



Online Hate & COVID-19

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 - Open only to Settlement Practitioners or those training to become one.
 - Completion of quiz will be required to gain training hour credits.
 - Webinar recordings will be available on AAISA's YouTube channel.
 - For more info: pd@aaisa.ca
- The full-day Anti-Discrimination course will also qualify for credit. Details will be posted on aaisa.ca once available.



Introductions



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Territorial Acknowledgement

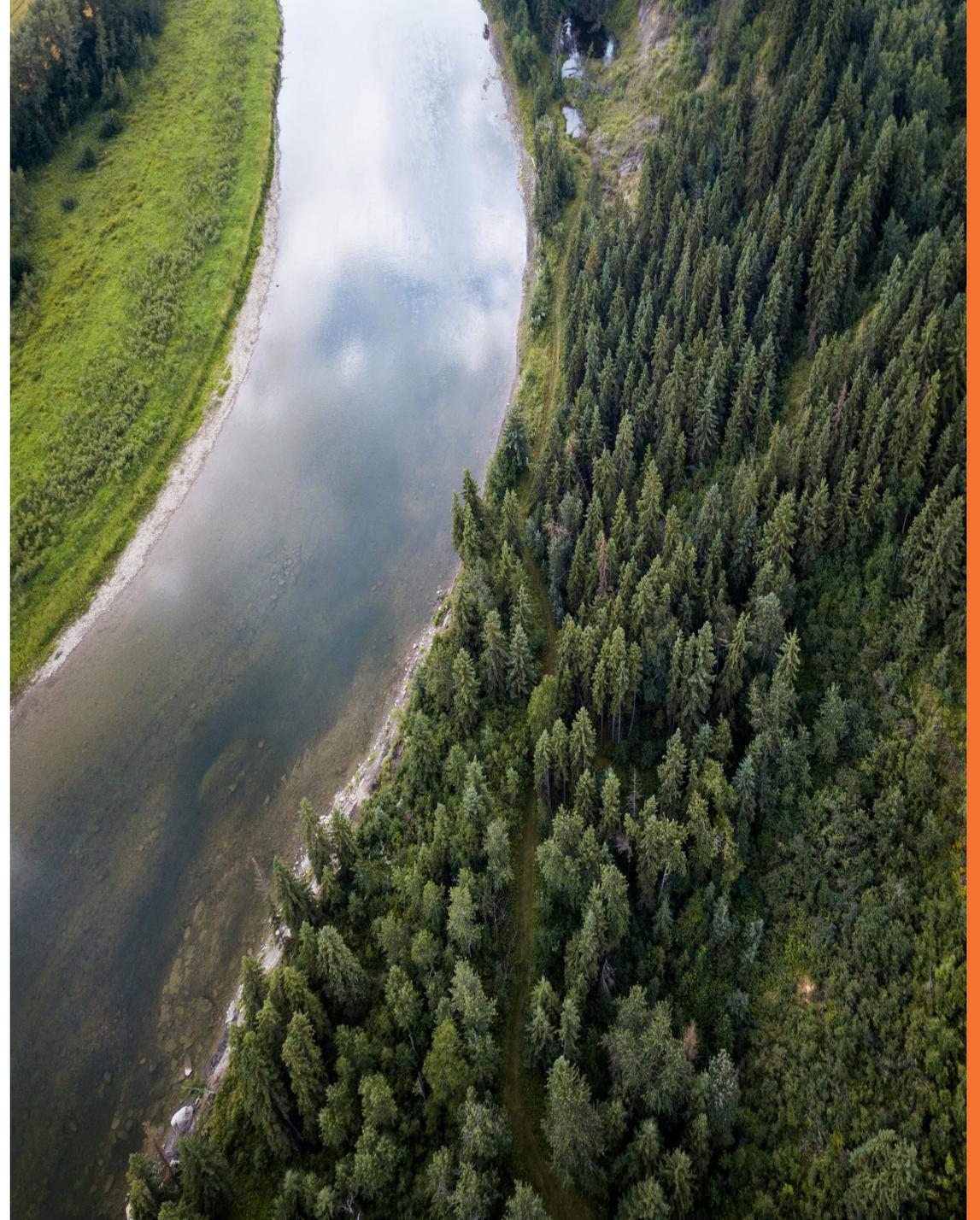


Objectives

- Develop an understanding of online hate during COVID-19
- Recognize the implications and impacts of online hate
- Become familiarized with actions that people can take online to challenge racism and xenophobia related to COVID-19
- Learn how to incorporate boundaries into online spaces

