



Understanding the Needs and Concerns of Communities Affected by Hate in Hamilton

Prepared for
Hamilton Centre for Civic Inclusion

In

July 2021

By

Zenia Sultan
Dusan Kovacevic
Kyle MacDonald
Megan Li
Zizheng Gao

Contents

- Executive Summary 3**
- 1.0. Introduction..... 5**
- 2.0. Methodology 6**
 - 2.1. Focus Groups 6**
 - 2.2. Target Population 6**
 - 2.3. Participant Recruitment..... 6**
 - 2.4. Data Collection..... 7**
- 3.0. Limitations..... 8**
 - 3.1. Representativeness of Sample 9**
 - 3.2. Homogeneity of Focus Groups..... 10**
- 4.0. Findings 10**
 - 4.1. Online Survey 10**
 - 4.1.1. Demographic information 10
 - 4.1.2. Experience with hate crimes..... 11
 - 4.1.3. Hate crime reporting 11
 - 4.2. Focus Groups 12**
 - 4.2.1. Why are hate crimes currently underreported to the police? 12
 - 4.2.2. What would motivate someone to use a hate crime reporting platform? 14
 - 4.2.3. What would prevent someone from using a hate crime reporting platform? 15
 - 4.2.4. What kind of information should a hate crime reporting platform collect? 15
 - 4.2.5. How should the information that is collected by a hate crime reporting platform be used? 16
 - 4.2.6. Who should own the data that is reported on the platform? Who should have access to the data that is collected?..... 17
 - 4.2.7. How can the experience of communities affected by hate continue to be incorporated into the ongoing operations of a hate crime reporting platform? 18
- 5.0. Conclusion 20**
- References 22**
- Appendix A: Exploring the Necessity and Feasibility of an Online Hate-Reporting System 23**
- Appendix B: Online Survey 24**
- Appendix C: Focus Group Guide 30**

Executive Summary

Hamilton Centre for Civic Inclusion (HCCI) is a charitable organization with a mission to mobilize all Hamiltonians to create an inclusive and welcoming city. Concerned about prevalence of hate crimes in Hamilton, as well as statistics that suggest that the majority of hate crimes are underreported to the police, HCCI began a long-term initiative to understand and address this issue. In Phase One of this initiative, HCCI commissioned two graduate students from McMaster University to review research regarding the problem of hate crimes and hate-based incidents in Canada. The research found that an independent and online hate reporting system could serve as an effective alternative to institutional mechanisms, which fall short of addressing the problem of hate crimes. Building on this research, Phase Two of HCCI's initiative included consultations with communities affected by hate in Hamilton. For this purpose, HCCI approached McMaster Research Shop to conduct a preliminary needs assessment with communities affected by hate. Phase Three of this initiative will involve HCCI engaging in ongoing dialogue with additional populations that were not captured in the research conducted by the McMaster Research Shop.

This report is a summary of the McMaster Research Shop's preliminary findings. In this phase of the research to date, we conducted 4 focus groups, amounting to 16 participants, with the most common targets of hate in Hamilton, namely, the Black, Jewish, 2S-LGBTQIA+, and Indigenous communities. Findings from our focus groups show that the majority of participants feel uncomfortable reporting hate crimes and hate-based incidents to the police, due to concerns about police violence, intimidation and inaction. On the other hand, these participants stated that an independent hate crime reporting platform may serve as an effective alternative to reporting to the police, since it would allow them to report incidents at their own pace and without fear of compromising their identity. Participants expressed that the information collected by the platform should be used to provide individual case support, such as mental health services. Additionally, several participants stated that case-level information should not be shared with the police since this can compromise the identity of the victim. The majority of participants expressed support for the development of an independent hate crime reporting platform. However, they stated that HCCI should create mechanisms for feedback and communication, such as the development of an advisory committee with representatives from communities that are commonly affected by hate in Hamilton. The purpose of these mechanisms would be to ensure that the needs and concerns of communities affected by hate are incorporated into the ongoing operations of the hate crime reporting platform. Furthermore, several participants recommended that HCCI invest in their communities, through attendance at community events and involvement with relevant social causes, as a means to build trust and support for the hate crime reporting platform.

There are several limitations to this study, including the lack of representation from additional communities affected by hate, such as Muslims, South Asians, Arab/West Asians, East Asians. The methods used for recruitment for the focus groups resulted in convenience sampling and self-selection bias. Therefore, the results of this research

may lack generalizability.

This preliminary study reinforces the need for HCCI to engage in ongoing consultation efforts with communities affected by hate in Hamilton. As HCCI continues their long-term initiative to understand and address the issue of hate crimes in Hamilton, they will engage in further and ongoing dialogue with a wide range of communities through interviews, online surveys, and town hall meetings.

1.0. Introduction

Hamilton Centre for Civic Inclusion (HCCI) is a charitable organization with a mission to mobilize all Hamiltonians to create an inclusive and welcoming city. Since its inception in 2006, HCCI has worked on a number of initiatives with local partners and supporters to address issues related to diversity, equity, and discrimination.

In 2019, Statistics Canada published a report that identified Hamilton as the hate crime capital of Canada. Despite the large number of hate crimes that are reported to Hamilton Police Services, HCCI contends that the actual number of cases are under-reported, due to inadequate handling of hate crime cases by the police, a history of police violence towards communities affected by hate, and a fear of self-identifying as a victim. To investigate this issue, HCCI commissioned two graduate students from McMaster University to review research regarding the problem of hate crimes and hate-based incidents in Canada. The research found that current institutional mechanisms fall short of addressing the problem of hate crimes, and that a grassroots, independent online reporting system could serve as an effective alternative to record, track, and analyze these incidents (Maini & Ahmed, n.d.). A copy of this report can be found in Appendix A.

Based on these results, HCCI decided to lead on the development of an online hate crime reporting platform for Hamilton. In Winter 2021, they approached the McMaster Research Shop to conduct a community needs assessment relating to the platform. Specifically, the research question scoped for the project was:

What are the needs and concerns of communities affected by hate in Hamilton for the development of an online hate crime reporting platform?

In addition to this research question, based on our consultation with the community partner, the research team developed the following sub-research questions:

- What would motivate someone who is affected by hate to use a hate crime reporting platform?
- What kind of information should a hate crime reporting platform collect?
- How do community members want the data to be used (e.g., individual case support, policy advocacy)?
- Who should own the data that is reported on the platform?
- How can the experience of communities affected by hate continue to be incorporated into the ongoing operations of a hate crime reporting platform?

