhaps also unwelcoming or non-inclusive or discriminatory or biased. More accurate descriptions are used whenever possible.





## Findings

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This section describes the dominant themes and actionable recommendations that were heard repeatedly across input channels.

The initial section describes people's direct experience of hate and a lack of a sense of safety, as well as their understanding of the extent of and reasons for the problem in Hamilton.

Recommendations for action made by participants were then organized in seven (7) categories, which emerged from the initial comparative research within this project as the most common approaches to prevent and mitigate hateful behaviour. These categories are summarized in Appendix D. The use of and relative emphasis within these approaches varies across communities. It is used as an organizing framework here in part to help the City of Hamilton decide on its own preferred mix of approaches.

### Understanding the Problem

It is worth noting from the outset that the findings were remarkably consistent across the various input channels. The themes noted should therefore be understood in that way, with exceptions noted where relevant. All quotations were initially grouped by theme and then representative ones were selected for inclusion in the body of the report and others for Appendix E, to give readers a more direct sense of what was heard and an ability to link the key messages back to the words of participants.

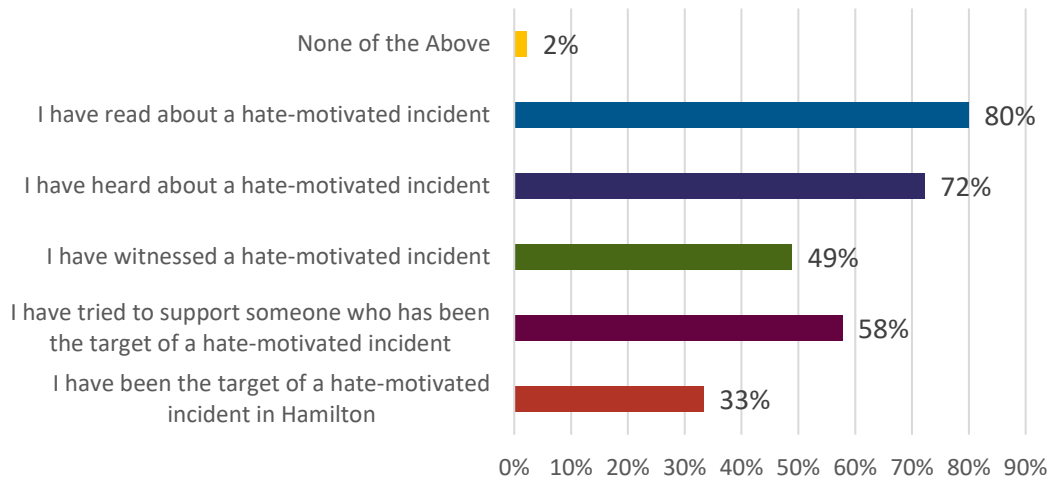
#### *Extent of the problem of hate in Hamilton*

Although *"everyone in the community is affected by [racist] incidents,"* many people understand that because of inequity and intersectionality, hate does not affect people equally. There is a sense that there are players on all sides contributing to a lack of safety (e.g. yellow vests or Antifa) or to building it (e.g. community-building organizations).

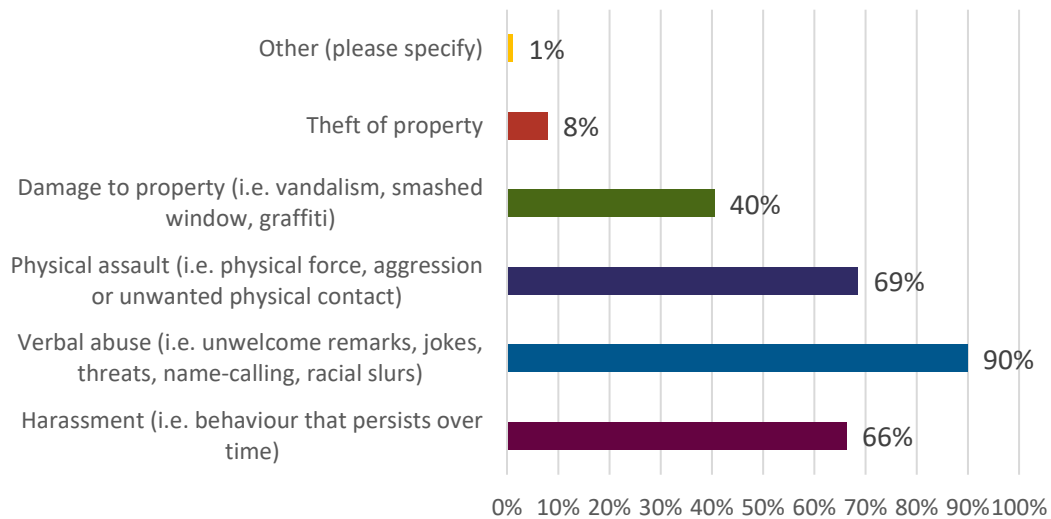
There is a notable disconnect between some leaders who see hate as a minor problem in Hamilton that has been blown out of proportion by a vocal minority and are therefore seeking to keep their response to it muted in order not to give it undue attention, and those who see it as a significant, widespread and deeply-rooted problem that is being minimized or ignored by those in power and thereby fuelled by them and allowed to flourish.

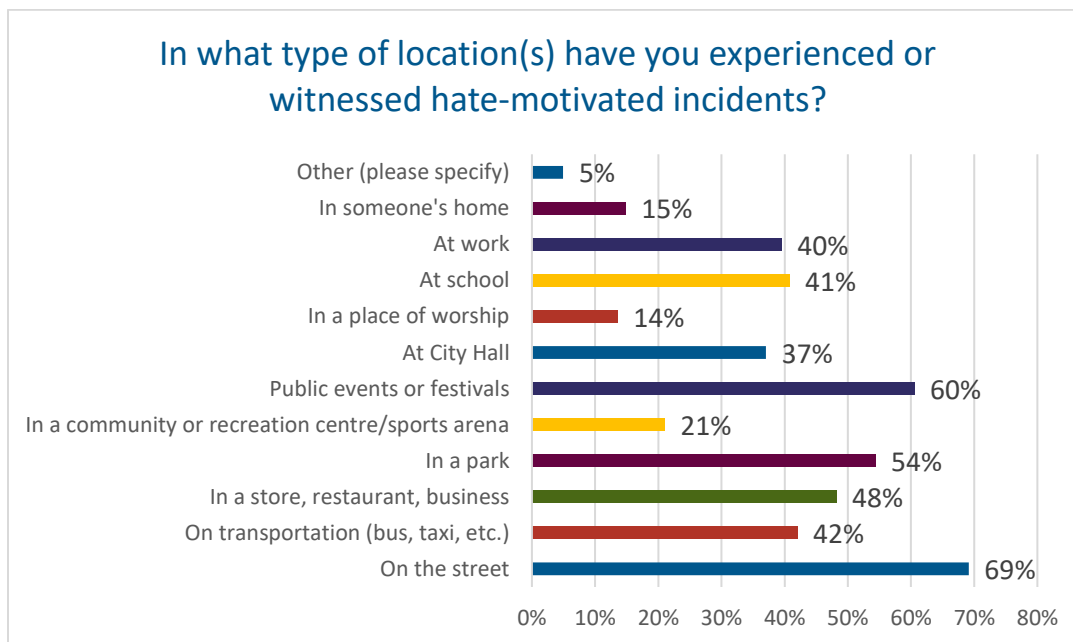
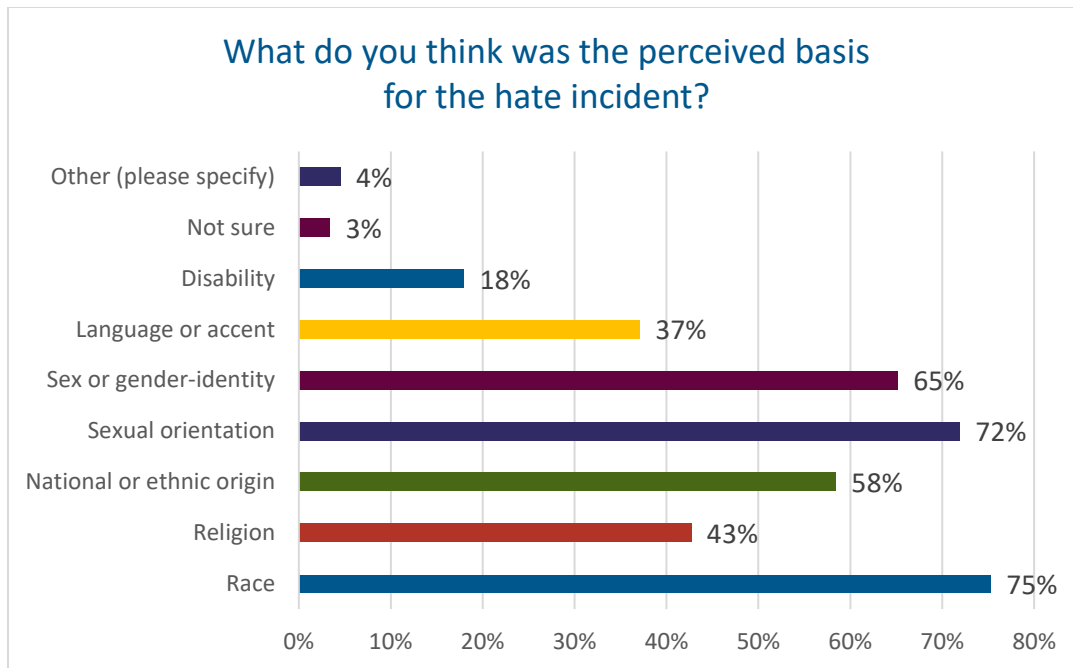
55% of survey participants were aware of hateful incidents and 68% believe they have recently become worse in Hamilton. 77% of participants in the listening sessions for groups most affected by hate deem it one of the top three priorities facing the City right now. (See Appendix B and C for further details.)

### What is your personal experience with hate-motivated incidents in Hamilton?



### What kind of hate-motivated incident was it?





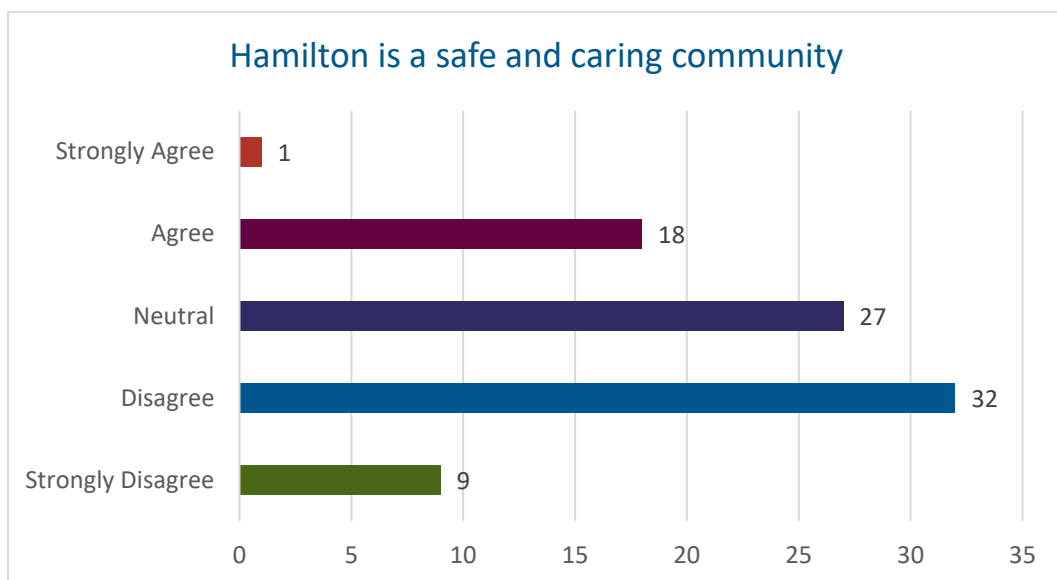
## Systemic factors

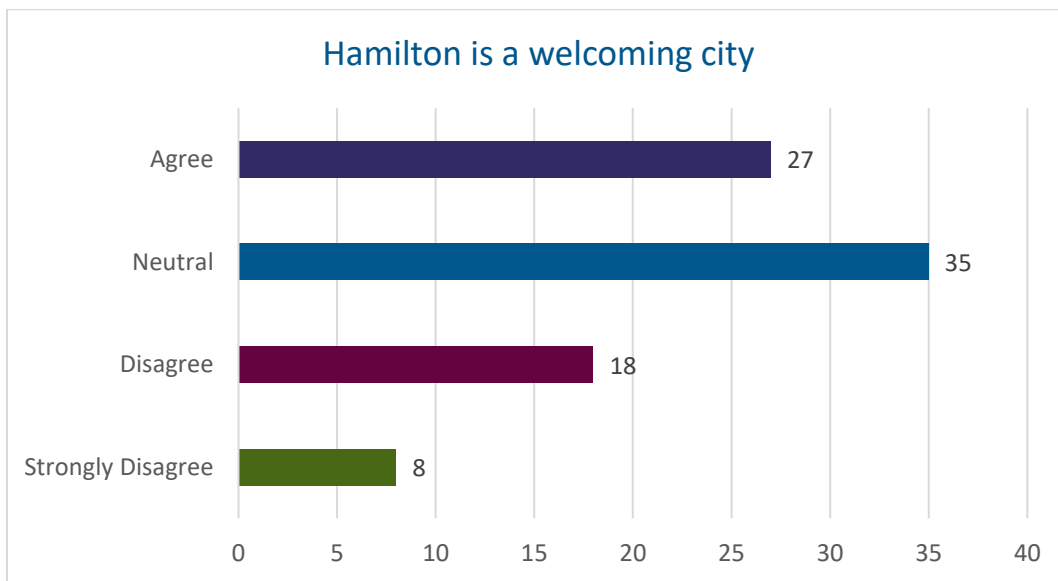
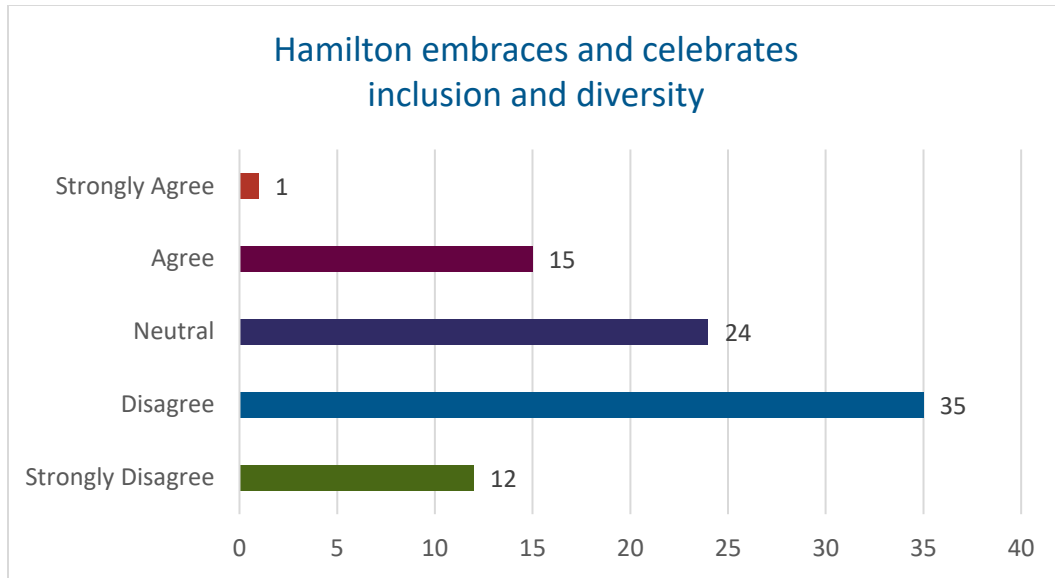
Many participants pointed to systemic historical inequities such as white supremacy and colonialism and/or economic factors such as capitalism and gentrification and/or political trends such as rises in extremism (on all sides) and populism as underpinning hate. They also highlighted a rise in fear, anxiety and overall social upheaval and divisiveness. There is a sense that the media is making things worse not better.