Outline

- Online conduct & accountable spaces
- Recap of the last webinar
- Poll
- Analysis of online hate during COVID-19
- Poll
- How to respond
- Further learning
- Closing poll
- Self-care activity
- Questions



Accountable Spaces



Respect the space and others

Reflect and plan the ways that you can make this space accountable for you.



Individuals experience racism in different ways

Recognize that each experience and viewpoint is valid even if they differ. Consider that you do not need to agree with a perspective in order to understand it.



Power and privilege

Examine your own privilege and be aware of potential power dynamics that you might contribute to within this space. Also be aware of assumptions you might make about other people.



A place of learning & self reflection

Recognize that we are all in a place of learning. When possible, be open to calling people “in” instead of calling them “out”.



Take care of yourself

Try and incorporate boundaries and preparation into your online experience. Have a self-care plan ready and be ready to contact a person that you can debrief with.

Adapted from CommunityWise



Content Warning

A content warning is used to warn attendees of upcoming information that they might find triggering or upsetting

Discussion of COVID-19

Content will include information on COVID-19 outbreaks, illness, and death. This content is related to anti-asian, anti-Indigenous, and anti-Black racism, as well as incarceration.

Anti-Asian Racism & Xenophobia

Content will include specific examples of racism, xenophobia, and hate.

Racism & COVID-19: Recap

- Background on COVID-19
 - Please visit the Government of Canada for the most up to date information on COVID-19
 - <https://www.canada.ca/en/services/health.html>
- Racism and Health
 - Examples and analysis of the rise of racism and xenophobia during the COVID-19 pandemic
- Self-care and Community-care During COVID-19
 - Mental health concerns and impacts during COVID-19.

Updates since last webinar

COVID-19 and Incarceration:

- As of April 27, there have been 249 positive tests in federal institutions. Of those, 105 are at Mission Institution
 - This is the largest COVID-19 outbreak in a Canadian federal institution
 - On April 15, an inmate at Mission Institution died from COVID-19
- In the survey we sent out, someone reported someone writing “incarcerated people deserve to catch COVID-19”

Cargill

- The Cargill Meat Plant has been linked to 1,167 cases
 - There has been at least one death
 - Almost 70% of the workers at Cargill are Filipino

Updates since last webinar cont.

Indigenous Communities

- As of April 24, there have been 95 confirmed cases of COVID-19 in First Nations communities on reserve and 14 cases in Nunavik Inuit communities.
- The outbreak at Cargill has also spread to the Stoney Nakoda Nation, with there being 15 reported cases there

Anti-Black Racism

- Africans are still being forcibly detained in South China
- In addition to the United States, Black Brits are also being disproportionately affected by COVID-19



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Feedback

Action suggestions from Survey:

- Tips on how to help as a bystander
- Create an action network
- Awareness and education
- Calling perpetrators out
- Data on hate related to COVID-19 should be collected
- We need to continue to address the root causes of racism and oppression
- More anti-racism analysis of COVID-19



Image by Coffee Bean from Pixabay

Feedback cont.

Suggestions from evaluation:

- More time spent on strategies and actions
- More Canadian data
- Spend time on new information specific to COVID-19 at the second webinar
- Suggestion to use a wider definition of "discrimination"



Image by Coffee Bean from Pixabay

Recap of terms

Racism is an individual action or institutional practice backed by institutional power, which subordinates people because of their colour or ethnicity. (Anti-Racism Resource Centre, Community and Race Relations Committee of Peterborough)

Racialization is the process through which groups come to be socially constructed as races, based on characteristics such as race, ethnicity, language, economics, religions, culture, politics, etc. That is, treated outside the norm and receiving unequal treatment based upon phenotypical features. (Canadian Race Relations Foundation)

Recap of terms cont.