The goal of this project is to provide HCCI with an outline of the needs and concerns of communities affected by hate in Hamilton. HCCI intends to use the results of this report to inform their development of a hate crime reporting platform.

2.0. Methodology

2.1. Focus Groups

The research team, in collaboration with HCCI, chose to conduct focus groups with communities that are commonly affected by hate in Hamilton. This method was chosen over other investigative methods, such as interviews and surveys, since it encouraged discussion among participants and provided them with the opportunity to speak in-depth about their experiences.

2.2. Target Population

The first step in our research process was to identify our target populations. Since current data on hate crimes is largely controlled by the police, HCCI consulted statistical reports from the Hamilton Police Services in order to inform the outreach efforts for the focus groups. The following is a summary of this data (Corrigan, 2019):

- In 2019, the highest number of hate crimes and hate-based incidents were directly related to religion (45.2%), race (40.5%), sexual orientation (8.7%), and gender identity (4.3%);
- Religious oriented hate crimes and hate-based incidents were most commonly directed towards the Jewish (85.3%) and Muslim (23.5%) communities;
- The most common targets for race related hate crimes and hate-based incidents were the Black (89.5%), South Asian (5.3%), and Arab/West Asian (5.3%) communities; and
- Hate crimes and hate-based incidents that are related to sexual orientation and gender identity are most commonly targeted towards individuals who identify as gay (66.6%) and trans (33.3%).

More than 15 000 residents of Hamilton also identify as Indigenous, however, according to Statistics Canada (2019), while Indigenous peoples frequently experience hate crimes and hate-based incidents, they are less likely than their non-Indigenous counterparts to report the incident to the police.

Based on this data, HCCI, who were responsible for recruitment for the focus groups, solicited participation from five subpopulations affected by hate in Hamilton: Black, Jewish, Muslim, 2S-LGBTQIA+, and Indigenous communities.

2.3. Participant Recruitment

To recruit participants, HCCI contacted organizations connected to these subpopulations in order to identify members who would be interested in participating. These organizations were in HCCI's existing network, with the idea that leveraging

existing relationships would increase buy-in and result in more focus group participants. In addition to contacting major organizations that represented the targeted communities, HCCI also reached out directly to individual members of the target population with whom they had personal connections. HCCI did not offer an incentive for participating in the focus groups.

A major consideration was whether focus groups should be homogeneous or heterogeneous. Homogeneous groups consist of members from the same subpopulation, for example, a group of people who are Black. On the other hand, a heterogeneous group involves a mix of subpopulations, for example, a focus group with people who are Black, Jewish, and Indigenous. After deliberating about the benefits and drawbacks of each option, HCCI and the research team decided to conduct homogeneous focus groups because we believed that participants would feel more comfortable speaking about hate crimes and hate-based incidents with members of their own community. Additionally, we anticipated that since there would be varying experiences and opinions between communities, homogenous focus groups would facilitate in-depth discussion.

The goal was to have 5 focus groups with approximately 5 participants from each subpopulation, for a total of 25 participants. In actuality, 16 people from 4 subpopulations participated, as demonstrated in Table 1 below.

Table 1: Breakdown of Focus Group Participants

Subpopulation	Number of participants
Black Community	6
Jewish Community	5
2S-LGBTQIA+ Community	3
Indigenous Peoples	2
<i>Total</i>	16

Notably, members of the Muslim community did not participate in a focus group due to their lack of availability.

2.4. Data Collection

Once participants confirmed their attendance at the focus groups, the research team collected pre-focus group data through online surveys. These surveys were administered using Google Forms. The purpose of the surveys was to gather basic demographic information about the participants, such as age, sexuality, and gender identity, in order to identify the representativeness of our data. Additionally, we asked the participants to rate their current level of comfort in reporting hate crimes and hate-

based incidents to various institutions including the police, community organizations, and third-party hate reporting platforms.

The survey contained a mix of open and closed-ended questions. Some questions used a Likert scale of 1 to 5 and several questions had room for comments. There were 14 questions in total. The research team analyzed the data from the surveys and used it to supplement the findings from our focus groups. A total of ten participants completed the survey, a copy of which can be found in Appendix B.

The focus groups were conducted online due to COVID-19. Two research team members attended each focus group; one took notes, and the other facilitated the group discussions.

At the beginning of each focus group, the facilitator went through an informed consent process with participants and obtained verbal consent before proceeding to questions. The second part of the focus group was a discussion during which the focus group facilitator asked open-ended questions. The aim of this part of the focus group was to gather insight on the needs and concerns of communities affected by hate in Hamilton. In particular, we sought to understand perceived barriers to reporting hate crimes to the police, as well as how a hate crime reporting platform could mitigate these barriers. Additionally, participants were asked for their perspectives on information sharing and how HCCI can build long-term relationships with their community in order to build trust and encourage the use of a hate crime reporting platform.

The research team recorded and transcribed each discussion, then later analyzed the data using a thematic analysis process.

To ensure cultural sensitivity and appropriate phrasing, the focus group guide, which includes the focus group questions, was reviewed beforehand by the McMaster Research Shop Program Manager, the Community Based Research Coordinator for McMaster University's Office of Community Engagement and the Executive Director of HCCI. A copy of the focus group guide that was used by the research team can be found in Appendix C.

3.0. Limitations

There were a number of notable limitations to the focus groups, as described in this section.

3.1. Representativeness of Sample

Although the research team aimed to conduct focus groups with communities that are commonly affected by hate in Hamilton, many identities were not represented:

- The Muslim community did not participate in the focus groups due to a lack of availability;
- The research team was not able to host focus groups for members of the South Asian or Arab/West Asian communities due to time constraints;
- Based on the results of the online survey, none of the participants were under the age of 25;
- Based on the results of the online survey, none of the participants identified as trans*²; and
- All members of the Black community identified as female.

Convenience sampling meant that participants were either previously connected to HCCI or held a leadership position within their community. As a result, it is likely that these individuals are more engaged in their community than the average person. Furthermore, since participants were asked to voluntarily participate, self-selection bias may be present. In this case, it is possible that the people who chose to participate are more educated on the issue of hate crimes and hate-based incidents. These participants may also have stronger opinions regarding the development of a hate crime reporting platform, or HCCI, compared to the general population.

All of the focus groups had less than six participants. Focus groups were hosted on weekdays and during business hours. As a result, it is possible that marginalized members of the community, for example individuals who are not able to take time off during business hours, are not represented in the data.