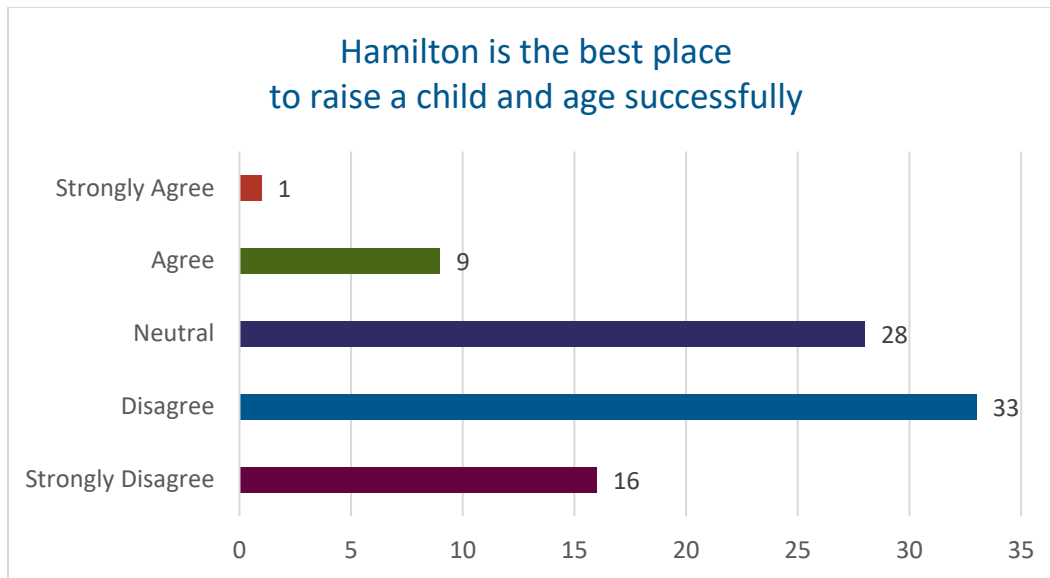
- *"In part, I think it's caused by ideological movements that are organizing and being emboldened online that promote intolerance, xenophobia, and hate. I think these movements are partly gaining support because of poverty, lack of good economic opportunity, and a resulting sense of resentment, victimhood, and social alienation."*
- *"It is stylish and vogue to consider friction between groups as a symbol of hatred or abuse. Special interest groups (Antifa, BLM) with noble names and professed ideals are provocateurs sowing discontent. People largely get along well and are outraged when justice does not prevail. Some events are thus overwhelmingly pushed and with divisive narratives often before even rudimentary investigation has taken place."*
- *"I think that the stresses that will come out of COVID will exacerbate the fear that drives hate and individuals looking for a scapegoat to blame for the situation one is in."*
- *"Why aren't we showcasing when people are coming together?"*
- *"People are not actually listening to each other."*

### *Living up to the city's ideals*

As shown from the graphs below, taken from the survey results, Hamilton is seen as struggling to live up to its own ideals.



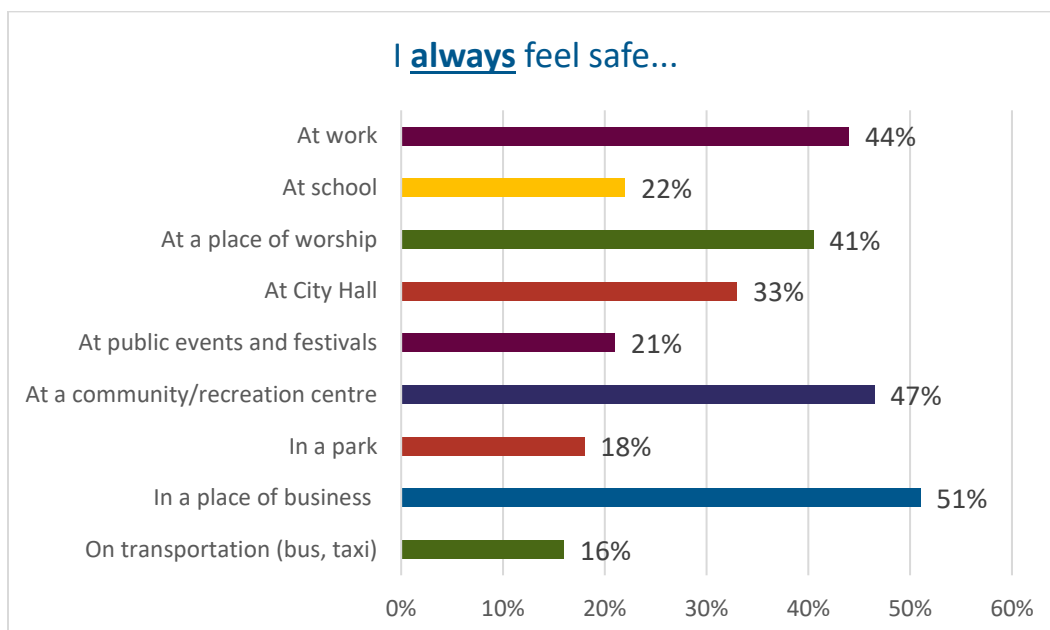


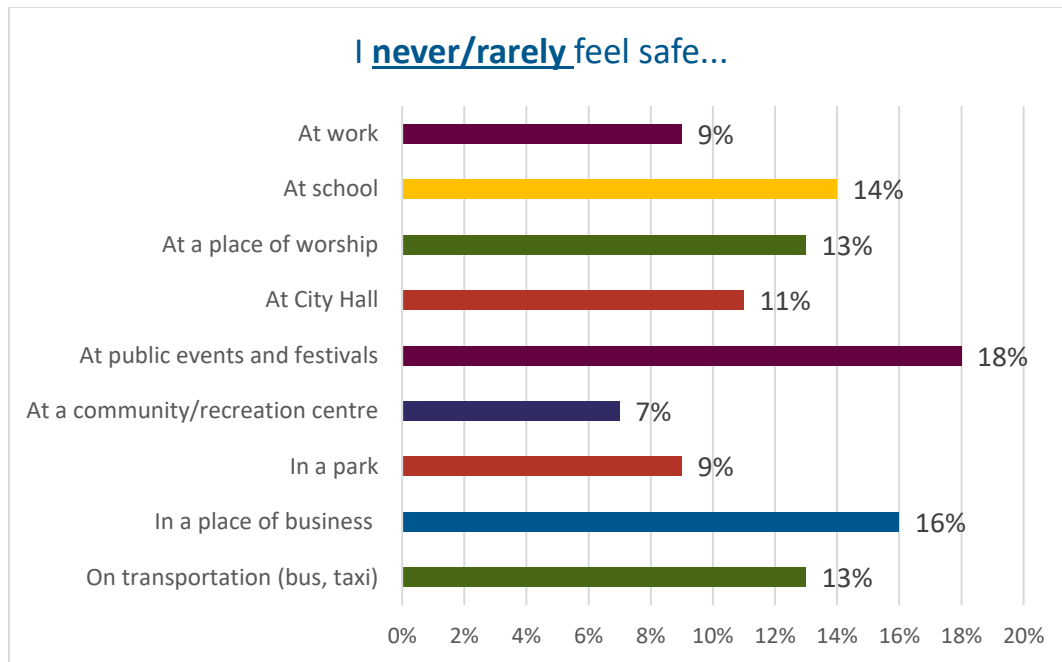


## Sense of Safety

The issue of safety was probed in more detail in the survey than in the Listening Sessions. Based on these findings, it is an issue of obvious concern.

51% indicated they have avoided activities or events because they feel unsafe while there or on their way there. 42 people commented, providing examples of feeling unsafe at events—mostly protests and events. Several people said they feel unsafe in parks, anywhere after dark, City hall forecourt, or anywhere with police presence.





- *"All members of our community should feel safe to be out in the community all of the time."*
- *"I don't let my daughter participate in any pride activities, festivals, or marches. She is 15 and a lesbian and I am very proud of her for being true to herself, but I will not let her risk her safety by celebrating in public and it saddens us as a family."*
- *"I am a white woman. I do not feel unsafe in that I will be the target of a hate crime, but I do often worry about my safety. I have avoided protests to support causes I care about because I am afraid of tear gas and of things getting out of hand and being un/under prepared."*

## Why Hateful Behaviours Happen

One of the objectives of this project is to better understand why hateful behaviours happen because, as one respondent said, *"diagnosis shapes treatment."* Responses here have been clustered to reflect people's perspectives on reasons for hate anywhere and reasons for hate specifically in Hamilton. There was considerable agreement across responses, with a strong emphasis on racism, although some concerns were raised that there is not a shared understanding of the actual hate-related problem(s) needing to be addressed. Reasons are listed here in rough descending order of frequency of mention.

## Anywhere

- Ignorance
  - *“When I think about why hate occurs, the main elements that come up are ignorance, prejudice, and the development of a rigid identity or fearful identity based on a variety of factors that may be social and economic based. It’s important to recognize why these hate beliefs develop, so we know how to address them. If ignorance is the culprit then education becomes one of the main elements to fight hateful behaviour. Some of the required behaviours that I think would help are justice, developing a sense of justice, and developing a sense of unity. And these two can be found, of course, in the larger society, but faith plays an important role in developing these two virtues. What does unity mean in today’s world?”*
- Dislike of difference, exacerbated by a sense of disempowerment
  - *“When you feel like you have been dealt a bad hand in life or you are not considered equal to others, you develop this rigid identity. Fear identity comes from the fact that when we are not in a good place mentally and spiritually, we tend to retreat. And when we retreat, we develop symptoms of fear towards unknown, what’s different.”*
  - *“Historically, fear of the other is a driving motivation for most of the wars, most of the hate that exists. When you get this isolation, when you leave people wondering if they have anything to come back to, it forces you back inside yourself and when you don’t have a broad scope to work from it tends to drive you inside and protect what you know and what is familiar rather than opening up and taking in what life has to offer you through other people and through other ideas. Fear drives a lot of that lashing out and deprivation and not understanding what tomorrow will bring.”*
- Generationally taught and blind following of misconceptions of the past
  - *“I agree ignorance and fear motivate hate. But we also have to realize that hate is taught. Whether it is taught from the pulpit, taught from the soap box or taught in the home. Children aren’t born hating; they learn to hate. We need to recognize that and educate, not only against ignorance, but also against learnt hatred, absorbed hatred.”*
- White supremacy
  - *“Sometimes we try and skirt the issue. We live in a settler, colonial country. That is one of the main roots. This country is also built on white supremacy that is why you have these issues of hate perpetrated across this country. So, when you are having these conversations about hate, we need to also situate this discussion around white supremacy, around settler colonization. Fear and education and all of those things are band aid solutions and divert from the actual discussion around white supremacy and settler colonialization. Those need to be at the centre of this conversation.”*



- Media (including Hollywood) perpetuating misinformation and providing an *"oppressors' version of history and the news,"* with social media providing a platform for hate and enabling negative behaviour
- Fear and a desire for control and to gain and keep power;
- Racism and racial profiling, accompanied by a lack of investment in ending it was noted by several participants, but there were a few dissenting voices, including one who referred to, *"An agenda to label Canada as racist even when it's not."*

## *In Hamilton*

- Authority figures tolerate it. Not only is it not immediately condemned, it is barely acknowledged. Hate-based groups are given a platform. Lack of strong leadership.
  - *"The political context, globally, is fraught. Trump makes everything worse. But right now in Hamilton, members of the queer, immigrant and racialized communities have been subjected to visible demonstrations of hate in the forecourt of City Hall—at least pre-COVID) and the leadership has been abysmal in responding and denouncing these activities. While the right to freedom of expression must be respected, the Mayor and many City Councillors, and other formal leaders, can still make strong statements of denunciation. They haven't. The lack of leadership in denouncing these activities has sent a strong message of 'lack of support' for marginalized communities and has emboldened the 'hate agitators'."*
  - *"When hateful actions aren't immediately condemned, it emboldens the hateful people."*
  - *"We have a local government that does not actively condemn the actions of white supremacist organizations (e.g. Yellow Vesters at Pride) or hold the Hamilton Police Services accountable for facilitating, contributing to, and/or failing to act during instances of hate-motivated incidents."*
  - *"The Council downplays it and the police ignore it"*
  - *"Racism is normalized in this city."*
  - *"Hate breeds hate."*
- Significant underreporting due to mistrust of police
  - *"The police services don't contribute to the safety of 2SLGBTQ community in Hamilton. Community sees them as perpetrating homophobia, transphobia and racism through the dismissal of complaints/reported crimes, victim shaming, committing secondary victimization and violence."*
- Previous reports not taken seriously
  - *"So my worry...is we're going to have more of the same. You'll do this brilliant consultation with us. You will submit a report to our leadership. And our leadership will say, thanks for that report, Rebecca! And nothing will happen, because that is what has happened in this city over and over again."*

- *"Your report shouldn't be a suggestion, it needs to be a demand."*
- Targeted as favourable terrain with a history and legacy of white supremacy here
  - *"It has to do with the size of the city, it has to do with mainly the past history of the city that has remained subterranean. From credible sources we have been told that Hamilton and London are targeted. That's on top of all the innate conditions in Hamilton. There is an extra disadvantage of this activity that is happening."*
  - *"There has been a long history of overt racist organizing in Hamilton, going back to the Tri City Skins in the 80s and 90s. These were obvious Nazis who openly wore swastikas and engaged in racist violence. As a working-class town, Hamilton has been perceived as an important site of contestation for white supremacists. The Yellow Vesters are just the latest iteration—slightly less radical but linked to the more radical white supremacist elements."*
  - *"A blue collar city"*
  - *"Being a blue collar city should not be an excuse."*
- Economic and social deprivation, including housing instability; criminalization of the homeless; lack of mental health supports
  - *"White supremacy breeds in high poverty situations."*
- "Dislike for the unlike"
  - *"I think some oppressed feeling people blame minorities especially if they see their positions of power relative to them"*
- Lack of representation
  - *"Entitlement and upbringing"*
  - *"Lack of diversity in positions of power"*
- Lack of enforcement
  - *"Not enough penalties"*
  - *"Reliance on policing rather than prevention"*
  - *"Punishments aren't an effective deterrent"*
- Cultural timidity
  - *"I know as an Indigenous person, my safe place is somewhere hiding in a park. You don't see a lot of our Indigenous people out in the gatherings unless it's really something that we are passionate about. And we want to be there and we want to fight about it, and have our voices heard. Other than that, we're comfortable hiding and I think that stems from residential schools. From the traumas we faced. We'd rather hide and keep safe, and keep our families safe, than be out there."*

## Responding to the Problem

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Based on the survey, responding to hateful incidents is **seen as the responsibility of schools, the City, community organizations, individuals and police** – in that order, with responses falling quite close together.

## Suggestions for Taking Action

This section summarizes participants' recommendations about what should be done to address hate in Hamilton. It should be read alongside the prioritization results from the poll questions outlined in Appendix C in which people asserted their preference for proactive measures rather than those related to regulations and enforcement.

Addressing hate will require a **multi-faceted response** involving multiple levels of government and many community actors working together in concert toward shared goals. There was an emphasis on trusting community members to respond in ways that match their contexts. Integrated, whole-system responses are required, but so too are specific recommendations related to each targeted group. There is an appetite for specific strategies with names and timelines—people are looking for practical accountability, not another lofty vision. At the same time, they recognize big change takes time.

- *"To move the needle on this topic we need to work at a wholistic and systemic manner. We need to be sure that we have an overall strategy that engages and works with all different stakeholders. There are three main groupings: the individual, the community and the institutions. Each play a role, and each may need to take different lines of actions but they all need to be under a unified vision that can lead to unified action towards actualizing the vision for the city."*
- *"Regulations and enforcement address the hate crime aspect of it, where public education and programming are addressing the hate part of it. And I think both of them are important, but both require a different response and it's nuanced, but in a list of options like that, we need to be more focused on if we are talking about hate or occurrences of hate crimes. People can walk around their whole lives hating and not necessarily express it or do anything about it. But with hate crimes, we're there, we've got addressed, you want to send some hate mail, you want to graffiti our front walkway, you want to start a fire, you know where to find us. And that is really an enforcement issue."*
- *Take a long view. "This is lifetime work."*

People experience hate differently based on their intersectional identities. Community members stated that the city was not safe for transgender people, especially transwomen.

Therefore, responses to hateful behaviour in the city, need to be **informed by an intersectional lens** – how hateful behaviours impact different people.