Xenophobia describes attitudes, prejudices and behaviour that reject, exclude and often vilify persons, based on the perception that they are outsiders or foreigners to the community, society or national identity (UNHCR)

Discrimination is the denial of equal treatment and opportunity to individuals or groups because of personal characteristics and membership in specific groups, with respect to education, accommodation, health care, employment, access to services, goods, and facilities. (CRRF)

Poll

1. How have you been emotionally impacted by the COVID-19?
 - a. Feeling emotionally overwhelmed or drained
 - b. Managing emotional stress through habits/practices
 - c. I have not been emotionally impacted
 - d. Unsure

2. Did you attend or watch the COVID-19 & Racism webinar?
 - a. Yes
 - b. No
 - c. There was another webinar?



Photo by Martin Sanchez on Unsplash

Analysis of Online Hate During COVID-19

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New Terms

Online Hate

“Online hate involves actions involving the denigration, harassment, exclusion, and advocacy of violence against specific groups on the basis of assigned or selected characteristics (i.e., origin, race, gender, religion, or sexual orientation) through information and communication technologies (ICTs)”

(Associations between Bystanders and Perpetrators of Online Hate: The Moderating Role of Toxic Online Disinhibition)

Hate Speech

The term hate speech is understood as any kind of communication in speech, writing or behaviour, that attacks or uses pejorative or discriminatory language with reference to a person or a group on the basis of who they are, in other words, based on their religion, ethnicity, nationality, race, colour, descent, gender or other identity factor.

(UN Strategy and Plan on Hate Speech)

Cultures of Hatred



“...communities in which racism, misogyny and other prejudices are normalized.” (MediaSmarts)

By Caitlin Blunnie a.k.a Liberal Jane on Instagram

View at:
<https://www.instagram.com/liberaljane/>

Online Hate & COVID-19

- A survey conducted in 2018 by Léger Marketing for the Association for Canadian Studies found that
 - In total, about 60% of Canadian surveyed (out of 1519 respondents) reported seeing hate speech on social media
 - Young people were most likely to see online hate, 81% said they do so “often” or “sometimes”
 - Nationally, 25% of respondents said the hate speech they had seen was directed towards immigrants

And but here's the thing - extremists are indoors right now, just like everybody else. So most of that activity is online, and there's been a wave of virus-related hate on encrypted platforms and on Zoom and across social media.

- “Extremists Use COVID-19 Fears To Spread Hate, Authorities Say”



Survey: 58 Respondents

Purpose: To get an understanding of how COVID-19 related racism and xenophobia has been affecting people in Canada.

- Hate posters
- A customer refusing to be served by an asian server
- Asian-Canadians being asked to leave stores
- One person noted that it was hard to answer the survey because they have seen or experienced more than one instance of racism or xenophobia



Key Insights



How do I recognize online hate and hate speech?

1. Does it refer to a specific group of people or is it a generalized insult? (hatebase.org)
2. Can it potentially be used with malicious intent? (hatebase.org)
3. Does it... ([Addressing Online Hate, serene-risc.ca](http://serene-risc.ca))
 - a. incite hostility
 - b. promote hate
 - c. seek to exclude people based on their group

Hate Incidents & Hate Crimes

A hate incident is a non criminal act that could affect the sense of safety of a person or an identifiable group of people

A hate crime is a criminal offence committed which is motivated, in whole or in part, by the suspect's hate, bias or prejudice towards an identifiable group

Anti-Asian Racism & Online Hate

DeporbalyYours @YOURS101 · Apr 16

USA & Canada funded #WuhanVirus lab we should have total access to the research from #ChineseLab aka source of coronavirus outbreak.