As a result of the above factors, the research presented in this report does not likely represent the full experiences of communities and individuals that commonly experience hate in Hamilton. For instance, the nature and extent of hate and police violence directed towards the trans*² community in Hamilton likely differs from the rest of the queer community, warranting particular concerns about confidentiality. Moreover, the cultural experiences of the Muslim community, some of whom may be newcomers to Hamilton, may engender particular concerns around the design of the platform, such as language accessibility, yet these community members were not able to participate in our consultations. For a community consultation, the small sample size of 16 raises concerns about whose voices were unintentionally excluded from this research. As such, HCCI, and other readers of this report, should consider our findings to be preliminary. Additionally, HCCI should continue to consult with a range of communities in order to understand their experiences of hate and incorporate these viewpoints into the function and design of the platform.

3.2. Homogeneity of Focus Groups

The research team organized focus groups based on social identity, namely Black, Jewish, 2S-LGBTQIA+ and Indigenous peoples. The purpose of hosting homogeneous focus groups was to provide participants with a non-judgemental space to share their experiences. While comfort was our primary goal, we recognize that homogeneity prevented cross-dialogue between communities. As a result, our data was not able to capture experiences that can be generated by dialogue between individuals of different social locations.

4.0. Findings

The following section presents the results of the online survey and focus groups.

4.1. Online Survey

4.1.1. Demographic information

Although there was a total of 16 focus group participants, only 10 completed the online survey. Highlights from the survey include the following:

- 1/10 was between the ages of 25-30, 7/10 were between the ages of 39-66, and 2/10 respondents chose not to disclose their age;
- None of the respondents were under the age of 25;
- 8/10 respondents identified as heterosexual/straight, 1/10 identified as gay, 1/10 identified as queer;
- None of the respondents identified as trans*;
- A number of focus group participants from the Black, Jewish, and 2S-LGBTQIA+ did not complete the survey;
 - Only 1/6 Black participants and 4/5 Jewish participants completed the survey;
 - Only 1/3 members of the 2S-LGBTQIA+ completed the survey. This respondent identified as gay. One additional respondent identified as queer, however, since they also belonged to another social group, they were not included in the data set for the 2S-LGBTQIA+ community;
- 2/2 Indigenous participants completed the survey; and
- 2/10 respondents identified as having a disability.

Based on the results of the survey, key demographic groups that are missing from the data set include youth and individuals who identify as trans*.

4.1.2. Experience with hate crimes

The majority of respondents (6/10) stated that they have not been the victim of a hate crime. On the other hand, 4/10 respondents stated that they have been the victim of a hate crime. Of these 4 respondents:

- 3/4 stated that the hate crime was fully or partially motivated by religion.
 - All 3 respondents practice Judaism or work closely with the Jewish community.
 - The incidents occurred in Hamilton and the Greater Hamilton Area.
 - All respondents reported the crime to the local police.
 - 2/3 respondents also reported the crime to a third-party hate crime reporting tool, the City of Hamilton, and a community organization.
- 1/4 crimes were motivated by race and sex.
 - The respondent identifies as an Indigenous woman.
 - The incident occurred in Hamilton.
 - The respondent did not indicate if they reported the hate crime.

4.1.3. Hate crime reporting

9/10 respondents completed the “Hate crime reporting” section of the online survey. Survey respondents stated that they were more likely to report a hate crime if they felt that it would lead to positive change, for example, enforcing new laws and encouraging other survivors to speak out. When asked if they would report a hate crime to the police, a community organization, a third-party hate crime reporting tool, school, or the workplace, most respondents stated that this be dependent on the situation. In particular, respondents stated that factors such as the severity of the crime, the type information that is collected by the institution, and how the institution handled these types of incidents in the past, would affect their decision to report a hate crime.

Survey results also indicated the following:

- All respondents (9/9) stated that they were Likely or Very Likely to contact a community organization
 - A respondent from the Indigenous community stated that they were very likely to contact a community organization because “Indigenous organizations are aware and active in addressing discrimination and hate.”
- 8/9 respondents were Likely or Very Likely to contact their workplace
 - In a workplace setting, one respondent stated: “I would report if I felt I would be heard and that something would be done. If I was worried about losing my job as a result of speaking out and I still felt like I needed that job and couldn’t walk away easily or quickly I might not report it.”
- 1/9 respondents stated that since they experienced negative repercussions when they reported a hate crime to the workplace, they would not report to their workplace again.
- 7/9 respondents were Likely or Very Likely to use a third-party reporting tool

- A respondent who stated they were likely to use a third-party reporting tool said “[Approaches towards hate crimes] must be trauma-informed [to be] helpful and actually lead to change.”
- 6/9 respondents were Likely or Very Likely to contact the local police. One respondent provided further clarification by stating “It is the right thing to do.”
- 2/9 respondents were unlikely to contact the police stating that the police were “unhelpful in the past.”
- 4/9 respondents were Likely or Very Likely to contact their school or other educational institution to report a hate crime.

4.2. Focus Groups

The findings from this section are organized to answer the following focus group questions:

- Why are hate crimes currently underreported to the police?
- What would motivate someone to use a hate crime reporting platform?
- What would prevent someone from using a hate crime reporting platform?
- What kind of information should a hate crime reporting platform collect?
- How should the information that is collected by a hate crime reporting platform be used?
- Who should own the data that is reported on the platform? Who should have access to the data that is collected?
- How can the experience of communities affected by hate continue to be incorporated into the ongoing operations of a hate crime reporting platform?

4.2.1. Why are hate crimes currently underreported to the police?

Distrust in the police

Overall, participants expressed low interest in reporting hate crimes to the police. Several focus group participants, including those from the Black, 2S-LGBTQIA+, and Indigenous community, stated that they did not feel comfortable reporting or talking to the police regarding hate crimes and hate-based incidents. This was primarily due to past experiences with the police, such as the police themselves committing hate crimes and a history of police violence within certain communities. For example, an individual from the Black community stated, “There is a list of police officers that cannot be trusted and I also think that sometimes in certain situations, they are the ones that are committing the hate crime.”

An Indigenous participant stated, “A lot of the times police aren't necessarily there to help or they can cause further harm in a situation where harm has already been caused. Particularly if it's a hate crime, there's a perception that the police aren't really there to solve it and if anything, they might make it worse.” Another Indigenous participant stated, “[You] have to look at historically how violent and damaging the police system

has been towards Indigenous peoples and [that] there's a lot of distrust. Even though I don't have any personal interactions with the Hamilton Police Services I would not go to them for assistance.”