- *“Particularly unsafe for black trans women”*
- *“Also problematic for people with disabilities; youth; poor; sex workers, drug users”*

The community is appealing to the City for **reliable, local empirical evidence and willingness to learn from other places** who have dealt with hate in their own cities effectively.

More specific recommendations are grouped below based on the seven categories of approaches identified through the comparative research. Additional categories of approaches suggested by participants follow after that.

### *Need for Proactive Leadership*

#### Disconnected City Council

Participants reported a significant lack of connection “between the City and the city.” They describe Council using terms such as *“tone deaf”* and *“insincere”* and *“ignorant.”* The City is seen to have failed to follow up on previous consultation recommendations. As a result, there is deep skepticism about the likelihood that this project will lead to any significant change, across all input channels. The process was described as *“disingenuous”* and *“draining.”* People were disappointed that Councillors and the Mayor did not attend any of the consultations. In terms of hate, the City is described as having *“abdicated its responsibility of enforcement.”* Many people expressed the opinion that silence or complacency on the part of Council has emboldened hatred in the city and given it a greater spotlight.

- *“When a community feels supported than things start to change. Right now, as many people are echoing that there is not enough connection between those in leadership and those in our Hamilton community. That’s just not right. It doesn’t allow us to progress as a city. There are so many great things that are changing amongst the community and it’s most important for those in leadership to support those changing features and I think that’s when we’ll start to notice a difference, when the community feels heard and supported.”*
- *“Our leaders need to understand that being silent and ignoring the issues because they are difficult or controversial can be seen as supporting the very things we do not want to support, so visible and proactive leadership is really important.”*

## Hiding behind “free speech”

There is frustration that the City has been using a justification of protecting “free speech” to allow hate speech to take root in Hamilton. Freedom of expression is not an unlimited right and misses the point when it comes to curtailing hate and violence. One person described it as a *“mask that the City is hiding behind.”*

- *“This whole concept of ‘othering’ is a huge concept that we have to work against and I do think that in Canada we have amazing rules that help us do that. One of the things we really need in Canadian culture, we’re very much not wanting to create a problem. So sometimes we go to the other extreme in allowing things to happen that are totally against everyone’s value in society, but we do it in the name of freedom of speech. But with freedom there has to be some responsibility. As a City there has to be a sense of accountability. What is permissible and what is not permissible?”*
- *“When you are silent, you allow those voices to be amplified, in the name of freedom.”*
- *“Freedom of speech is not freedom from consequences.”*

The community is appealing for **courageous [formal and informal] leadership** that takes a stand against hate, from the City and across the city.

- *“Make decisions beyond three years, even if not supported by full voter base if systemic changes are needed”*
- *“We need leadership that is visible, bold and proactive”*
- *“Actively distance yourself and hold people accountable for their discriminatory behaviour”*
- *“The City’s role is in no way shape or form to be complicit in hateful behavior—and at this time, they’ve allowed a hate group—the yellow vests, to campaign on their property.”*
- *“First, it would require ALL City Councillors to admit white supremacy existed. There are too many for whom their fragility overrides their ability to make decisions while acknowledging this. As long as the decision makers deny white supremacy, having City Council as our decision makers is a scary prospect.”*
- *“Don’t be afraid to speak about difficult issues (Council—world religions, racism, Indigenous reconciliation etc.).”*
- *“Address harassment before escalates into hate.”*
- *“Need champions on Council.”*
- *“Make this part of Future Hamilton public forum.”*

There is a strong appetite for proactive leadership from the City that is not performative or symbolic but rather collaborative and responsive to the needs and asks of different communities.

- *“Rainbow crosswalks are expensive and suggest the city is safe when it’s not—performative actions need to be backed up by community investment and supports, otherwise can actually be dangerous (backlash).”*
- *“Invite us to the decision-making tables—don’t decide for us or make us subjects—nation to nation decisions with Indigenous people.”*
- *“We don’t even feel like we belong because we are not included in any of the media pieces or artwork, or anything. We have to be included, right off the start. And that will help with some of the hate because if we are being included and if you are purposefully excluded (cause that’s what it seems like) than everyone else can stomp on you, if you are left out. Everyone needs to be included.”*
- *“Respond seriously to the Pride report.”*
- *“Start with basic customer service such as answering people’s emails.”*

The City is encouraged to use the levers and resources at its disposal.

- *“At the intersection of bylaw and policing, the City could have easily used bylaw to disrupt the racists who were regularly rallying at City Hall. The racists were posting anti-immigrant placards on City property. This was against bylaw, but was not enforced. The lack of bylaw enforcement emboldened the racists. Enforcement would have been an easy way to disrupt their activity.”*
- *“We enjoy a great measure of free speech but at the same time, there are certain things that you can’t get away with saying and I don’t think enough is being done to enforce that. And from the City’s perspective, they can enact policies, who they allow in gather in their forecourt at City Hall. Things that can and can’t be accepted. There needs to be a stronger hand and taking the resources that we already have available us and putting them into effect and making them very strong statement about what and will not be tolerated in this community.”*
- *“So our City Council already proved an example of them being able to identify hate speech that is not worth listening to. There was a leader of a hate group in town that wanted to address City Council through the usual mechanisms where citizens can put in a request to speak to Council and the request was denied. They did not give that person a platform and they said, anything you have to say is not worth hearing. You are not welcome here. Thanks, but no thanks. So they already showed that they can make a discrimination and make a judgment call about who is worth listening to and who is not worth listening to. This goes to prove that not all speech is equal. And not every single person needs a platform. So when our City, is not taking a stance against hate, they are*

*part of perpetuating that hate. So they already proved that they can make that judgement call, did it once, so they can do it again."*

- *"Any City Counsellor can put a motion forward to enact a bylaw."*

### *Listening to the Community*

Based on experiences with previous city consultations, participants in the listening sessions shared that they were tired of not being listened to. There was a deep apathy for and frustration about engagement sessions that result in no action. The City should utilize the knowledge that communities hold, and the lived experiences of individuals, and value it as an essential element of hate prevention initiatives. This means meaningful bridging between what is happening to communities in the city and the City's responses to it.

Several people who attended the listening sessions also mentioned that public engagement processes are exhausting and can feel unsafe or retraumatizing.

- *"You need to listen before you can lead."*
- *"Nothing for us, without us."*
- *"Pay attention to whose knowledge is valued and listened to."*

### *Public Education*

Despite education falling primarily under provincial jurisdiction, it is seen as a necessary response to hate. The City could support community organizations to develop curriculum and/or to provide guest speakers in schools. Education is also needed more broadly, including amongst police, on issues such as the limits of free speech, a deeper understanding of what is actually happening in Hamilton, racism, and justice/unity. It was notable, however, that people spoke about this primarily in terms of education of young people in schools rather than public education campaigns. "sensitivity training" was hardly mentioned and seen as largely ineffective.

- *"We need to start young, because adults are really stubborn"*
- *"Part of the issue we can deal with here locally is having the City back and provide people who are willing to speak about these things. Teachers do have written right within their curriculum, "professional judgement." And to meet the expectation, they have quite a bit of latitude in how they choose to meet the expectations. So at any point, I can invite in a speaker, to speak to my class, who is going to give a perspective that I may not be able to give as a white male with a whole lot of privilege. But having that resource bank locally, don't get me wrong the school board is going to say that they have a resource bank too... but having community people versus people at the school board... let me just say, it would be nice, if there were well known community leaders who were available, known to teaching staff, and able and willing to come in."*



- *“Because of a lack of knowledge and training for everyone. Because people believe that being trained once or a couple of times is enough. Because that training is inadequate—we need to have baseline understanding of power and oppression, we need to be able to identify small things—micro-aggressions, both as an act and as an impact. We need to learn and practice how to challenge the person performing those acts and support the person(s) affected by them. It needs to start with council. It needs to be openly and EXAGGERATEDLY practiced everyday—like we are teaching toddlers to be polite.”*

## *Creating Safe and Inclusive Spaces*

There is a strong appetite for **safe spaces**, where people can access trauma-informed healing and other supports, where they can report hateful experiences, and connect with others. These community-based reporting sites then need to share their data while maintaining confidentiality.

- *“We need something like 519 in Toronto or Quest, that is properly resourced to be successful”*
- *“We could use an interfaith resource centre.”*
- *“Alternative reporting mechanisms—resourced, independent—per group.”*

The City is invited to **create opportunities for safe and productive dialogue**, including across factions. Convene groups and help them feel heard.

- *“Our bishops, and rabbis are not meeting regularly and not addressing social problems in the city the way they used to. I wonder why? I feel like they’ve all gone to their corners, but I think that I think a lot of people take their cues from faith leaders and I think they have a role to play with the City. And with the City, we can come up with a way to invite those leaders to help us mobilize our communities in positive ways to address this.”*
- *“The solutions have to come from the religious groups because we contain both the victims and the perpetrators of religious hate. someone said we leave a vacuum for the haters to take the podium. we need alternative religious visions.”*
- *“The City has the power to bring multi-stakeholders together from the private, from the public, from the not-for-profit sector, to even have an understanding of not only what the issues are but what are the solutions. A good example of this is in the City of Chicago. The City lost many people to a very hot summer. So the City brought many people together and the City Council said, we are not interested in hearing whether you believe in climate change or not, we just want you to give us solutions as to what do to. Of course, it is very difficult to have those conversations. People don’t understand each other’s language even. But after half a day of fussing around, they came up with incredible solutions.”*
- *“Interfaith opportunities—support a resource centre.”*



- *“Find ways to reach the whole community, not just those who already agree.”*

Across the city, work needs to be done to highlight commonalities without being afraid to pinpoint differences and talk about them.

- *“It’s a lovely thing to get together and share our experiences, traditions and appreciate how much we have in common and what we share—that’s a lovely, lovely thing. The much more difficult conversation to have is about our differences. Our different faiths, traditions, and beliefs. We have differences. Theologically, ideologically, communally, and we need to get to a point where we can talk about those differences and come to appreciate what they are and how in a general community, we can live together peacefully with tolerance and dare I say, with respect and appreciation, despite those differences. That’s the tough conversation to have. Also, even more difficult conversation with those who just want to see us as ‘us versus them’...”*
- *“Move away from a discourse of identity and toward characteristics.”*

### Community Programming

There is strong support for proactive and preventative measures rather than reactionary enforcement. The community is appealing for reallocation of funding to community programming that can better support the unique needs of different communities. These include improving material conditions such as food and housing and understanding the underlying issues such as mental health challenges. There was a strong cry for increased funding to social services in the community. In the racialized and 2SLGBTQ+ groups, this appeal came alongside calls to defund the police and, in some cases, to decouple social services from faith-based organizations.

- *“The City persists in diagnosing the problem as individual bad actors—and the ‘solutions’ flow from this analysis. The City needs to ... begin to make transformative change—and it could start from shifting funds from the police to those social service agencies that can truly work to prevent hate and care for the community.”*
- *“The defunding of social services in Hamilton—despite us having a strong need for it is violence against those most marginalized in our communities who require these services the most. It’s an enormous failure of our municipal leadership.”*

### Regulations

Regulations were not chosen as a high priority measure across the various listening sessions. Very little was said about policies or regulations, other than in response to a survey question that prompted the topic. There was a desire for the City to utilize existing levers at their

disposal to act against hate incidents that are happening, especially in front of City Hall. It was also mentioned multiple times that current regulations are not effective or remain underutilized by the City.

- 68% said they were aware of City policies or procedures that address hate speech and/or hate-motivated incidents in Hamilton.
- 26 people mentioned awareness of City policies related to hate, ranging from HARRC to Zero Tolerance to signage to equity and inclusion policy. Policies are seen as mostly vague, inadequate, poorly understood, not impactful.
- More than 50 people provided comments of dissatisfaction with any City actions/responses to date, mostly in reference to the police handling of Pride 2019. Respondents used strong language such as “disgusted” and “appalled” to describe police response, which was seen as not timely or sufficient.
- Only seven (7) people commented that they were satisfied with any actions or responses to hate-motivated incidents, mostly in terms of positive grassroots responses.

## Enforcement

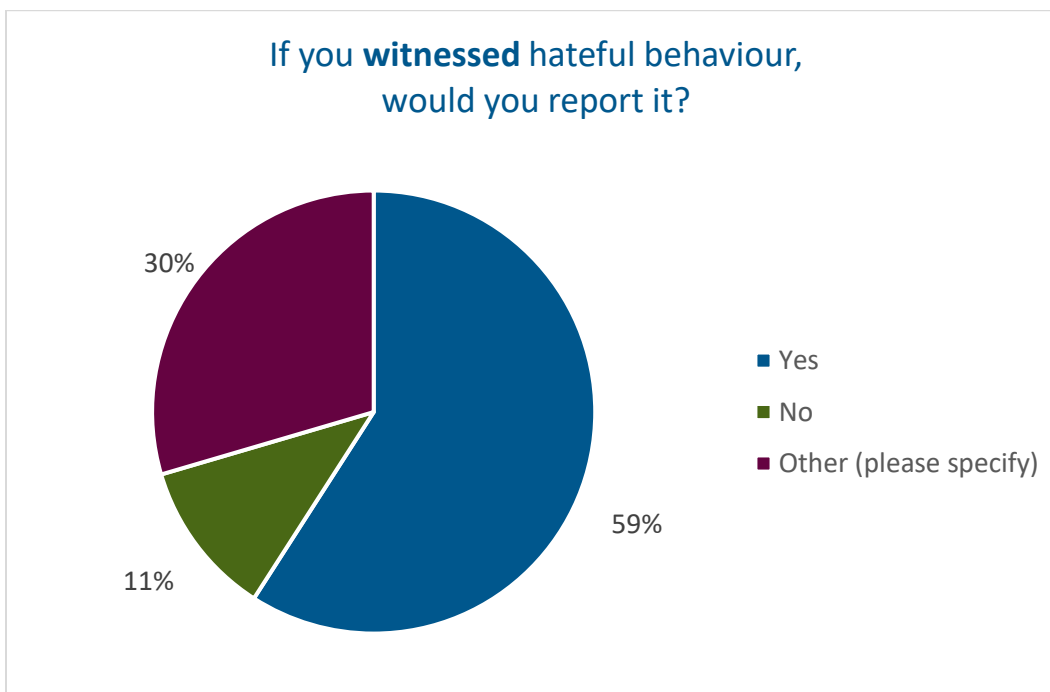
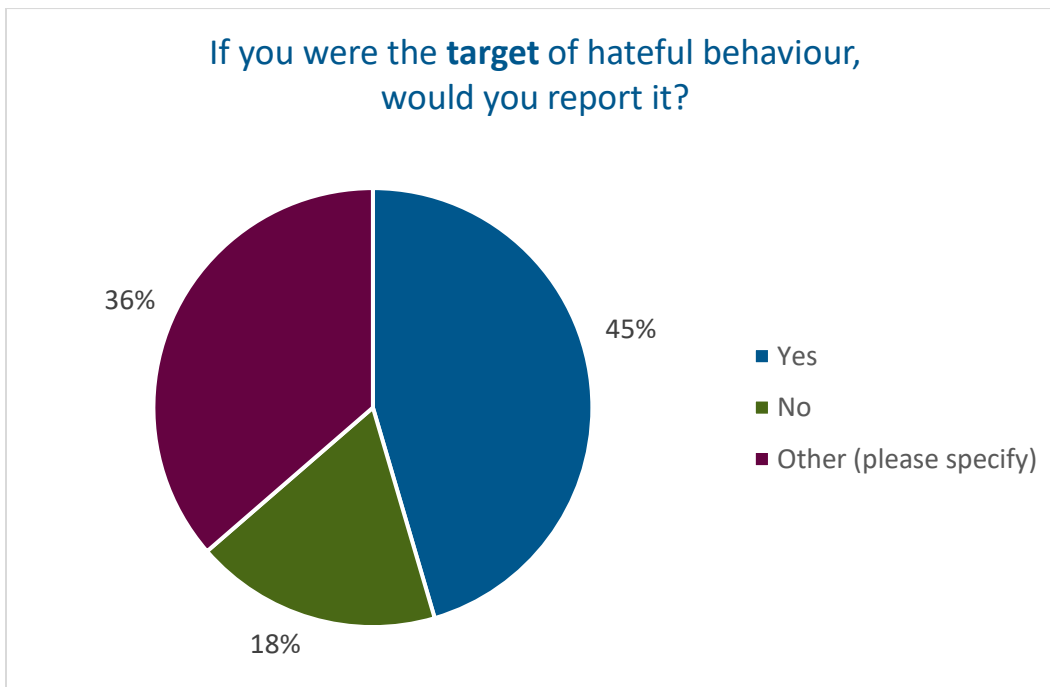
### Mistrust of police

This theme of a lack of trust in police, and in Hamilton Police Services more specifically, has a number of dimensions to it. One is significant underreporting of hate-based incidents due to a fear of being dismissed, revictimized or otherwise harmed, to the point that using police-reported statistics was described as “*irresponsible*” and “*irrelevant*.” Another reason those statistics were seen as unreliable has to do with them excluding hateful incidents perpetrated by police. There was a sense that police perpetuate hate in the city by allowing it to flourish.