US, Canada have funded Chinese lab eyed as likely source of corona... According to public documents compiled by the White Coat Waste Project and shared with Fox News, The Wuhan Institute of Virology h...
[foxnews.com](https://www.foxnews.com)

Martin Hoang Nguyen @TheMartinNguyen · Apr 20

@lululemon, would love a comment on this act of xenophobia and racism involving your very Senior Global Art Director.



BAT FRIED RICE | LS TEE
\$60.00

Wow why am I not surprised someone from @lululemon is involved in a racist project against the Chinese???

Lululemon Art Director Posts Racist 'Bat Fried Rice' Shirts for Sale
Editor's Note: This post has been updated with a statement from designer Jess Sluder, an update from Lululemon, Lululemon's CEO, as well as [...]
[nextshark.com](https://www.nextshark.com)

Who is targeted by online hate?

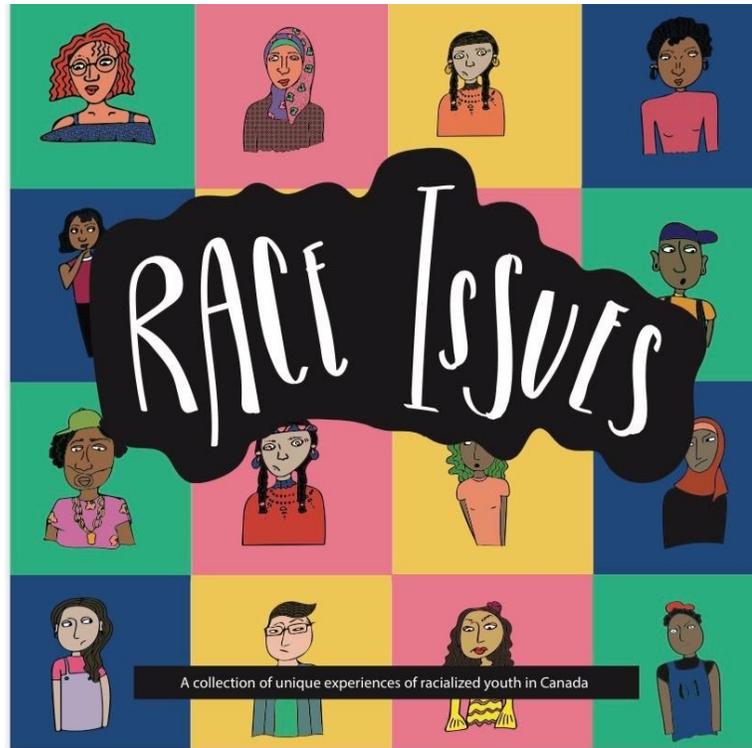
Since most activities and connections are now happening online, we need to be ready to combat hate that will also happen online

By Lisa Wool-Rim Sjöblom, a Korean-Swedish artist

View at:
https://www.instagram.com/chung.woolrim/?utm_source=ig_embed



Race Issues



Contact: Carissa.Gravelle@actiondignity.org



Resources for Youth & Parents

“Helping young people recognize and respond to online hate”

Kids Help Phone



- What are some basic facts about online hate?
- What are some common themes found in online hate?
- How can I help the young people in my life deal with online hate?

Media Smarts: Online Hate

- Online hate - an introduction
- Online hate and free speech
- Online hate and Canadian law
- Impact of online hate
- Deconstructing online hate



CANADA'S CENTRE
FOR DIGITAL AND
MEDIA LITERACY



“Zoom-Bombing”