Similarly, an individual from the 2S-LGBTQIA+ community noted, “Historically the police aren’t known to protect the LGBT community as citizens.” Another 2S-LGBTQIA+ participant agreed and stated, “There is definitely a distrust of police services and the institutional issues that a lot of people in the 2S-LGBTQIA+ community feel.”

Fear that the hate crime will not be taken seriously by the police

When focus group participants were asked for their perspective on why community members might avoid reporting to the police, several stated that there is a fear that the police would not take the hate crime seriously, or that there would be a lack of consequences for the guilty party.

For example, a participant from the 2S-LGBTQIA+ community stated, “We all see the issues that different marginalized groups have with the police in different parts of North America and many have negative personal reactions with the police, and it causes a hesitation to want to bring forward any issues or concerns out of fear [that] it might not be taken seriously or [that] nothing may happen at all, or, in some shape or form they [the victim] are blamed for [the] issues they are facing.”

A participant from the Black community shared similar sentiments, “It seems pointless sometimes to go to authority.” Another Black participant agreed saying, “Growing up in the city, we sometimes needed help, they [the police] were actually not helpful, a lot of times we would be dismissed ... We saw a friend of ours essentially getting abused by her boyfriend and there were police there and we tried to get help and they really, just simply, ignored us.”

Lack of standard definition of hate crime

Canada does not have a standard definition of a hate crime. For example, the quoted definition of a hate crime by two different police services in Ontario is illustrated below (2015).

Table 2: Hate Crime Definitions in Ontario

Police Service	Hate Crime Definition
Ontario Provincial Police	A criminal act against a person(s) or property that is based solely, or in part, upon the victim's race, religion, ethnicity, sexual orientation or disability (Department of Justice, n.d.)

Hamilton Police Services

Includes any criminal offence where there is information to illustrate that the offence was motivated solely, or in part, because of a bias or prejudice, based on the victim's race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, or any other similar factor. Includes all Hate Propaganda offences (Corrigan, 2019)

Due to this lack of standardization, many people are unaware of the difference between hate crimes and hate-based incidents. A participant from the Jewish community highlighted this issue, stating, "There is a lack of information about what a hate crime is and is not...people may be able to report more effectively if they know what they have to report and what they can expect from the report."

4.2.2. What would motivate someone to use a hate crime reporting platform?

Opportunity to report a hate crime at their own pace

A participant from the 2S-LGBTQIA+ community stated that an online hate crime reporting platform could provide victims with the option to report the crime at their own pace: "Being able to go back to it is a good option because people may not be able to completely transcribe how they feel and what happened in one sitting especially if they are reporting a traumatic experience."

Opportunity to report in a manner that protects identity and privacy

Three participants, including those from the Black, 2S-LGBTQIA+ and Indigenous communities stated that a hate crime reporting platform should protect the victim's identity and privacy. A participant from the Indigenous community stated, "I think a lot of people would be more encouraged to report if they knew that the [report] wouldn't be traced back to them but also that there wouldn't be any repercussions [to reporting]."

One way to help participants protect their identity could be through making all questions optional. For example, several participants stated that while demographic and location-based data may be helpful, many victims may worry about revealing their identity. A participant from the 2S-LGBTQIA+ community stated, "I would advocate that all personal information can be included if needed, but [that this] is all optional. It would be a great asset to write the name of the premises [where the hate crime occurred], but

also have the option to not include that information if the victim is concerned about their safety or anonymity.”

4.2.3. What would prevent someone from using a hate crime reporting platform?

Lack of accessibility

Several participants across the focus groups noted that factors such as age and socio-economic status may prevent victims' ability to use an online hate crime reporting platform. A focus group participant stated, “Online platforms need to be accessible but there are people who do not know how to use technology so there needs to be a way for them to also be included.” A couple of participants suggested that HCCI develop a phone-intake line for people who do not have access to the internet or for people who prefer to report hate crimes using alternative means.

Lack of awareness

Many participants also expressed the importance of ensuring that people are aware of the hate crime reporting platform. As noted by one participant, “The marketing has to be very targeted and there has to be a lot of awareness created even before the release [of the platform]”. Participants also suggested that HCCI promote the hate crime reporting platform through commercials and social media, as well as through partnerships with schools and local organizations, such as religious and cultural groups.

4.2.4. What kind of information should a hate crime reporting platform collect?

Demographic information

Across all focus groups, participants suggested that demographic information should be collected through HCCI's hate crime reporting platform. Relevant information can include age, location, and ethnicity among other demographic variables. Participants indicated that collecting demographic information may be helpful to better understand the nature and extent of hate crimes, since hate crimes vary across different social locations. Over time, this information can also be used to better specify the populations that are affected by hate crimes in Hamilton.

Details about the incident

Members of the Black, 2S-LGBTQIA+, and Indigenous communities suggested that HCCI collect specific details about the incident, such as location and time. For example, one participant noted, “It would be a great asset to write the name of the premises [of where the incident occurred].” Another participant stated that qualitative data collection approaches may be beneficial in understanding the incident while also providing victims the opportunity to share their story.

4.2.5. How should the information that is collected by a hate crime reporting platform be used?

Individual case support

Participants across all focus groups stated HCCI should use the information that is collected through the hate crime reporting platform to provide the opportunity for individuals to track their case and receive support. One focus group participant stated, “[A good reporting service should] allow somebody to feel that they are cared about, that their opinion or their feelings or their experience has mattered to somebody.”

According to participants, the case support process should include the following steps:

- Provide users with a confirmation number once they submit a report. A focus group participant stated, “I had to use an online platform to report an incident and I recall a receipt number that I could use to see if the incident was followed up. I thought that was a good way to get closure and if I wanted to know what happened to that case, I could follow-up on it. It provides transparency to let the victim know they have been heard.”
- Victims should be provided with the option to be contacted by a caseworker. This caseworker should:
 - Acknowledge that HCCI received their report;
 - Provide them with preliminary mental health support;
 - Connect them with additional services that may be relevant to their case, such as mental health workers, social workers, and trauma counsellors; and
 - Provide them with information on how they can seek legal support, if desired.

Accountability and policy change

Some focus group participants recommended that HCCI analyze trends from the data in order to recognize whether certain institutions, such as hospitals and the police, are commonly committing hate crimes. Based on these trends, they encouraged that HCCI should advocate to hold these institutions accountable, and over time, campaign for policy change. For example, one participant stated, “It’s not [only] about being reactionary, and charging people, or holding different systems accountable, but it should also be proactive. Once you have that data and you see what’s happening, then what are the policy changes that are happening and how will HCCI and whoever they engage with as partners lead that change?”