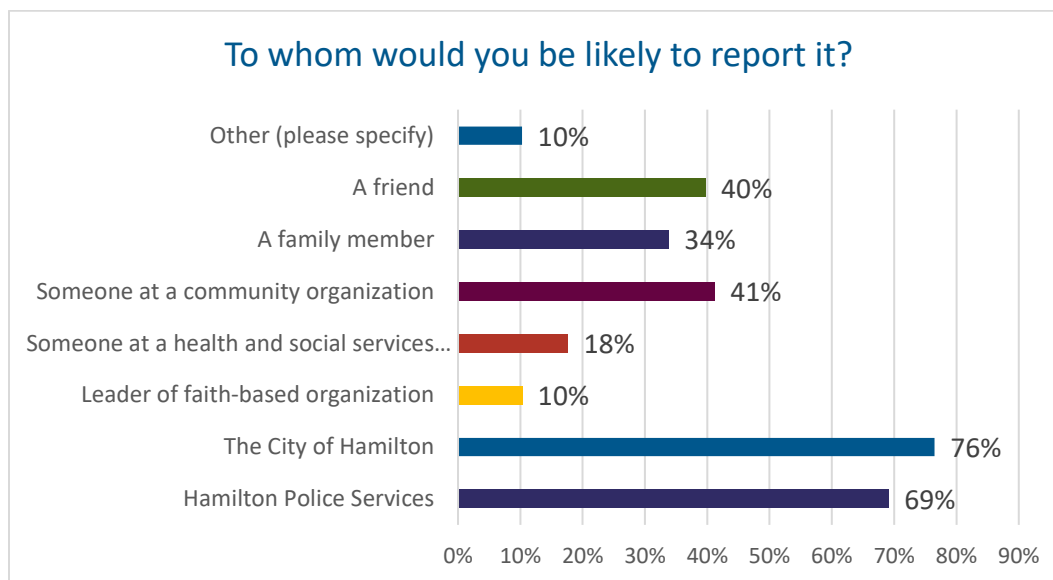
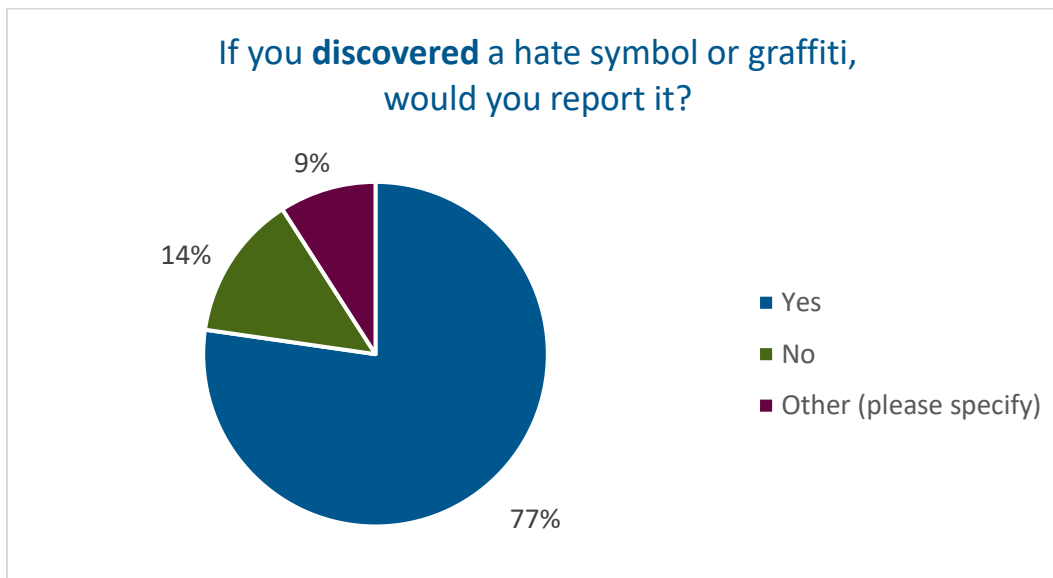
- *“I strongly believe that hate crime being underreported is because you have to report them to the police. Most people feel unsafe reporting to the police because the police perpetuate A LOT of the hate crimes. I also know too many people who have reported hate crimes to the police only to be laughed at and further humiliated and subjected to more hatred.”*
- *“There really isn't any point in reporting incidents of hate given the Hamilton police defining themselves as the victims of hate incidents in past hate crime reports. This action demonstrates that the police do not actually respect accepted definitions of hate incidents and therefore cannot be expected to respond to them appropriately. Additionally, despite recent incidents, the police persist in seeing themselves as a minority group that are discriminated against because people are naming their abuses of power.”*
- *“How do we prevent regular hate when we do not even have mechanisms to prevent City Council and police from doing that?”*

## Reporting

Reporting hate-motivated incidents was probed in more detail in the survey than in the Listening Sessions.



- Many commented that they were “unsure” or “it depends” on whether they would report if they were the victim (36%) or they witnessed (30%) hateful behaviour. Several people cited mistrust in police and the lack of follow-up.





- Other reasons for not reporting hateful behaviour included fear of being doxed and it not being worth the effort.
  - *“We internalize it. I know a bunch of people who have had something happen to them but it’s gone nowhere because they don’t want to report it or they need somebody to be right there with them. Somebody they trust, somebody they can confide in because once they report it, they still need that support afterwards.”*
  - *“Why report if nothing is done?”*
  - *“Even when we do report it, sometimes it’s turned into, it’s your fault. The blame gets shifted to the person who is reported it.”*
  - *“I am a member of society that is told cannot be a victim of a hate crime or racial profiling. Thus I would not report it as it would not fit your reporting forms. Thus you will never get baseline data.”*

The City is encouraged to **create or revamp response processes** if they do not already exist.

- *“A clear process for when/how to respond to a critical incident (i.e. for the Mayor).”*
- *“Need stronger accountability—e.g. evaluation, reporting mechanisms, a report card—transparency, communicate to community.”*

The following categories do not fit easily in the seven (7) categories listed above but were brought up in both survey and listening sessions as playing an integral part in a response to hate prevention in the city.

Participants highlighted a **need for more diverse representation at decision making tables**, rather than symbolic or tokenized representation, or none at all.

The community encourages the **media** to cover stories with more balance and to be cognitive of the impact those stories may have on the communities they are portraying.

- *"We really need to get a hold of that media, because they perpetuate a lot of harm."*
- *"Probably what we read about this is 10% true."*

There is a need for more deliberate and intentional opportunities for different communities to interact, build relationships and get to know each other, *"Positive experiences help eradicate hate."* The City could play an integral role in **creating social opportunities and events that are accessible to everyone**.

- *"People need to know each other—stronger relational bridges"*
- *"Make City events accessible to everyone—cover bussing, admission, etc. This might help newcomers, existing residents, those in lower socioeconomics come together. This must be deliberate and will require action on the part of the City."*
- *"Integration not isolation/segregation or assimilation."*

The City is also encouraged to create more **progressive and representative hiring practices**.

- *"Is there an effort to have more racialized staff at the City of Hamilton and on the police force? ...There has not been any mandate compelling the city to have to actually act on the data it has demonstrating a lack of diversity within if staff."*
- *"Just because they hired a woc [woman of colour] to save face doesn't make them less racist, police have been known to hire token poc [person of colour] to use the 'we're not racist, we hired so and so.' I do not care to see more diversified police force who are still mandated to uphold white supremacy."*

## Next Steps

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The role of government is to balance competing priorities and to act in the best interests of the community. Resident input is an important source of intelligence and reconnaissance to help inform Council decisions. That input rarely communicates a consistent message to leaders, however. In this project thus far, there is a notable congruence of views despite wildly different political stances inside this group of respondents. People across the political spectrum are calling, for example, for full and accurate reporting of hateful incidents and increased trust in police and City Hall built through a sense of being heard. Opposing viewpoints are certainly

present, including for example about the role of faith communities in providing social services and support, but overall, the input is remarkably consistent.

The polling results about priority responses are particularly telling. They encourage the City to listen without being silent, to shift resources toward social services and programs, to invest in safe spaces and dialogue. Noticeably low priority was given to regulation and enforcement, which were the focus of the City's initial description of this project.

The next step of this project is to transform this input into concrete recommendations for Council later this year. To get there, additional opportunities for community input will occur throughout the fall.

## Appendix A: Detailed Methodology

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The community engagement activities originally planned within the Hate Prevention and Mitigation project were adapted in terms of their timing, breadth and formats due to COVID-19 restrictions.

The Stakeholder Engagement Summary Report summarizes the findings from all of the following engagement opportunities, unless otherwise noted:

- Meetings with relevant City staff, the Mayor and five Councillors, and nine diverse community leaders to gather input and advice on the community engagement plan (December 2019 and January 2020).
- A facilitated 90-minute session with the Mayor's Advisory Table on Diversity and Inclusion on June 26, 2020 via Zoom. (Unfortunately, the Mayor was absent for health reasons).
- An online survey to inaugurate the use of EngagementHQ software on EngageHamilton, open for one month from mid-June to mid-July 2020. The online survey was promoted through the City's Twitter and Instagram accounts; on the City's website via a hero banner on the landing page; on a separate web page specific to the project; through the newly launched Engage Hamilton website; in a quarter-page print ad that ran in the Spectator on two consecutive Saturdays; and through email distribution lists.
- Five 90-minute facilitated community "Listening Sessions" held between June 29 and July 9, 2020, conducted via Zoom. Input taken from audio recording and chat transcript. The Listening Sessions were promoted using the same methods as the online survey.
- Telephone interviews with three individuals and email messages from seven others, all of whom reached out proactively to make their voices heard.
- Submitted notes from a February 2020 community meeting on "Resisting Hate and the Far Right"

Facilitation was led by Dr. Rebecca Sutherns and her team from Sage Solutions, the Guelph-based consulting firm hired to support the City with this project, in conjunction with two community engagement staff at the City (John Ariyo and Pauline Kajiura) and local community leaders.

The survey was answered by 91 people. 608 people visited the page on the Engage Hamilton site and 102 of those registered to respond. Having to provide a name and email address proved to be a deterrent to participation, despite that information not being directly linked to



survey responses in the analysis.<sup>4</sup> The demographic profile of respondents roughly matches the overall profile of Hamilton's population as per 2016 data as follows:

<b>Survey Respondents</b>	<b>Hamilton Population (StatsCan)</b>
60% women, 22% men, 8% non-binary, 2% transgender	51% female, 49% male
61% heterosexual, 8% queer, 8 other answers of 7% or less	
24% self-identify as having a disability; 20/21 describe it as non-visible	
3.4% self-identify as Indigenous	2.3% Aboriginal
79% white, 7% black, 7% other, 6% south Asian, 6% prefer not to say, 8 other racial identities with 1-2% each	
76% non-racialized	79.7% non-racialized
41% no religious affiliation, 26% Christian, 9% other, 6% Roman Catholic, 8 other options with 4% or less	
77% born in Canada	76% born in Canada
Of those not born in Canada, 26% have lived here 4-10 years, 26% have lived here 11-24 years, 26% have lived here 25-49 years, and 21% have lived in Canada for 50+ years	
40% have lived in Hamilton for more than 25 years, 33% have lived in Hamilton for 11-24 years, 18% for 4-10 years and 8% for 1-3 years	

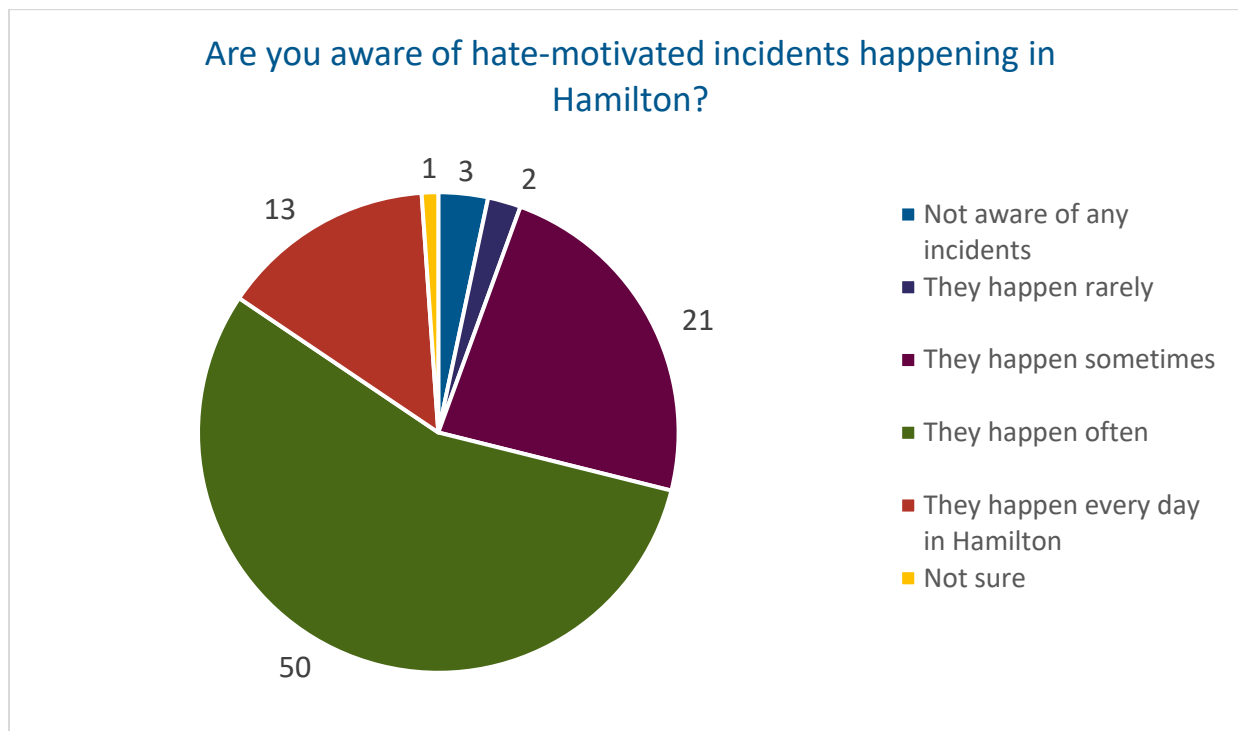
The Listening Sessions were attended by 154 residents as follows: General Public (62 participants), Racialized (29), Indigenous (15), Faith Leaders (15) and 2SLGBTQ+ (33). The subgroups were selected to reflect the communities reported to be most frequently targeted in hate-related incidents in Hamilton over the past few years. A handful of participants (roughly five) attended more than one session.

The telephone interviews, held upon request, included one prominent member of the 2SLGBTQ+ community and two yellow vest protesters.

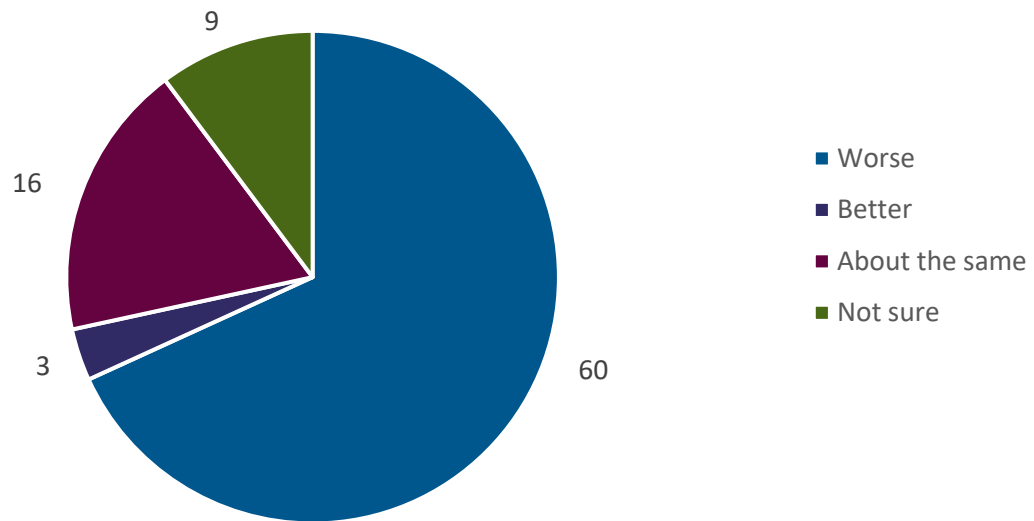
<sup>4</sup> This concern was confirmed orally by several participants at the Listening Sessions. Registration is required on Engage Hamilton as a City decision, in part to build an ongoing database of participating residents, to streamline future engagement opportunities.