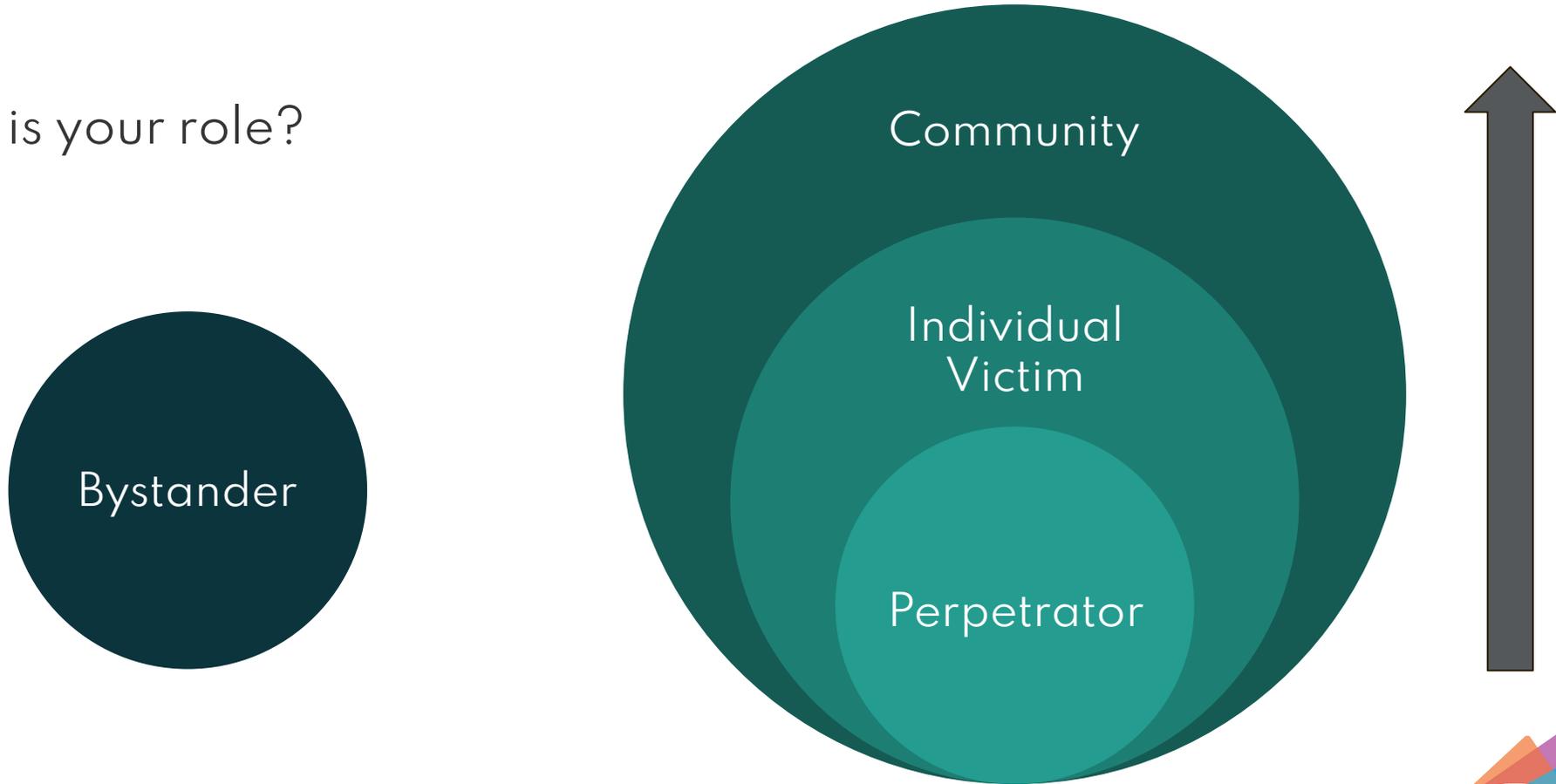
Zoom bombing is “the act of performing a silly or mischievous act in the background of someone's video conference.”

“That’s become a common sight over the past few weeks as schools, meetings, parties and pub nights shift online. Trolls are finding Zoom invite codes, or otherwise searching for open meetings, and infiltrating. But just calling it an act of mischief isn’t accurate: in many cases, this is targeted hate. More often than not, it’s aimed at marginalized people.”

From NowToronto.com

Differentiating between roles in online hate

What is your role?