4.2.6. Who should own the data that is reported on the platform? Who should have access to the data that is collected?

Data ownership

In Canada, Indigenous groups have developed frameworks for community ownership of data. These frameworks ensure that data related to Indigenous peoples is protected, contextualized and utilized for the benefit of their own community (Joseph et al., 2020). For example, the [First Nations Principles of OCAP](#) (Ownership, Control, Access, and Possession) asserts that “First Nations have control over data collection processes, and that they own and control how this information can be used” (First Nations Information Governance Centre, n.d.). Drawing on this example, Indigenous participants recommended that HCCI explore how principles similar to OCAP® can be applied to hate crime information that is connected to Indigenous residents. Furthermore, they recommended that similar principles should be considered for all communities whose data is collected by HCCI.

Information sharing with community groups

Several participants across the focus groups made the assumption that HCCI will solely own the data that is collected from the hate crime reporting platform. As a result, they stated that case-level information that is shared with external institutions should be done with the consent of the victim.

For example, a participant said, “I think it should be up to them [the victim] to allow permission to share their information... if they want to send you their information and say [that] I want this to be completely anonymous and I don't want it to go outside of this forum, then so be it, but I think that they should have that option.”

Another participant agreed, saying, “People should opt-in to where they want this information to be shared because they may not want to share with some organizations for X reasons.”

Information sharing with the police

Several participants from the Jewish community stated that the information collected on the platform should be shared with the police. One participant stated, “If you get a report, for example, and you don’t share that information with the police, then who is taking action? Or what kind of action is going to be taken?”

Another Jewish participant stated, “You need the police [and] their buy-in...you can’t just cut them out of the picture because they are the ones who are on the front lines.”

On the other hand, the majority of participants from the Black, Indigenous, and 2S-LGBTQIA+ communities stated that information should not be shared with the police. One participant stated that sharing information with the police would compromise the safety of individuals, since “in certain situations, they [the police] are the ones that are committing the hate crime.” Another participant stated that “at the very least, the police should not have access to the raw data, in order to prevent them from tracing the incident back to individuals.”

4.2.7. How can the experience of communities affected by hate continue to be incorporated into the ongoing operations of a hate crime reporting platform?

Focus group participants recommended several mechanisms that can be used to build collaborative relationships between their communities and HCCI.

Ongoing consultations

Both of the Indigenous participants stressed the importance of additional consultations with local Indigenous leadership prior to the development of a hate crime reporting platform. They expressed concerns with the small sample size of the Indigenous focus group and recommended that HCCI speak to local organizations such as the [Coalition of Hamilton Indigenous Leadership](#) or [Hamilton Regional Indian Centre](#) in order to build partnerships and further understand the specific needs and concerns of the Indigenous peoples.

A participant stated, “I think our community is a bit tired of having these initiatives - and they are meaningful and I’m really glad that HCCI is taking this on - but I think it would not be helpful to just see this suddenly out there and [then] asking for Indigenous peoples to come forward without having some sort of dialogue with Indigenous

leadership.” Another participant agreed, stating that “Leaders of the community represent the community.”

Following consultations with community leaders, Indigenous participants also recommended that HCCI “establish a feedback mechanism” by developing an advisory committee with representatives from communities that commonly experience hate. They explained, “When you are building or wanting to continue to build a relationship that’s based on trust, it is important to ensure that there is the ability for communication.” Members of the Jewish community similarly stated that HCCI should ensure that they have representation from various racialized and marginalized groups on their staff and in advisory positions.

Relationship building

Several participants across all focus groups emphasized that HCCI should intentionally build relationships with their community in order to establish trust and foster mutual understanding. For example, members of the Black and 2S-LGBTQIA+ community recommended that HCCI regularly attend community events in order to demonstrate their support for certain causes.

An Indigenous participant shared similar sentiments, “Building relationships with Indigenous communities is a long process so HCCI needs to nurture that and not just show up on National Indigenous Peoples Day, but invest in regular activity.”

In addition to attending events, several participants across the focus groups recommended that HCCI demonstrate its commitment to social causes. For example, an Indigenous participant stated that attending events can be a “reactionary” approach and that HCCI should instead keep their finger on the pulse and show their dedication to issues that are relevant to Indigenous peoples. Another Indigenous participant agreed, stating, “Certainly this doesn’t specifically apply to HCCI but our communities have been researched on and have [had] our stories taken out of our communities for so long... HCCI should really consider, you are taking our stories, how are you going to give back to our communities? How is the relationship going to be reciprocal?”

This sentiment was shared by an individual from the 2S-LGBTQIA+ community who stated, “Once HCCI has trust within the community and the community believes HCCI are working for them, they will be more inclined to use the system.”

Similarly, a Jewish participant stated, “Intentional relationship building is important. It is important to know the history of these marginalized groups and the hate in their community.” Building on this point, and in contrast to social causes, several Jewish participants also shared that HCCI should not be associated with political causes, with one participant stating “It [HCCI] has to be a place where I feel comfortable talking.” Another participant from the same focus group reiterated this point, stating that HCCI should do an internal review to determine if they want to be an organization that focuses on all Hamiltonians, or whether they want to focus on specific subpopulations.

5.0. Conclusion

This study investigated the needs and concerns of communities affected by hate in Hamilton for the development of an online hate crime reporting platform. For this purpose, the research team hosted focus groups with members of the Black, Jewish, 2S-LGBTQIA+, and Indigenous communities. Data from the Hamilton Police Services and Statistics Canada demonstrate that these communities are the most common targets of hate in Hamilton.

Through the focus groups, we asked participants to share their opinions on the following questions:

- What would motivate someone who is affected by hate to use a hate crime reporting platform?
- What kind of information should a hate crime reporting platform collect?
- How do community members want the data to be used (e.g., individual case support, policy advocacy)?
- Who should own the data that is reported on the platform?
- How can the experience of communities affected by hate continue to be incorporated into the ongoing operations of a hate crime reporting platform?