## Appendix B: Online Survey Results Summary

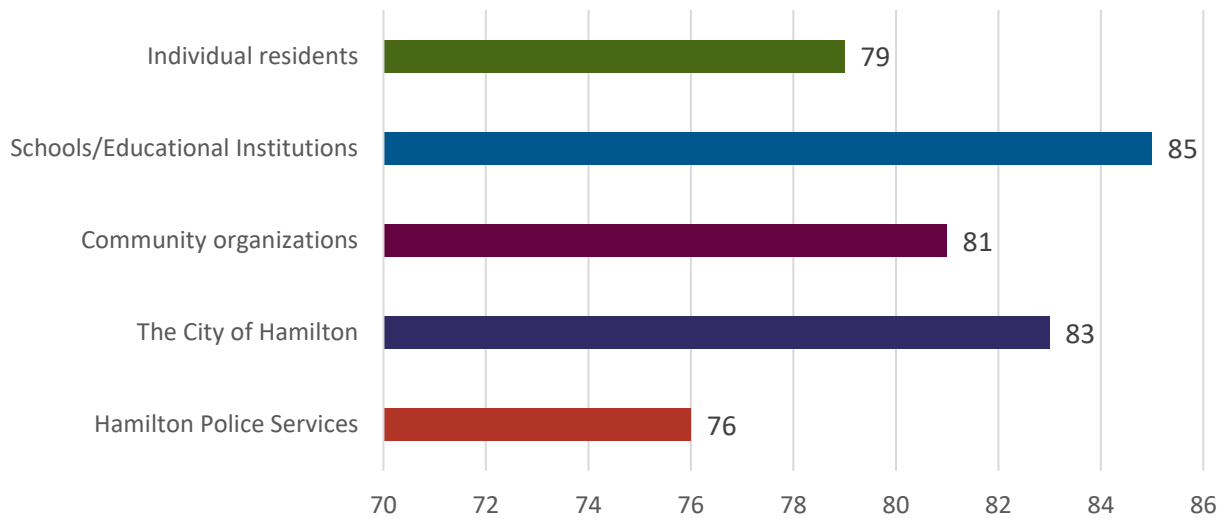
91 people completed the online survey for the City of Hamilton's Hate Prevention & Mitigation Initiative between June 15 and July 15, 2020. The graphs that follow summarize the results from the multiple-choice questions. Qualitative responses were incorporated into the body of this report.



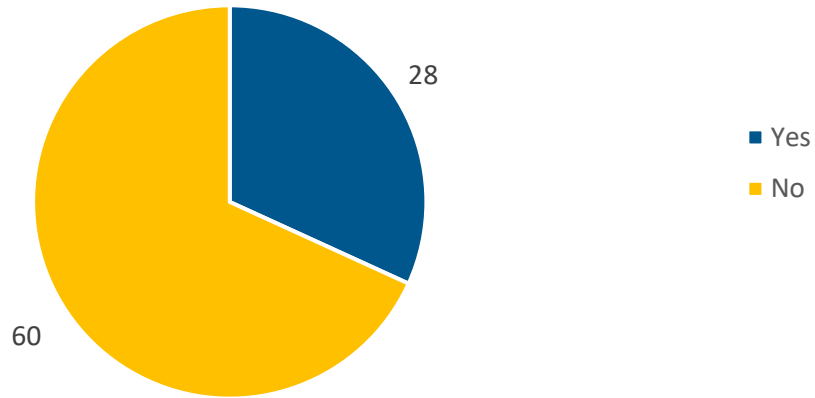
### How do you think hate-motivated incidents in Hamilton have changed over the past three years?



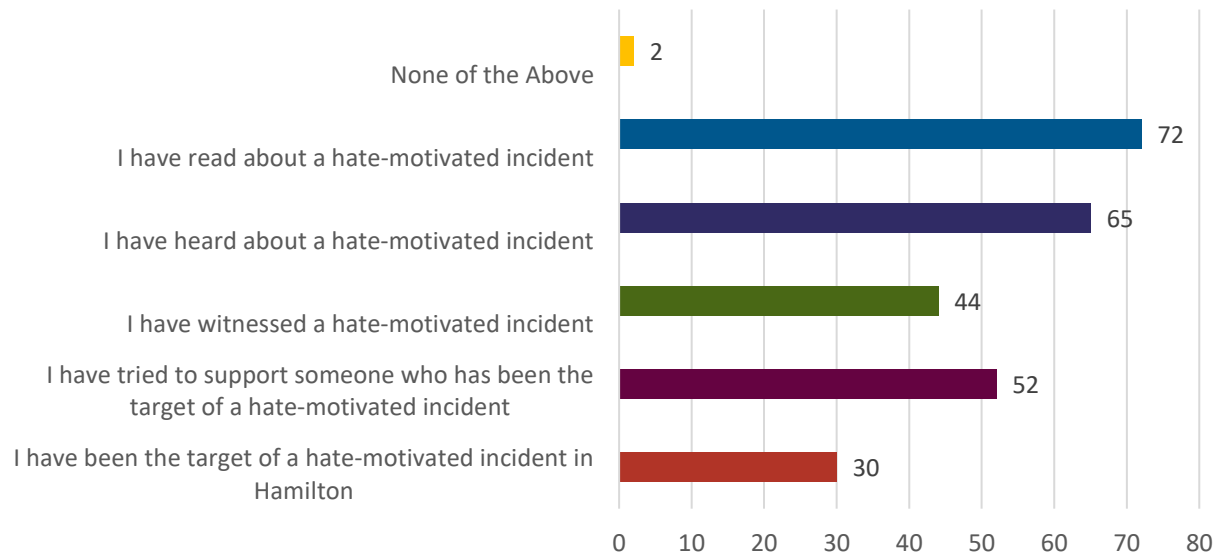
### Whose responsibility is it to address hate-motivated incidents?



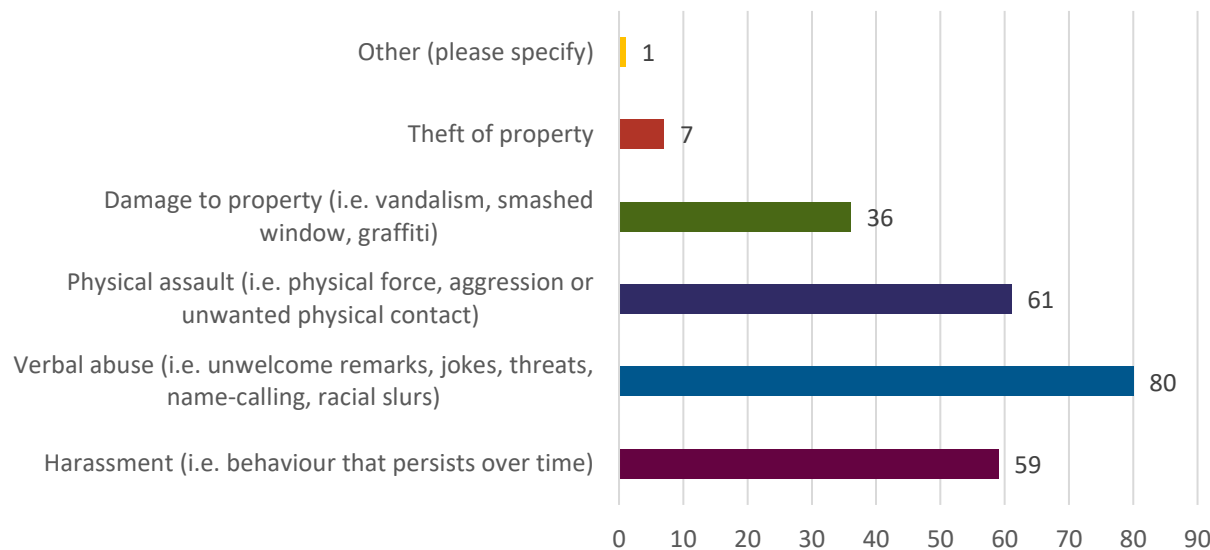
Are you aware of any City of Hamilton policies or procedures that address hate speech and/or hate-motivated incidents in Hamilton?



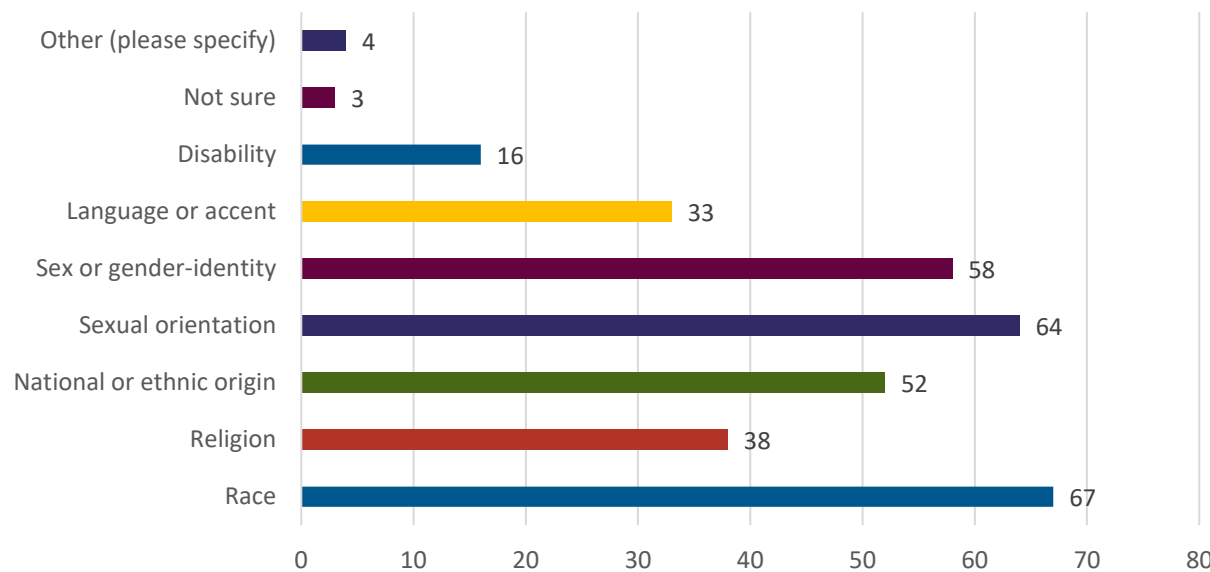
What is your personal experience with hate-motivated incidents in Hamilton?



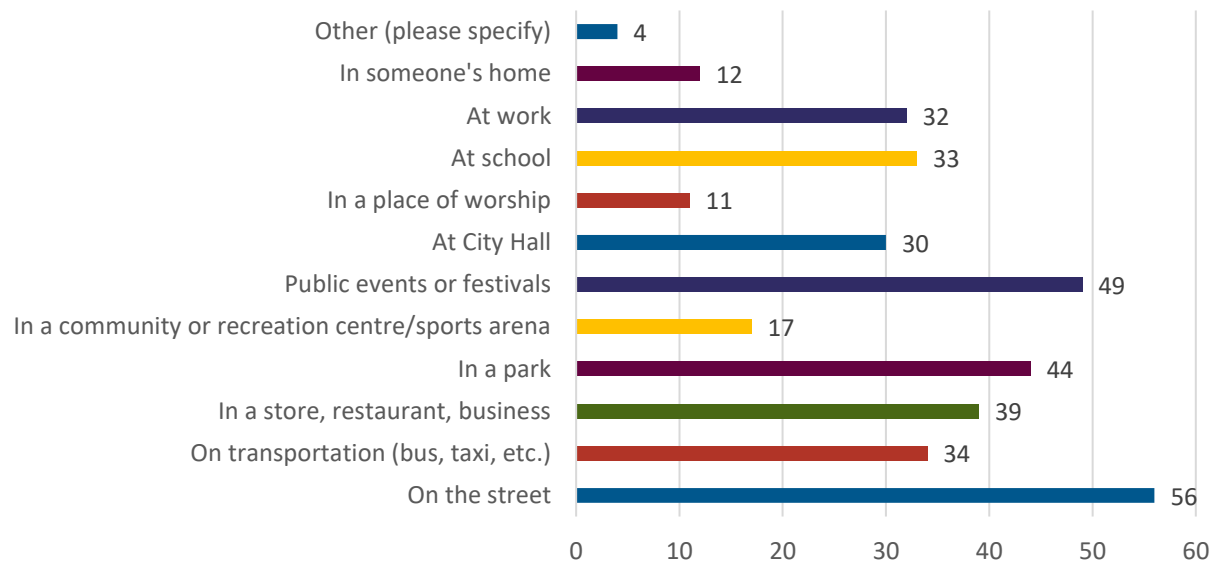
### What kind of hate-motivated incident was it?



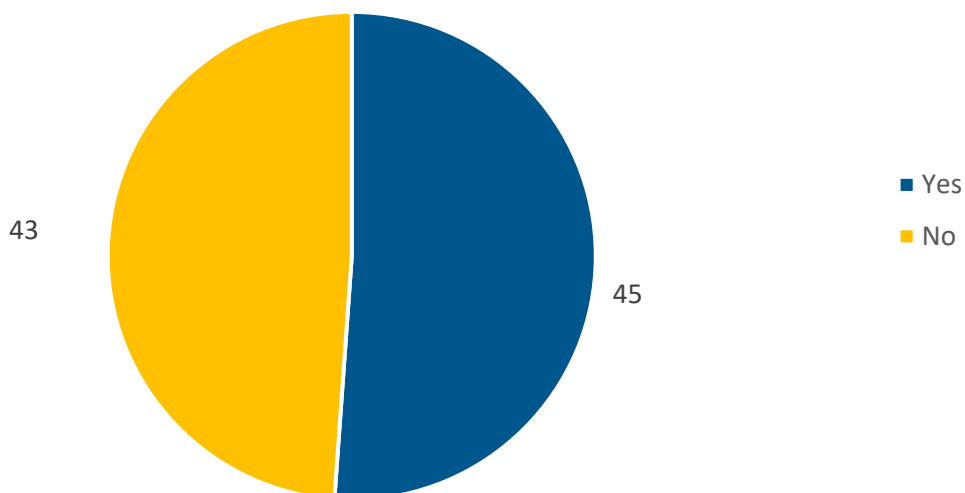
### What do you think was the perceived basis for the hate incident?



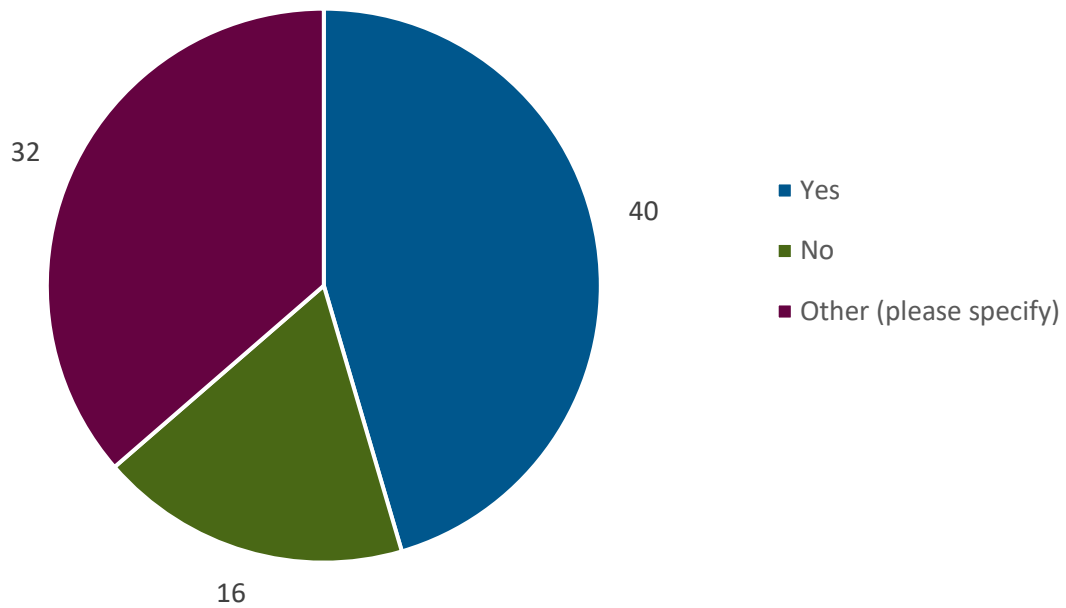
### In what type of location(s) have you experienced or witnessed hate-motivated incidents?