What are the impacts of online hate?

Individual

- Victim
 - Fear of recurrence
 - Fear of violence
 - Isolation
 - Individual harm
 - Mental health impacts
- Bystander
 - Normalization
- Perpetrator
 - Radicalization

Community

- Victim
 - Othering
 - Impacts of a single incident on the whole community
 - Family, friends, and community members being afraid that they might have incidents directed at them
- Bystander
 - Mass normalization
- Perpetrators
 - Incidents can lead to groups becoming emboldened and connecting

Society

- Racism and Xenophobia on a large scale.
 - Can impact policy, health outcomes, etc.

Long term implications of online hate

“The longer the content stays available, the more damage it can inflict on the victims and empower the perpetrators. If you remove the content at an early stage you can limit the exposure. This is just like cleaning litter, it doesn’t stop people from littering but if you do not take care of the problem it just piles up and further exacerbates.”

Andre Oboler,
CEO of the Online Hate Prevention Institute





How to Respond

Photo by Claudio Schwarz | @purzlbaum on Unsplash

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Coalitions Creating Equity

A coalition of 5 municipalities across Alberta who work together to collaboratively address issues of racism, discrimination, and inequity across Alberta. The municipalities and project holders are:

- Calgary (ActionDignity)
- Lethbridge (5th on 5th Youth Services)
- Edmonton (Reach Edmonton)
- Wood Buffalo (Regional Municipality of Wood Buffalo)
- Red Deer (City of Red Deer WIC)



Coalitions Creating Equity Response Model



Where are the most common locations?



On the Street



In a Business



At Work



Coalitions Creating Equity Response Model



Did you report the incident?



Yes

30% of respondents reported the incident



No

67% of respondents did not report the incident



Actions Before Responding



Resources

www.StopHateAB.ca

“The purpose of the #STOPHATEAB website is to fill this gap and create a space to document. Using our online form, users can document hate incidents, and can help build our “real-time” map of documented hate incidents.”

#STOPHATEAB.ca

Your provincial/territorial human rights agency

For a full list, visit <https://www.chrc-ccdp.gc.ca/en/g/content/provincial-territorial-human-rights-agencies>



Strategies to engaging with online hate

Direct engagement

- In the situation:
 - Dialogue with the perpetrator
 - Reach out to the person that is impacted by the incident
 - Speak out without escalating the situation
 - Diffuse the situation
 - Redirection
 - Be an effective witness
- To prevent or reduce likelihood of situations:
 - Participating in an online campaign
 - Speaking out against hate in general
 - Donating

Indirect engagement

- In the situation:
 - Unfollow the person who posted it, boycott the business that shared the meme, etc.
 - Talking to a teacher or person with organizational power
 - Reporting it
 - To the police
 - Through another method
 - Ignoring
- To prepare to respond later:
 - Take self-care time
 - Do research

Responding to online hate

Recognize

Recognize comments online that have racist or xenophobic bias

Interrupt

“Hang on. I want to go back to what you called the virus.”

Question

“Why did you call the virus that?” or “Where did you hear that information?”

Educate

Understanding the history and harm of associating diseases with a specific place or group of people from a region

Echo

When someone else speaks up, amplify or echo their messages

Poll



Photo by dole777 on Unsplash

1. Have you seen any online hate related to COVID-19?
 - a. Yes
 - b. No
 - c. Unsure

2. How likely are you to challenge hate that you see online?
 - a. Very unlikely
 - b. Unlikely
 - c. Likely
 - d. Very likely
 - e. Unsure

Examples



The Chinese Coronavirus

Kung Flu



How would we respond to these?

Recognize

Recognize comments or posts online that have racist or xenophobic bias

Direct engagement

Example:
speaking out

Question

Educate

Echo

Indirect engagement

Example:
unfollowing

It may not be possible to question the perpetrator directly, but what questions might we ask ourselves?

Understanding the root causes of racism and xenophobia and the harm it causes

How might you echo or amplify messages online?