Our key findings include the following:

- Victims of hate crimes and hate-based incidents may be motivated to use an online hate crime reporting platform since it allows them to report the incident at their own pace, protects their identity and privacy, and provides an alternative to reporting to the police who, for some communities, are perceived to ignore or aggravate incidents of hate as well as its impact on victims.
- A hate crime reporting platform should collect demographic information, the time and location of the incident, the nature of the incident (via open-ended questions), and information regarding users' preferences for case tracking, follow-up support, and information sharing.
- Incident reports should be used as an entry point to provide individual case support for victims of hate. In particular, victims should be connected to mental health workers, social workers, trauma counsellors, and legal support, as needed.
- Participants also recommended that HCCI collect data in order to analyze trends and recognize whether certain institutions, such as hospitals and the police, are commonly committing hate crimes. Based on these trends, they encouraged that HCCI should advocate to hold these institutions accountable, and over time, campaign for policy change.
- Participants discussed shared ownership of the information that is collected through the hate crime reporting platform. Indigenous participants recommended that HCCI explore how principles similar to OCAP® can be applied to hate crime information that is connected to Indigenous residents.

- Several participants expressed that case-level information should not be shared with the police. These participants stated that since the police are often the ones committing hate crimes, information sharing can compromise the identity of the victim.

Based on the results of the focus groups, members of the Hamilton community are generally supportive about the development of a hate crime reporting platform provided that HCCI:

- Create mechanisms for ongoing feedback and communication, such as the development of an advisory committee; and
- Invest in developing relationships with the communities who will likely use their platform by attending events and showing support for causes that are relevant to their communities.

There are several limitations to this study, including the lack of representation from other Hamilton communities that commonly experience hate, for example, Muslims, South Asians and Arab/West Asians. The use of convenience sampling and self-selection raises questions about the representativeness of the data, especially from individuals who are marginalized in society. Furthermore, due to the small sample size of this research study, the findings from these focus groups may not reflect the experiences of all individuals from the Black, Jewish, 2S-LGBTQIA+ and Indigenous communities. Nonetheless, this research constitutes a range of voices and highlights the needs and concerns of communities affected by hate in Hamilton.

This research project is a snapshot of HCCI's consultations efforts with communities affected by hate in Hamilton. As HCCI continues their long-term initiative to understand and address the issue of hate crimes in Hamilton, they will engage in further and ongoing dialogue with a wide range of communities through interviews, online surveys, and town hall meetings. Through the development of reciprocal relationships, HCCI will seek to minimize the risks and maximize the benefits associated with using the hate-crime reporting platform.

References

- Corrigan, P. (2019). *Hamilton police service hate/bias statistical report*.
https://hamiltonpolice.on.ca/sites/default/files/20-021_attachment_year_end_report_-_hate_crime_2019.pdf
- Department of Justice (n.d.). *Disproportionate harm: Hate crime in Canada*.
https://www.justice.gc.ca/eng/rp-pr/csj-sjc/crime/wd95_11-dt95_11/p2.html#foot9
- Downey, B. (2020, December 14). *Data & sovereignty: Resisting colonial logics for racial justice* [Video]. Hamilton Center for Civic Inclusion. <https://hcci.ca/data-sovereignty-resisting-colonial-logics-for-racial-justice/>
- First Nations Information Governance Centre. <https://fnigc.ca/>
- Joseph, A.J., James, L., Downey, B., & Dampney, K. (2020, December 3). *Data & sovereignty: Resisting colonial logics for racial justice*. McMaster Institute for Health Equity, The Lewis and Ruth Sherman Centre for Digital Scholarship, The McMaster Indigenous Research Institute, McMaster University.
https://www.macvideo.ca/media/Data+%26+Sovereignty/1_2gxgha0l
- Maini, S., & Ahmed, N. (n.d.). *Exploring the necessity and feasibility of an online hate-reporting system*. Hamilton Centre for Civic Inclusion. https://hcci.ca/wp-content/uploads/2021/06/HCCI_Final_Report_Exploring-the-Necessity-and-Feasibility-of-an-Online-Hate-Reporting-System.pdf
- Statistics Canada (2019). *Police-reported hate crime in Canada, 2019*.
<https://www150.statcan.gc.ca/n1/pub/85-002-x/2021001/article/00002-eng.htm>

Appendix A: Exploring the Necessity and Feasibility of an Online Hate-Reporting System

HCCI commissioned two graduate students from McMaster University to review research regarding the problem of hate crimes and hate-based incidents in Canada. The abstract for this report can be found below, and a full copy of the report can be found on HCCI's website.

Abstract: In recent years, Canada has seen an alarming rise of hate crimes and anti-immigrant sentiments. This is particularly relevant for the city of Hamilton, which has the highest rate of hate crimes observed in the year 2019 (CBC News). In 2019 the Hamilton Pride celebration and Parade of the LGBTQ+ community faced a massive disruption and physical confrontation from an anti-group of people where several individuals received minor injuries (CBC News). The Pride parade committee had already foreseen such a disruption and alerted its members with a Social media message populated. This incident certainly speaks to the growing nature of intolerance towards not just the Queer communities but also towards the cultural and ethnic 'Others' in Hamilton in a larger context. It also says a lot in the context of how this city and many other cities in Canada are changing in the logic of the right-winged, rich communities. These incidents have added to the already existing polarization in the Canadian social fabric, where the far-right political parties are promoting anti-racist and anti-immigrant rhetoric coupled with a 'white' nationalist ideology.

The 'normative' vision of Canada as a white man's country is still pervasive which one can argue seeks to reinstate itself through the prosecutions of the minority. Baldwin and et al in the collection entitled "Rethinking the Great White North" argue that unlike liberal proponents of "post-racism" discourse, race is still an important thing to think about. Multiculturalism. the persistence of racialized social relations – including the racialization of poverty, environmental racism, "white" neighbourhoods, racist law and immigration policy, and racialized discourses" (Baldwin et al 4).

This also raises questions on whether true inclusion at all exists in Canada and whether what we have in Canada is a kind of 'token multiculturalism'. The multicultural initiatives of the Canadian government are also disputed since the 1988 Multiculturalism Act defines itself as "the right of all to identify with the cultural heritage of their choice, yet retain full and equitable participation in the shaping of all aspects of Canadian society" (Justice Law Website). Solidarity in such a political, social climate can be hard to achieve. Under such grounds, the initiatives taken up by Hamilton Centre for Civic Inclusion (HCCI) to create an online hate crime reporting system seem a practical approach to address the complex mechanism of hate crimes experienced by the ethnic 'Other' populace of Hamilton.

URL: https://hcci.ca/wp-content/uploads/2021/06/HCCI_Final_Report_Exploring-the-Necessity-and-Feasibility-of-an-Online-Hate-Reporting-System.pdf

Appendix B: Online Survey

Information Letter

Dear Participant,

Thank you for your interest in participating in this survey about the problem of hate crimes and hate incidents in Hamilton. Please carefully read over this document prior to completing the survey.