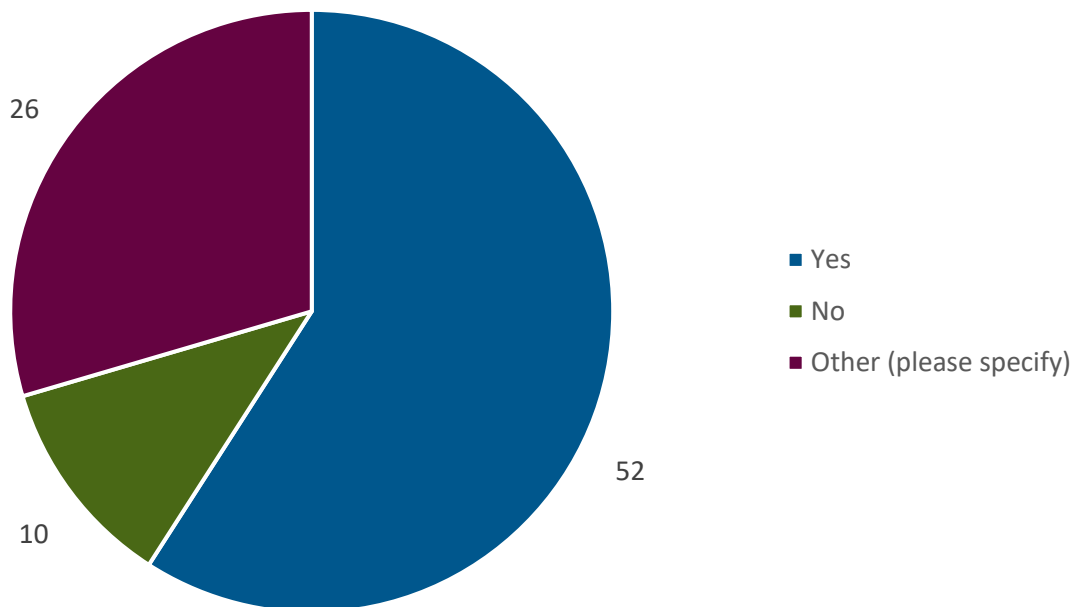
### Do you ever avoid activities/events because you do not feel safe there or on the way there?



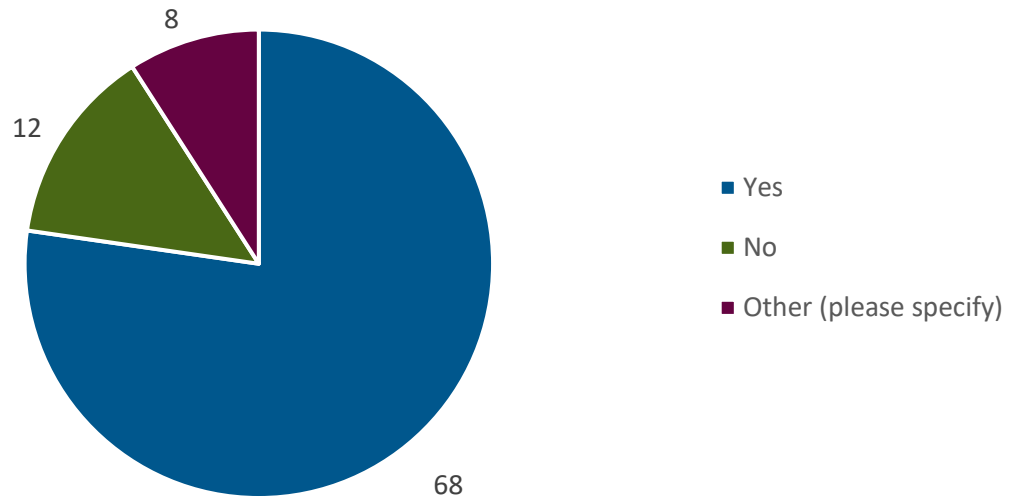
If you were the **target** of hateful behaviour, would you report it?



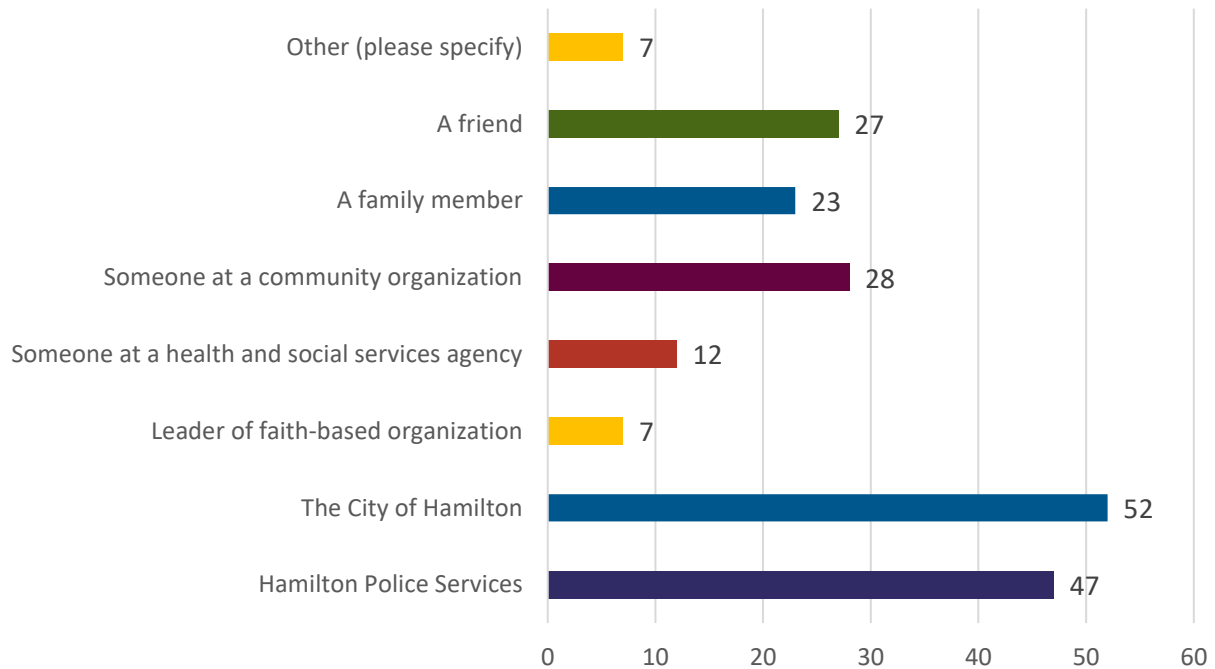
If you **witnessed** hateful behaviour, would you report it?



### If you **discovered** a hate symbol or graffiti, would you report it?

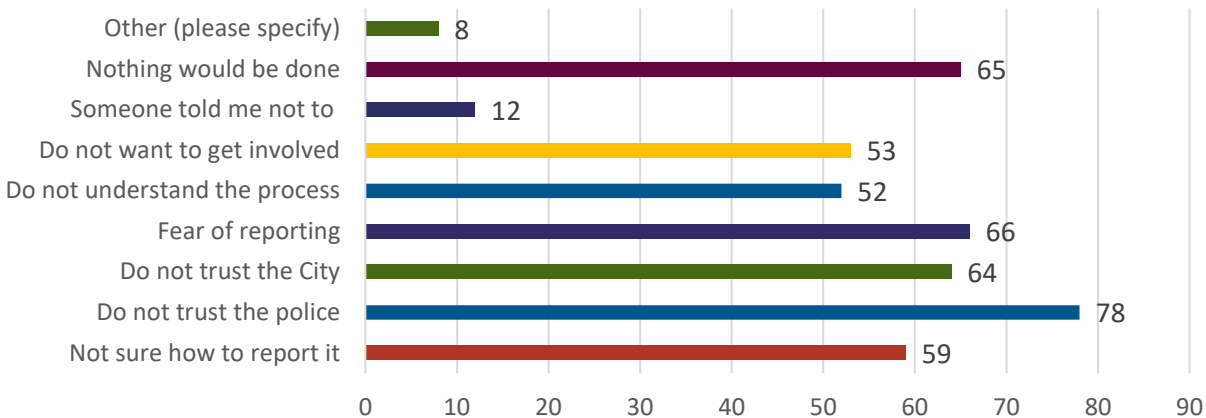


### To whom would you be likely to report it?

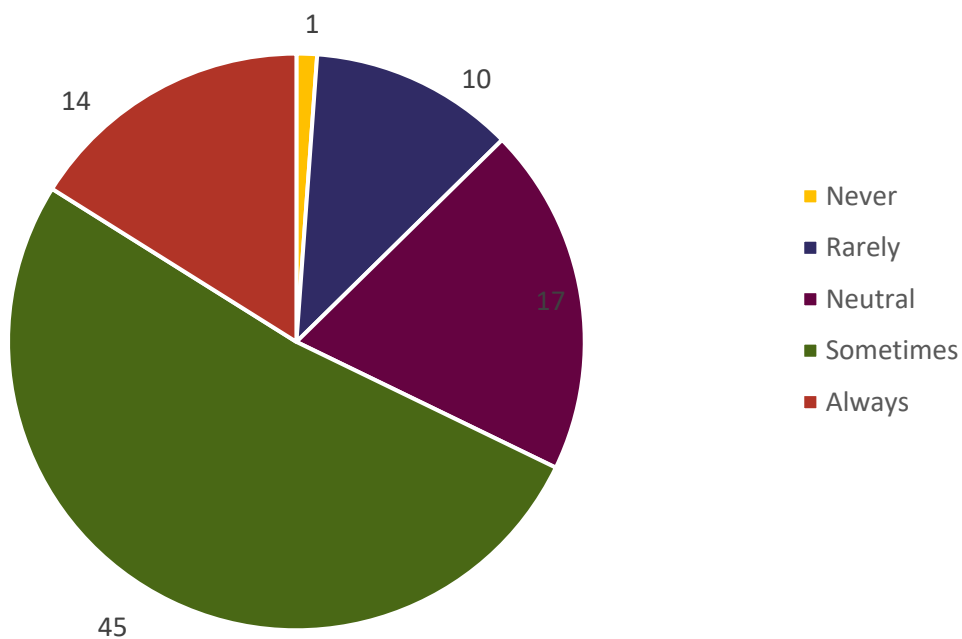




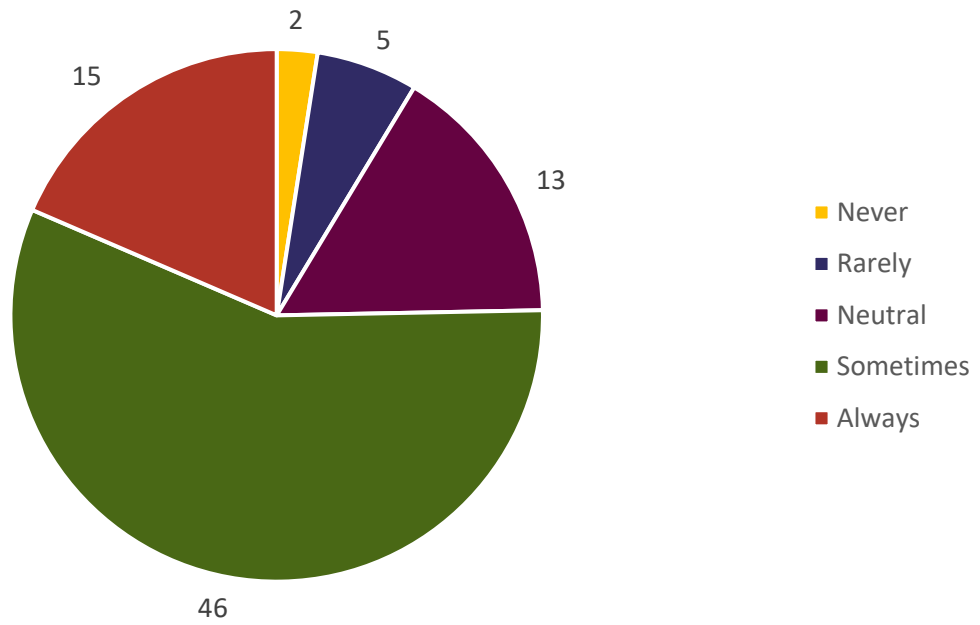
### What do you feel stops people from reporting hateful behaviour?



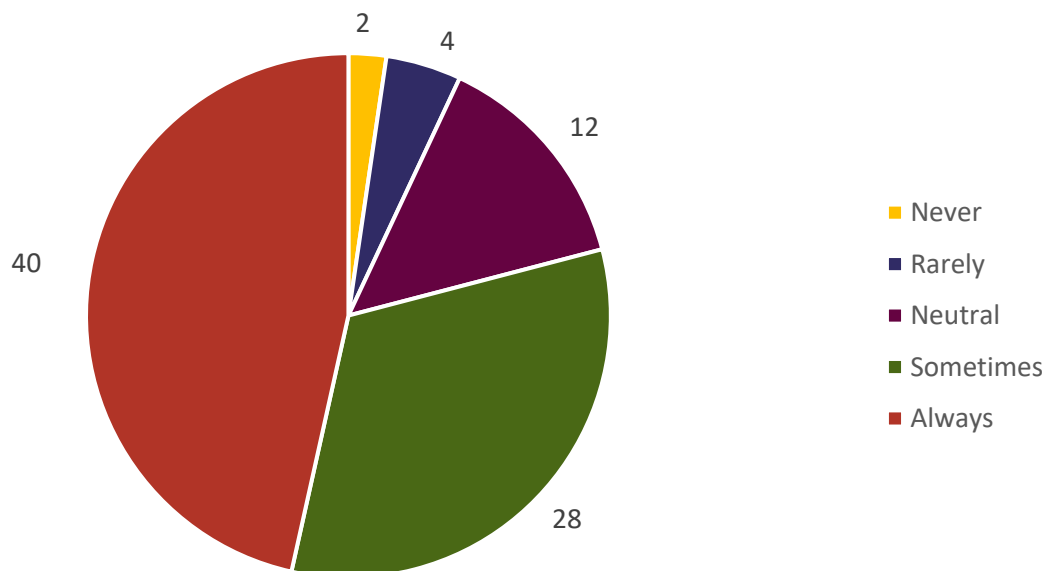
### I feel safe when I'm on transportation (bus, taxi, etc.)