Resources

ACCT Foundation

Action! Chinese Canadians Together

ACCT Foundation, together with ACT2endracism partnership network, are working to highlight the equality and human rights impacts of COVID-19.

<http://acctfoundation.ca/covid-19-community-support>

TEXT US AT 587-507-3838



- The ACT2endracism/ACCT Foundation is gathering statistics and data regarding the discrimination, harassment, and anxiety that Canadians face during COVID-19. The information collected will be used for the purposes of monitoring hate incidents/hate crime and for education, advocacy, and awareness.
- The ACT2endracism/ACCT Foundation respects the privacy and confidentiality of those who report any incidents. Any identifying information that you share with us, will not be shared publicly nor will it be shared with law enforcement or police, without your permission. You will not be contacted unless you choose the option to be contacted. Thank you for taking the time to file a report.
- What is the date of the incident?

e.g. 2020-03-22



Resources



Hatebase.org is a service built to help organizations and online communities detect, monitor and analyze hate speech.



Canadian
human rights
commission

Commission
canadienne des
droits de la personne



Addressing Online Hate

The Smart Cybersecurity Network has an online module on addressing online hate, part of a larger partnership with projectsomeone.ca



Why respond?

“If you are neutral in situations of injustice, you have chosen the side of the oppressor. If an elephant has its foot on the tail of a mouse and you say that you are neutral, the mouse will not appreciate your neutrality.”

- Desmond Tutu



Why report?

- Data Tracking
 - Awareness
 - Analysis
- To reduce hate speech online
- Personal importance
 - connection
 - solidarity
- To hold people accountable
 - Education
 - Change
 - Safety



Photo by Adeolu Eletu on Unsplash

How can we incorporate boundaries into this?

- Muting social media
 - Setting time limits
 - Muting certain words
- Only interacting when you have to capacity to
- Think about how social media makes you feel
- Let someone else take over
- Have a plan
 - Self-care plan
 - Response plan





Further Learning

Photo by Debby Hudson on Unsplash

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From Hate to Hope: Building Understanding and Resilience is a free massive open online starting on May 4th, 2020

This course is available in English, French and Arabic

- *explore the dynamics of hate, including some of its causes*
- *strategies to build resilience to hate*
- *discusses best practices to use social media for advocacy against hate speech*
- *analyzing and developing strategies to use social media in different sectors*



<http://hatetohope.org>



Online Campaigns



#WashTheHate

Source: <https://twitter.com/WashTheHate>

#IamNotAVirus is another example of an online campaign to raise awareness of anti-Asian racism

#WashTheHate is one example of an online campaign started to raise awareness of discrimination and xenophobia related to COVID-19



Source: <https://twitter.com/notavirusinfo>

Poll

- Are you likely to use any of the resources that we shared?
 - Yes
 - No
 - Unsure
- Are you likely to take any of the actions that we recommended?
 - Yes
 - No
 - Unsure



Source: [Nova Scotia Health Authority](#)

Self Care Activity

5 SENSES GROUNDING TOOL

 5 things you can see

 4 things you can feel

 3 things you can hear

 2 things you can smell

 1 thing you can taste

Source: The Calming Corner
<http://www.thecalmcorner.com/2018/11/material-share-monday-calming-tools.html>

Questions?



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Thank you



For more information on upcoming anti-discrimination webinars in this series, including dates and registration, please visit the “Professional Development” page on AAISA’s website at www.aaisa.ca



References

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- Kids Help Phone <https://kidshelpphone.ca/get-involved/programs-resources/resources-caring-adults/helping-young-people-recognize-and-respond-to-online-hate>
- Provincial and Territorial Human Rights Agencies <https://www.chrc-ccdp.gc.ca/eng/content/provincial-territorial-human-rights-agencies>
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Surveys

- Response to COVID-19 survey:
<https://www.surveymonkey.com/r/DRK5XZB>
- COVID-19 Related Racism and Xenophobia Poll:
<https://www.surveymonkey.com/r/JRJJ65J>