The McMaster University Research Shop is collaborating with the Hamilton Centre for Civic Inclusion (HCCI) to conduct research on the problem of hate-based incidents in Hamilton. Your feedback will provide insight on how HCCI can develop an independent online reporting system that could serve as an effective alternative to record, track, and analyze hate-motivated incidents.

This survey should take you approximately 5-10 minutes to complete. The survey will not ask you for any identifying information (e.g., name, address, etc.).

Your responses will be completely confidential. All survey information is accessible only by the McMaster Research Shop and HCCI.

Participating in this survey is completely voluntary. If you require translation or any form of assistance to complete this survey, or if you have any questions, please contact the Research Shop at sultaz2@mcmaster.ca or HCCI at kdampsey@hcci.ca. You have the option to skip any question that you are not comfortable answering. Should you feel distressed at any point while completing the survey, please stop filling out the survey immediately and contact the Research Shop or HCCI. If you feel distressed as a result of your participation in this survey after completing it, please contact the Research Shop or HCCI. To access support services please contact Distress and Crisis Ontario at 905-681-1488 or visit their website at <https://www.dcontario.org/>.

Consent

The following three questions are the only mandatory questions for this survey. Selecting “Yes I understand” to the following items indicates your consent to participate in this survey. If you do not want to participate in the survey, you can exit the survey by closing this tab in your browser.

I understand that my participation in this survey is completely voluntary and that I am able to stop taking the survey at any time.

- Yes, I understand

I understand that my responses will only be used for research purposes related to this study. In particular, they will provide insight on how HCCI can develop an independent, hate crime reporting system. I understand that my individual responses to this survey will be kept anonymous and will not be shared with anyone outside of the McMaster Research Shop and Hamilton Centre for Civic Inclusion (HCCI).

- Yes, I understand

I understand that I have had the opportunity to ask any questions about my participation in this survey.

- Yes, I understand

Section 1: Demographics

The following eight questions will ask you about yourself. The purpose of these questions is to ensure that we hear responses from people with a range of identities. Please remember, all questions are optional to answer. If you are not comfortable answering any of the questions in this section, feel free to skip the question or select the, “Prefer not to answer” option.

1. What is your age?

- _____

2. Where do you live most of the time?

- Hamilton
- Greater Hamilton Area (e.g., Stoney Creek, Winona, Dundas, Ancaster, etc)
- Other: _____
- Prefer not to answer

3. Do you self-identify as a member of the following racial or ethnic groups?

Please select all that apply:

- Asian - East (eg. Chinese, Japanese, Korean)
- Asian - South (eg. Indian, Pakistani, Sri Lankan)
- Asian - South East (eg. Malaysian, Filipino, Vietnamese)
- Black - African (eg. Ghanaian, Kenyan, Somali)
- Black - Caribbean (eg. Barbadian, Jamaican)
- Black - North American (eg. Canadian, American)
- Indian - Caribbean (eg. Guyanese with origins in India)
- Indigenous/Aboriginal/First Nations
- Inuit
- Latin American (eg. Argentinean, Chilean, Salvadoran)
- Metis
- Middle Eastern (eg. Egyptian, Iranian, Lebanese)

- White - European (eg. English, Italian, Portugese, Russian)
- White - North American (eg. Canadian, American)
- Mixed heritage (eg. Black - African and White - North American)
 - Please specify, if desired: _____
- Other
 - Please specify, if desired: _____
- Prefer not to answer

- Arab/West Asian

4. Do you affiliate with any of the following religions?

Please select all that apply:

- Judaism
- Islam
- Christianity
- Hinduism
- Sikhism
- Buddhism
- None
- Other (please specify, if desired): _____
- Prefer not to answer

5. What is the best description(s) of your present gender identity?

(For example: Man, Woman, Two Spirit, Transgender, Intersex, Gender nonconforming, etc)

- _____

6. What is the best description(s) of your present sexual orientation?

(For example: Heterosexual/Straight, Bisexual, Gay, Lesbian, Queer, Two Spirit, etc)

- _____

7. Do you self-identify as a person with a disability?

For the purpose of this survey: "Persons with Disabilities" means persons who have a long-term or recurring physical, mental, sensory, psychiatric, or learning impairment. It is recognized that individuals often prefer to self-identify using terms such as: Mad, differently abled, psychiatric survivor, consumer, service user, mentally ill, patient, neurodiverse, disabled, etc. Please note that self-identification does not require medical diagnosis of a disability.

- Yes
- No
- Prefer not to answer

8. What is your status in Canada?¹

- Canadian citizen
- Permanent resident/landed immigrant (a person who has been granted the right to live permanently in Canada by immigration authorities, but who has not yet become a Canadian citizen through naturalization)
- Non-permanent or temporary resident (visitor permit, student permit, work permit, or refugee claimant)
- Prefer not to answer

Section 2: Hate Crime Information

The following six questions will ask you about your experiences with hate crimes.

1. Have you ever been the victim of a hate crime?

A hate crime is defined as a criminal offence committed against a person or property that is based upon the victim's race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

- Yes
- No
- Prefer not to answer

2. If yes, what was the motivation behind the hate crime? (Please select all that apply. If you have been the victim of more than one hate crime, feel free to select more than one response).

If no, skip to Question 5 (note: this can be stated outright or put into the design of the survey)

- Race or ethnicity
- Religion
- Sexual orientation
- Gender identity
- Language
- Disability
- Sex
- Age
- Unknown motivation
- Other (If desired, please specify): _____
- Prefer not to answer

¹ Indigenous participants who filled out the survey informed us that this question was worded incorrectly because it did not take into account their status. We recognize our fault and apologize for using exclusionary wording.

3. Where did the hate crime occur?

- Hamilton
- Greater Hamilton Area or the surrounding area (e.g., Stoney Creek, Winona, Dundas, Ancaster, etc)
- Other: _____
- Prefer not to answer

4. Did you report your hate crime to any of the following (please select all that apply):

- Local police
- Third party hate crime reporting tool (If desired, please specify which one(s)): _____
- Other (If desired, please specify) _____
- Prefer not to answer

5. If you were the victim of a hate crime, how likely would you be to contact...

A) Local police

- Very Unlikely
- Unlikely
- Unsure
- Likely
- Very Likely

If desired, please share why: _____

B) Third party reporting tool

- Very Unlikely
- Unlikely
- Unsure
- Likely
- Very Likely

If desired, please share why: _____

C) School or other educational institution

- Very Unlikely
- Unlikely
- Unsure
- Likely
- Very Likely

If desired, please share why: _____

D) Workplace

- Very Unlikely
- Unlikely

- Unsure
- Likely
- Very Likely

If desired, please share why: _____

E) Community organization

- Very Unlikely
- Unlikely
- Unsure
- Likely
- Very Likely

If desired, please share why: _____

6. Is there anything else you would like to share?

Debrief from Survey

Thank you for participating in this survey.