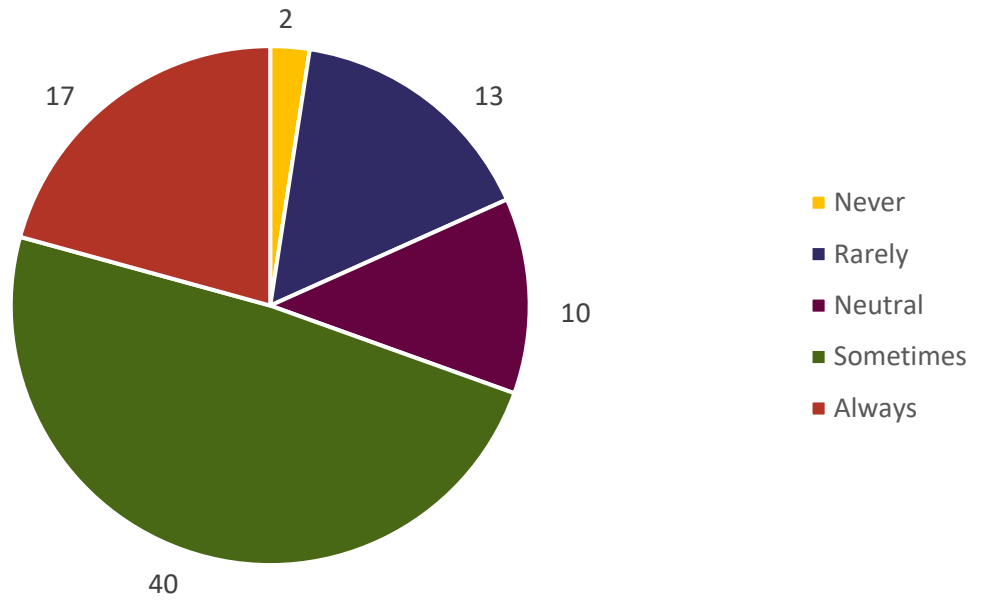
### I feel safe when in a park



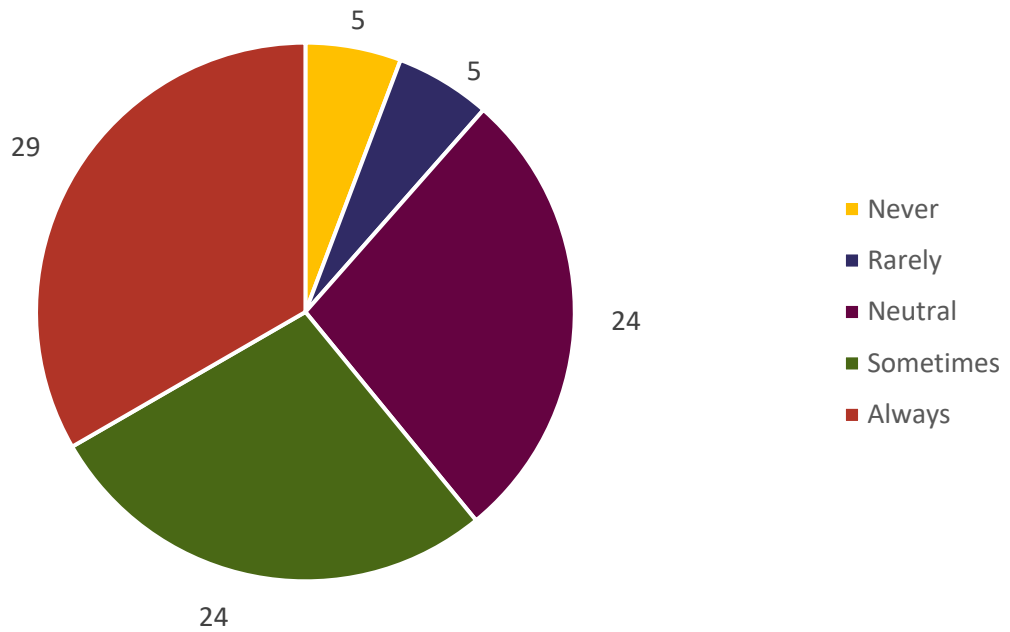
### I feel safe when in a community or recreation centre



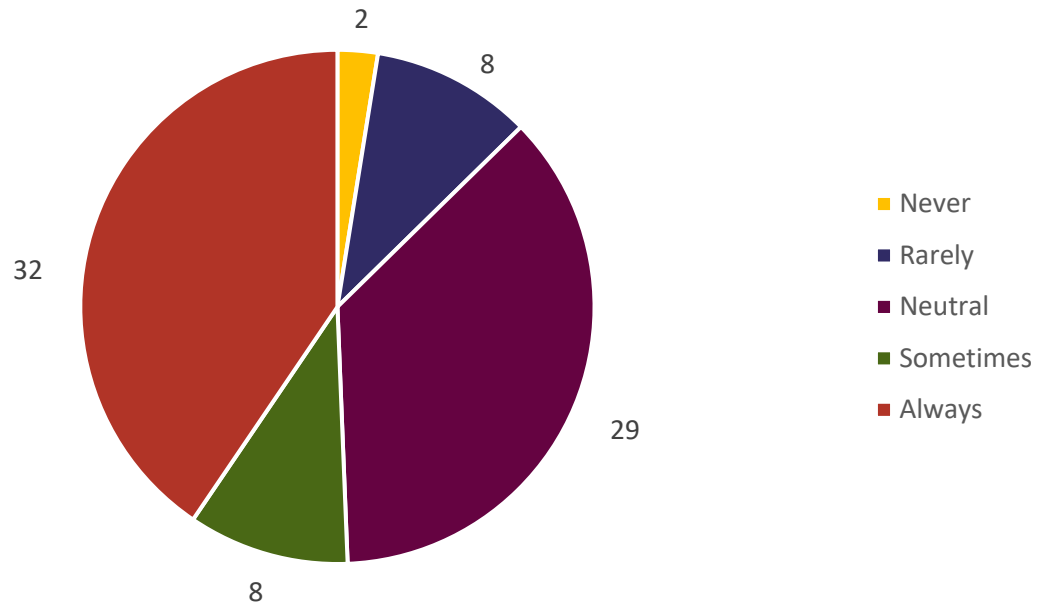
### I feel safe when at public events or festivals



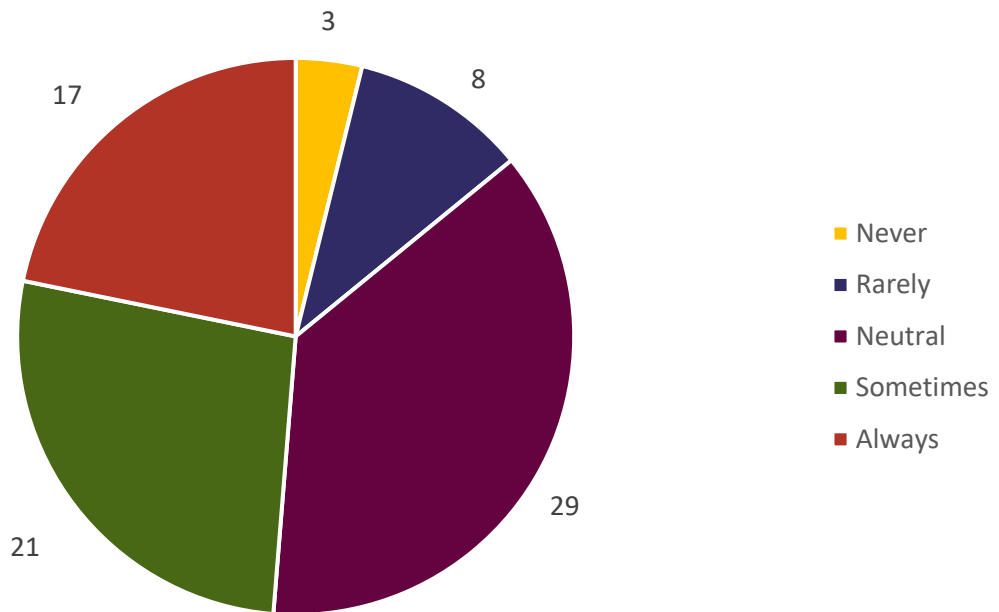
### I feel safe when at City Hall

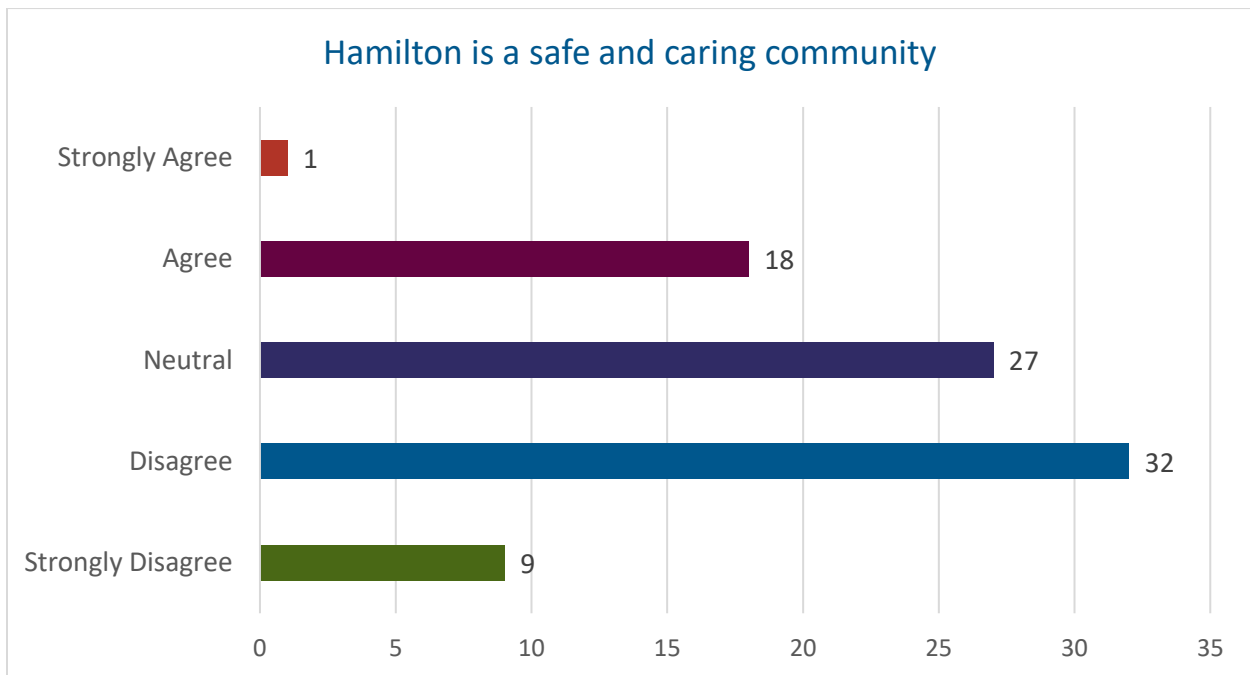
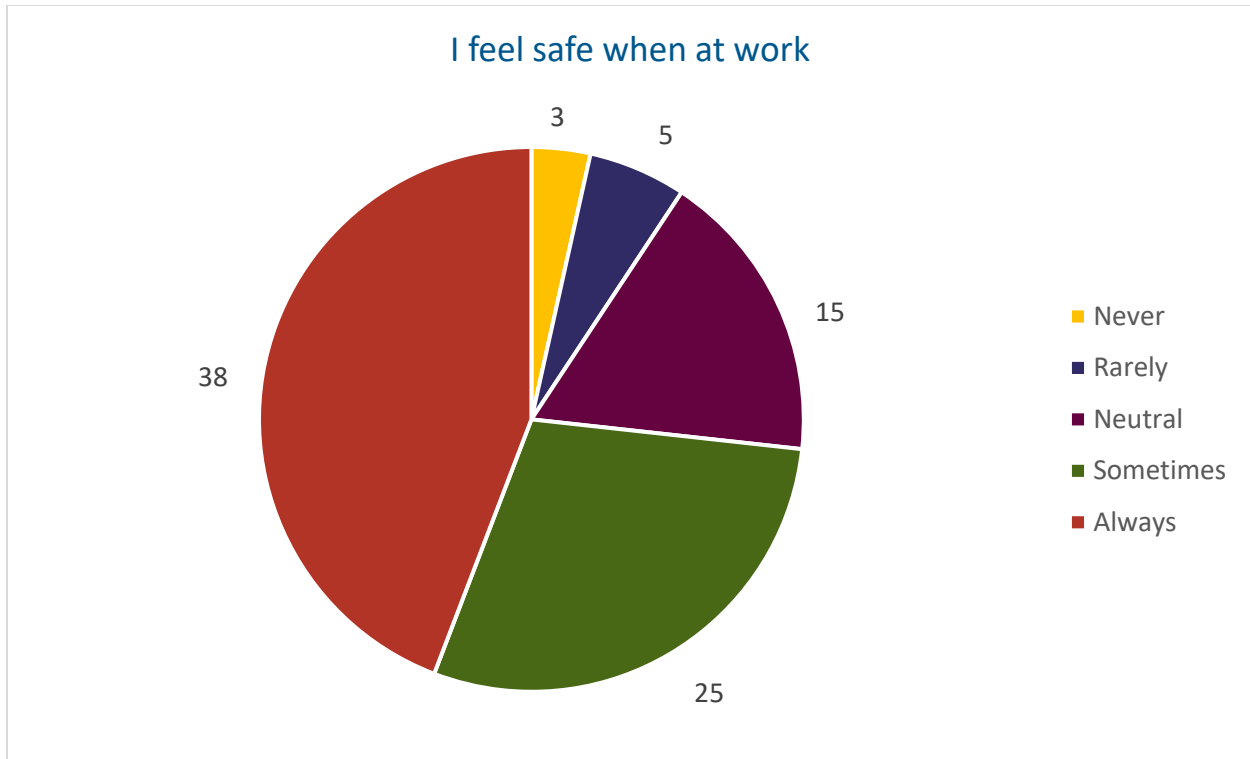


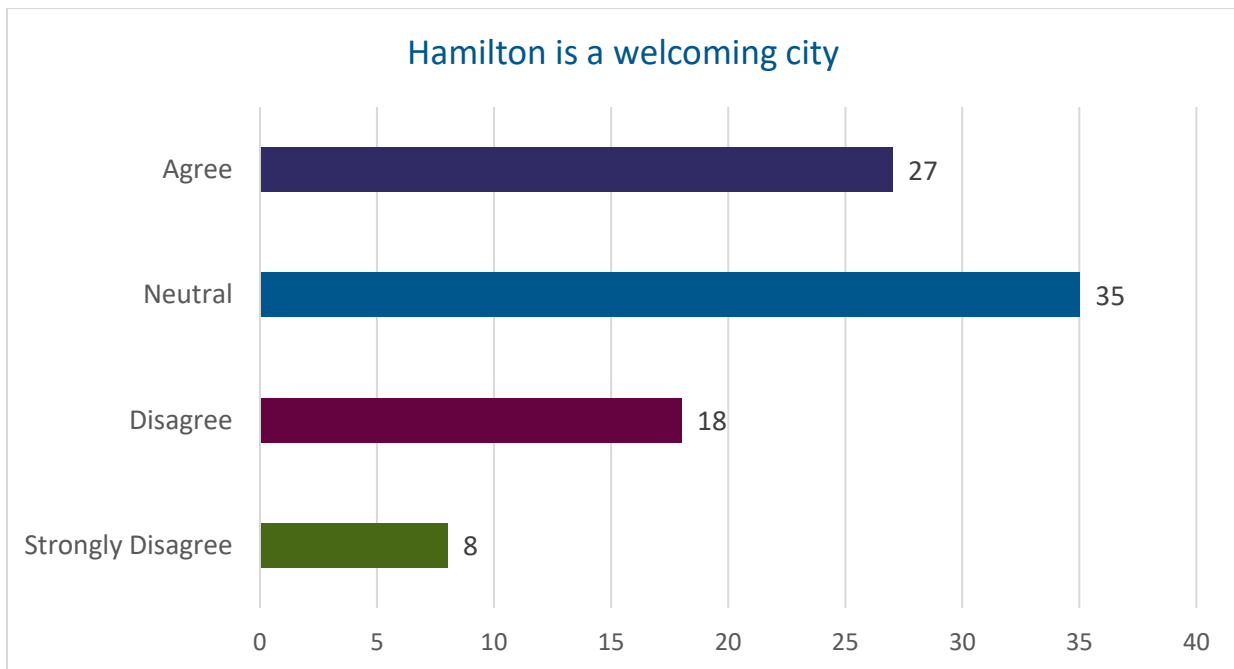
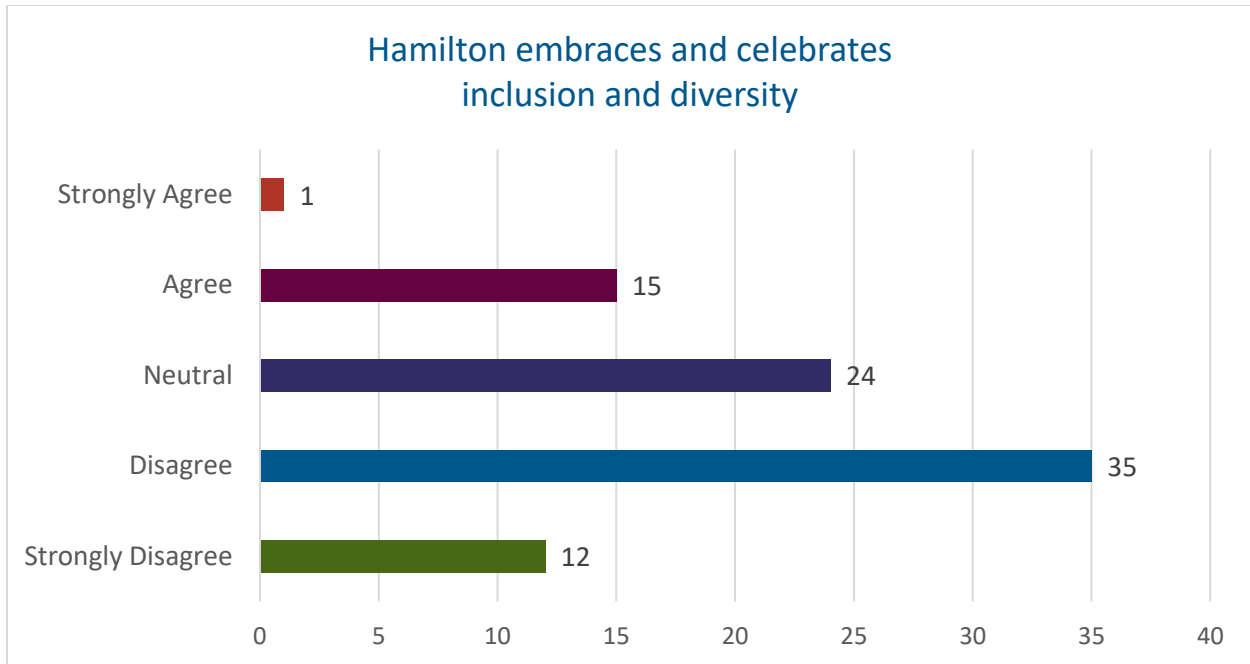
### I feel safe when in a place of worship

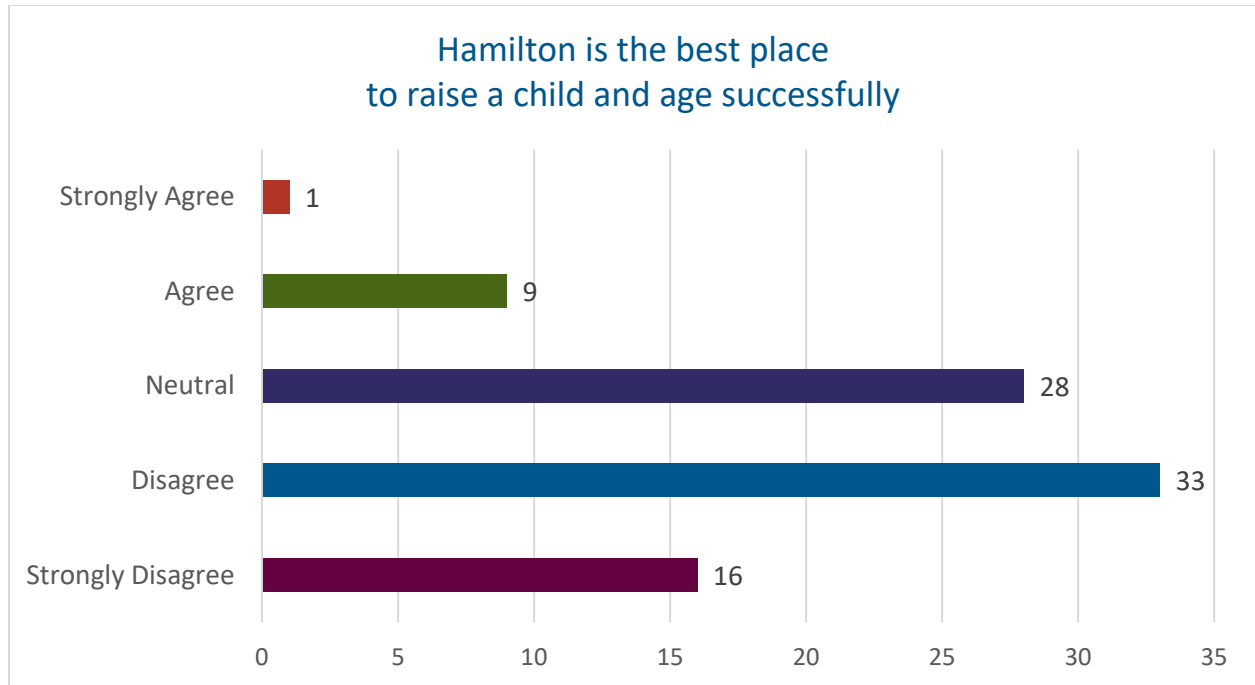


### I feel safe when at school









## Appendix C: Listening Session Poll Results

Four poll questions were asked in each of the Listening Sessions. The responses are shown here. Not everyone answered every question. The total number of responses to each question are shown in brackets below each group heading.

### 1. How prevalent is hateful behaviour in your life?

	2SLGBTQ (33)		Faith-based (13)		Indigenous (14)		Racialized (20)		TOTAL # (Groups 1-4)		General Public (52)		TOTAL # (Groups 1-5)	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Part of my daily lived experience	8	24%	2	15%	3	21%	6	30%	19	24%	13	25%	32	24%
It's important to me and occasionally affects me directly	20	61%	5	28%	9	64%	8	40%	42	53%	23	44%	65	49%
I'm aware of it but it rarely affects me	3	9%	3	23%	2	14%	5	25%	13	16%	10	19%	23	17%
It doesn't affect me directly very often	2	6%	3	23%	0	0%	1	5%	6	8%	6	12%	12	9%

### 2. How much of a priority should hate mitigation and prevention be for Hamilton right now?

	2SLGBTQ (30)		Faith-based (13)		Indigenous (13)		Racialized (23)		TOTAL # (Groups 1-4)		General Public (53)		TOTAL # (Groups 1-5)	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
It's one of the top three issues facing our city	24	80%	8	62%	11	85%	18	78%	61	77%	36	68%	97	73%
It's a fairly big deal, like it is in many places	6	20%	5	38%	2	15%	4	17%	17	22%	16	30%	33	25%
There are many other priorities more than this one	0	0%	0	0%	0	0%	1	4%	1	1%	1	2%	2	2%



### 3. Which of these approaches requires immediate attention by the City?

(Numbers are # of responses—people could select up to two options each. Categories drawn from previous comparative research presented in the sessions)

	2SLGBTQ (25)		Faith-based (12)		Indigenous (10)		Racialized (19)		TOTAL # (Groups 1-4)		General Public (53)		TOTAL # (Groups 1-5)	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Proactive leadership	8	32%	6	50%	5	50%	7	37%	26	39%	27	51%	53	45%
Listening to the community	12	48%	2	17%	5	50%	11	58%	30	45%	27	51%	57	48%
Public education	4	16%	5	42%	3	30%	9	47%	21	32%	15	28%	36	30%
Creating safe and inclusive spaces	16	64%	5	42%	4	40%	2	11%	27	41%	9	17%	36	30%
Community programming	13	52%	4	33%	4	40%	5	26%	26	39%	19	36%	45	38%
Regulations	0	0%	0	0%	1	10%	1	5%	2	3%	4	8%	6	5%
Enforcement	0	0%	2	17%	0	0%	4	21%	6	9%	7	13%	13	11%

### 4. Which of these approaches will lead to the biggest long-term impact for the city?

(Numbers are # of responses—people could select up to two options each. Categories drawn from previous comparative research presented in the sessions)

	2SLGBTQ (24)		Faith-based (12)		Indigenous (12)		Racialized (19)		TOTAL # (Groups 1-4)		General Public (52)		TOTAL # (Groups 1-5)	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Proactive leadership	5	21%	9	75%	7	58%	7	37%	28	42%	24	46%	52	44%
Listening to the community	11	46%	1	8%	7	58%	13	68%	32	48%	24	46%	56	47%
Public education	1	4%	6	50%	4	33%	9	47%	20	30%	16	31%	36	30%
Creating safe and inclusive spaces	20	83%	6	25%	5	42%	3	16%	31	46%	12	23%	43	36%
Community programming	10	42%	3	25%	2	17%	2	11%	17	25%	22	42%	39	33%
Regulations	1	4%	0	0%	1	18%	3	16%	5	7%	4	8%	9	8%
Enforcement	0	0%	0	0%	1	8%	1	5%	2	3%	4	8%	6	5%

## Analysis of Poll Results

What follows here are analytical comments by the consulting team in response to the poll results above.

- The response options were taken from categories of responses to hate in communities included in the comparative research that preceded these consultations. There was general support for the categories, with acknowledgement that the details within each will matter more than the headings. One additional category was mentioned: representation of marginalized groups around decision-making tables.
- Not surprisingly, hate-related issues are of considerable concern to those who attended. Hate is a high priority issue that intersects strongly with their lived experience as a self-selected group of participants.
- The input from the general public meeting paralleled feedback from the individual subgroups quite consistently.
- There was some concern expressed that who answers the questions has significance yet is not tracked. As one respondent inquired, *"Can a white person comment on the seriousness of racism?"*
- There was general agreement on prioritization of response approaches across the groups, with no dramatic differences between immediate and longer-term priorities. Participants placed a heavy emphasis on listening to the community, providing proactive City leadership and investing in community programming. Regulations and enforcement were seen as considerably less important. This is notable in part because the initial scope of work for this Hate Prevention and Mitigation focused heavily on those two approaches.
  1. Government at all levels is used to a model of passing regulations and enforcing them. In this day and age, we need officials to learn new ways of leading communities in the democratic process—more engagement and new ways
  2. Laws and regulations provide the framework but at the core, it is in the individual that the capacity to nurture unity resides, which is why laws are limited in their capacity
- The creation of safe spaces figured somewhat more prominently for 2SLGBTQ+ respondents. For example:
  - *"Being a member of the Two Spirit & LGBTQIA+ community I can say that the lack of community spaces for us to meet in has hurt us. Spaces that we used to have are no more. It is far easier to build community and make connections if you have a physical space that is central to your community. Our digital world has changed a lot about how our communities interact with each other, but it is that human connection*

*that builds those bonds. It is important that the City see these kinds of spaces and not just an investment in one particular community, but an investment in the city as a whole. When we create safe and welcoming spaces and prove they are a priority we are making a statement about what kind of city we want to be."*

## Appendix D: Possible Approaches to Prevent and Mitigate Hateful Behaviour

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(This slide was shown at Listening Sessions and reflects a summary of the approaches uncovered during the comparative research)

### Proactive Leadership

(e.g. strategic planning; vocal spokesperson; symbolic representation; frequent and open communication)

### Listening to the community

(e.g. community engagement, advisory committee)

### Public Education

(e.g. information sharing; capacity building; media)

### Creating Safe and Inclusive Spaces

(e.g. placemaking; environmental design; maintenance of public spaces)

### Community Programming

(e.g. investment in community organizations; deliberate partnerships)

### Regulations

(e.g. bylaws; policies; procedures)

### Enforcement

(e.g. crime prevention; policing; reporting; tracking; emergency response; consequences/penalties etc.)

## Appendix E: Select Additional Quotations from Community Engagement Activities

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### Why hateful behaviours happen

- *"Hate is taught."*
- *"Community feels unsupported by the City and punished for speaking out"*
- *"Failure to admit mistakes when they happen"*
- *"We need to recognize that it cannot be something that is tolerated, and not just not tolerated in its heinous forms, but in its subtlety, which is really where hate dwells so much more. A lot of people would be reluctant to make manifest hateful statements across the community, yet there are always these little comments. Hate against religious groups or faith groups or ethnicities that is couched in ideological or political statements about other countries or grouping people together in this "us versus them" sense."*
- *"People from inside and outside of Hamilton have been allowed to get away with hateful language (e.g. Yellow-Vesters, homophobic and religious extremists) without any consequences. In fact, police have arrested protesters more frequently than hate groups. Eurocentrism and white supremacy are pervasive in all institutions, and Hamilton institutions (police and council in particular) refuse to take accountability for their complicity. Inequity and wealth disparities are pervasive, and along with that comes the intersectional layers of indigeneity, race, immigration, gender identity, etc."*
- *"Hate-based groups, that sometimes camouflage themselves by stating their ideologies are based around economic concerns, are allowed a platform in front of City Hall. That provides legitimacy whether we want it to or not. Lack of understanding of the harm that such groups inflict upon vulnerable populations in our city, especially by people in power. It's easy to dismiss these events or these groups as inconveniences and things to be ignored when you are in the privileged majority that doesn't have to worry or feel threatened."*
- *"[Leaders] are listening with deaf ears."*
- *"If they are not listening to what the constituents are demanding, then one of the options on that poll is creating a space safe. You cannot create a safe and inclusive space if you do not listen to the people most marginalized in your community and address the concerns, they are sharing with you, that they are experiencing. So those two of course will be at the top of the list, but if you are not listening to your constituents, if you are not hearing their demands, if you are not hearing the things that they need to have a safe and inclusive space, than all the other things on that list are irrelevant."*
- *"That investigation that we spent half a million dollars on told us nothing that we didn't already know. The community had already said all of these things. There was nothing*

*new to be told there. And that half a million dollars could have been used for all those things we were talking about."*

- *"We have a history of stifling strong responses to hate"*
- *"Deeply embedded systemic racism"*
- *"The presence of new Canadians seems to threaten those who are under-employed"*
- *"Lack of exposure to other cultures and races"*

## Safety

- *"Things that require me to be alone at night. There have been yellow vest activists living directly across the road from my house for over a year. I avoid a lot because there has been hate based graffiti on my house. I am afraid that they recognize me from public events, that they will recognize me at my public facing job, or that they will recognize me in the street and target me."*

## Local Responses

- *"I have reason to believe that many individual residents attempt to interrupt or resist hate motivated incidents in a number of ways; interpersonal interactions, reporting incidents to a number of agencies, speaking out about what happened via social media, presence at City Hall forecourt, placards, singing, letters to the editor, attending rallies, political activism (for instance, sit-in to end the Special Resources Officer in Schools program) etc. Community organizations such as HCCI, and Disability Justice Network of Ontario, HWDSB Kids Need Help, Pride Hamilton, SACHA, etc. have demonstrated exemplary leadership on behalf of the community - they have provided educational opportunities, raised issues via the local Bill Kelly radio show, written letters to the editor, spoken to local media (CBC, Hamilton Spectator), organized political rallies, etc."*
- *"For me, my biggest fear is that as a white person, breaking silence is 'breaking rank' of white solidarity and that I will be seen as not fun, not a team player, etc. that is something I am working through, but still scary and uncomfortable."*

## Suggestions for Taking Action

- *"People need to see faith community leaders being open, learning, accepting."*
- *"Grassroots mobilization."*
- *"Engage more than the police in stopping hate—e.g. large employers."*
- *"There's a lot of things that [need] to be done in conjunction. It's so hard to try and bring it right down to something so narrow. We do need the education, we need to build that sense of community, everybody needs to be included into the community."*
- *"Learn from elsewhere."*

- *"Use reliable, local empirical evidence."*
- *"How are we going to make sure that the consultants actually have enough power to influence Council and not have their recommendations dismissed?"*
- *"Please prove our doubts wrong by making real changes happen."*
- *"I understand that all of this will be reported back, but there is something valuable in hearing people speak to this firsthand. And they're not having that opportunity! They're not having the opportunity to listen to these stories. Sure, the reports written about this will be exemplary, and I'm sure the staff will take it back and say, 'Here are the recommendations we need to do.' It is really scary when you took a look at proactive leadership and listening as the top two [priorities] that we had on that list and we don't have a leader here."*
- *"We need bathrooms for folks downtown, safe injection sites, places for folks to shower and clean up, flexible housing options."*
- *"Stopping the breakup of camps where homeless folks are living."*
- *"People are embedded in hate. It's hard to change the perception of people, especially adults. More advocacy towards our younger generation, we unfortunately have a lot of barriers facing us with COVID over the next little while and there are many people struggling with their mental health. With their mental health comes people being mean to each other. When you are suffering within your home, within yourself, within your community, you're going to project that hatred on other people."*
- *"Wellness checks not by police, or with Indigenous people alongside police"*
- *"Invest in community transformative justice and crisis intervention"*
- *"Create programming opportunities."*