We understand that discussing your experiences with hate crimes can be distressing. We want to remind you that if you feel distressed as a result of your participation in this survey, please contact Distress and Crisis Ontario at 905-681-1488 or visit their website at <https://www.dcontario.org/>.

If you have any questions, comments or concerns regarding this survey, please contact the Research Shop at sultaz2@mcmaster.ca or HCCI at kdampsey@hcci.ca.

Appendix C: Focus Group Guide

Set-up

Personnel

- At least two facilitators are required (host, time keeper) as well as any support staff to address accessibility needs (eg. translator)

Supplies

- *Digital focus group guide*
- *Laptop for note-taking*

Online Meeting Arrangement

- Set up an online meeting link to send out to participants.

Part 1: Overview (10 mins)

Introductions

- Thank you for taking the time to meet with us. My name is [name], and this is [name 2] and [name 3].
- I will be moderating and [name 2] will be facilitating.
- We're working on a McMaster University Research Shop project on behalf of the Hamilton Centre of Civic Inclusion (HCCI). The purpose of these focus groups is to better understand the problem of hate crimes and hate incidents in Hamilton.
- Your feedback will provide insight on how HCCI can develop an independent online hate crime reporting tool that can serve as an effective community-based alternative to record, track, and analyze hate-motivated incidents.
- Does anyone have questions about the project?

Ground Rules

Before we begin our discussion, we want to spend a few moments go over some basic ground rules for our discussion today:

1. Everyone's views are welcomed and important.

- We may step in to make sure everyone has a chance to speak, and we may also intervene if we feel the conversation is straying off topic.
2. The information we will collect today will be attributable (*connected or associated*) to you as a group.
 - If we decide we want to use a quote and attribute it to a specific person from the group, we will refer to them as a “focus group participant” and will not use anyone’s name or other personal information.
 3. We will strive to protect individual confidentiality.
 - Keep in mind that we are often identifiable through the stories we tell when deciding what to share today.
 4. We *are* assuming that what we learn about one another's views today remains confidential outside of this group. We ask that everyone present today will respect this agreement.
 - Having said this, and having made these requests, you know that we cannot guarantee that the request will be honoured by everyone in the room.
 5. Your participation in this focus group is voluntary.
 - You do not have to answer any question that you do not feel comfortable responding to.
 - If you want to stop being in the focus group you can leave or stay and simply stop talking.

Notes/ Recording

- This focus group will be recorded to increase accuracy and to reduce the chance of misinterpreting what anyone says.
- We will also be taking notes throughout the discussion.
- All audio files and transcripts will be stored in a Google Drive folder that only the Research Team and HCCI will have access to.
- Only the research team and HCCI will have access to transcripts from this discussion.
- The tapes and transcripts will only be used for this project and will be destroyed once the report is complete, approximately in August 2021.

General Information

- You can expect this discussion group to last no more than 1 hour.
- Part 1 of the focus group is general information. During part 2, we will be asking you some discussion questions and during part 3, we will have a short debrief.
- To help keep us on track, [name 2] will send us a 'yes' signal (indicate using signal on Zoom) when we are nearing the end of our time for a particular portion of the focus group.
- We ask that when using abbreviations or acronyms, you say the full name at least once to aid transcription.
- If at any point you feel tired or fatigued, please let us know and we can take a short break.
- Does anyone have any questions before we begin?

Consent

If you consent to participate in this focus group, please say “yes” when I call your name:

Ask the question: “Do you consent to participate in this focus group?”

Go through the list of participants and wait for them to say “yes” in order to proceed – a nod of the head will not suffice.

Part 2: Discussion Questions (45 mins)

1. Start with an icebreaker - name, please share your pronouns if desired (however this is not required), favourite thing about Hamilton, least favourite thing about Hamilton?
2. In 2019, Statistics Canada reported that Hamilton had the highest rate of hate crimes in Canada. Despite rising incidents, at least a third, and possibly the majority of hate crimes don't get reported to the police. Why do you think this is?
3. If an online platform was developed to report hate crimes as an alternative to going to the police, what might motivate someone to use it?
 - a. Prompt: Reporting a hate crime takes time and emotional energy. Putting yourself in the shoes of a victim of hate, what would the platform be able to do for an individual or their community that would make it worthwhile to report a crime?
4. What might prevent a victim from using an online platform to report a hate crime?

- a. Prompt: What might “turn them off” or make it seem like reporting isn’t worth their time and energy?
5. What kind of information should an online hate crime reporting platform collect?
 - a. Prompt: Think about what might details might be useful to understand incidences, but also what victims might be willing to share
 - b. Prompt: What kind of information on the victim’s background, if anything, should be collected?
 - c. Prompt: What details about each incident would be important to collect?
6. Thinking back about what might motivate people to use an online hate crime reporting platform. What could (or should) collected information be used for? (eg. individual case support, police advocacy?)
7. If HCCI develops a hate crime reporting tool, who should have access to the data that’s collected? Are there any groups or institutions that shouldn’t have access to the data?
8. The purpose of this focus group is for HCCI to understand the perspectives of your community when developing a hate crime reporting tool. In the long term, how can HCCI continue to incorporate the perspectives of your community in any of the features or functions of the hate crime reporting tool?
9. These are all the questions we have for you. Does anyone have any final comments, questions, or concerns about HCCI’s plans to develop a hate crime reporting platform for Hamilton?

Part 3: Wrap-Up (5 mins)

- Thank you for participating in our focus group.
- We know that discussing hate crimes can be distressing. How was this experience for everyone?
- Do you have anything you would like to share?
- If you continue to experience distress, please contact Distress and Crisis Ontario at 905-681-1488 or visit their website at <https://www.dcontario.org/>.
- Your feedback will be extremely helpful to HCCI as they develop an online hate crime reporting platform
- If you have any questions, or want to learn more about what your participation means, please email sultaz2@mcmaster.ca