



Understanding **Hate** in Ontario

REPORT | December 2023

Table of Contents

Glossary

Introduction 3

Background 4

Defining Hate 4

Prevalence of Hate 6

Hate in Online vs. Offline Spaces 8

The Impact of the COVID-19 Pandemic on Hate in Canada 9

Outcomes of Hate 11

Dealing With Hate 11

Methodology 14

The Survey 14

Participants 14

Analysis 15

General Information Regarding Interpretation 16

Findings 17

Defining Hate 17

Hate 17

Hate Incidents 19

Hate Crimes 21

Personal Experiences of Hate 22

Experiences Across Age Groups 25

Experiences Across Genders 26

Experiences Across Sexual Orientation 26

Experiences of Black Respondents 27

Experiences of East Asian Respondents 28

Experiences of Indigenous Respondents 29

Experiences of Jewish Respondents 30

Experiences of Muslim Respondents 31

The Impact of the COVID-19 Pandemic on Experiences of Hate 31

Social/Community Challenges 31

Economic Challenges 35

Interpersonal/Relational Challenges 36

Individual Challenges 36

Positive Impacts 37

Hate in Society 38

Prevalence 38

Building Awareness 38

Concluding Thoughts 40

Recommendations 41

Law and Governance 42

Tech Companies 42

Community Organizations 42

Health 43

Education 44

Police 44

Independent Anti-Hate Groups 45

Publicly Funded Ontario Institutions 45

Acknowledgements

Appendix

Glossary

2SLGBTQIA+

Two-Spirit, lesbian, gay, bisexual, transgender, queer or questioning, intersex, and asexual. The plus sign represents other sexual orientations and gender identities, such as pansexual.¹

2STGNC

Two-Spirit, transgender, and gender non-conforming.²

Ableism

A set of beliefs or practices that devalue and discriminate against people with physical, intellectual, or psychiatric disabilities, and often rests on the assumption that disabled people need to be “fixed” in one form or another.³

Abuse

Abuse is a behaviour that scares, isolates, or controls another person. Abuse may be a pattern or a single incident. Abuse includes various forms, including physical, sexual, psychological, financial, and neglect.⁴

Adaptive and Maladaptive Coping

Coping can be adaptive when strategies are productive and enhance wellbeing (e.g., seeking support and reframing one’s experience) and maladaptive when avoiding one risk causes another risk or the strategy is unproductive (e.g., self-harm or freezing).⁵

Ageism

A socially constructed way of thinking about older persons based on negative attitudes and stereotypes about aging and a tendency to structure society based on an assumption that everyone is young, thereby failing to respond appropriately to the real needs of older persons. It is often the cause for individual acts of age discrimination and is more systemic in nature, such as in the design and implementation of services, programs, and facilities. Age discrimination involves treating persons in an unequal fashion due to age in a way that is contrary to human rights law.⁶

¹ YMCA Canada. (2021). *2SLGBTQIA+ inclusion*. <https://www.ymca.ca/2slgbtqia-inclusion>

² Legal Info Nova Scotia. (2022). *Beyond the binary - Guide*. <https://www.legalinfo.org/beyondthebinary>

³ Center for Disability Rights: Integration, Independence, Civil Rights. #Ableism. <https://cdrnys.org/blog/uncategorized/ableism/>

⁴ Government of Canada. (2019). *Abuse: Types of abuse*. Immigration, Refugees and Citizenship Canada. <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/abuse/types-abuse.html>

⁵ Craig, Shelley L., et al. "Navigating negativity: A grounded theory and integrative mixed methods investigation of how sexual and gender minority youth cope with negative comments online." *Psychology & Sexuality* 11.3 (2020): 161-179.

⁶ Ontario Human Rights Commission. *Ageism and age discrimination (fact sheet)*. <https://www.ohrc.on.ca/en/ageism-and-age-discrimination-fact-sheet>

Aggression

Any behaviour, including verbal events, which involves attacking another person, animal, or object with the intent of harming the target.⁷

Antisemitism

A perception of Jewish people which is expressed as hatred or blame, stereotypes, myths, and conspiracy theories. Antisemitism can be directed toward Jewish or non-Jewish individuals and/or their property, as well as Jewish community institutions and religious facilities.⁸

Bias

An unfair tendency, inclination, or prejudice toward or against something or someone, influencing an individual's or a group's ability to evaluate a particular situation objectively or accurately.⁹

Bias Crime

A criminal act that is motivated by bias or prejudice toward the victim's group affiliation. This bias or prejudice is directed to all members of the group, such as all members of the victim's race or gender. Offenders may be motivated by multiple biases, meaning that victims can be targeted for multiple aspects of their identities at once (e.g., Black women may be targets of both anti-Black racism and sexism).¹⁰

Discrimination

An action that results in treating a person or a group unfairly due to aspects of their identity, such as race, age, disability, or other category protected in Human Rights legislation, either through deliberate intention or unintentionally through its impact.¹¹

Gender-Based Violence (GBV)

Facing or experiencing violence because of one's gender, gender expression, gender identity, or perceived gender. GBV can take many forms, including cyber, physical, sexual, societal, psychological, emotional, economic, neglect, discrimination, and harassment.¹²

⁷ Soreff, S. M., Gupta, V., Wadhwa, R., & Arif, H. (2023). Aggression. In *StatPearls*. StatPearls Publishing. <https://pubmed.ncbi.nlm.nih.gov/28846310/>

⁸ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

⁹ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

¹⁰ Frank S. Pezzella and Matthew D. Fetzer, *The Measurement of Hate Crimes in America* (Cham: Springer International Publishing, 2021), <https://doi.org/10.1007/978-3-030-51577-5>.

¹¹ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

¹² Government of Canada. (2023). *What is gender-based violence?* Women and Gender Equality Canada. <https://women-gender-equality.canada.ca/en/gender-based-violence/about-gender-based-violence.html>

Harassment

A form of discrimination, including any unwanted physical or verbal behaviour that offends or humiliates an individual. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.¹³

Hate

A negative emotion comprised of intense opposition and/or dislike toward persons or groups.¹⁴

Hate Crime

Hate incidents that are also criminal offenses committed against a person or property and motivated, in whole or in part, by bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor.¹⁵

Hate Incident

The expressions of bias, prejudice and bigotry that are carried out by individuals, groups, organizations, and states, directed against stigmatized and marginalized groups in communities, and intended to affirm and secure existing structures of domination and subordination.¹⁶

Intersectionality

The way in which people's lives are shaped by their multiple and overlapping identities and social locations, such as age, race, sexual orientation, and gender, which, together, can produce a unique and distinct experience for that individual or group. Intersectional experiences can create additional barriers, opportunities, and/or power imbalances (e.g., Black men may experience elements of privilege due to their gender and discrimination due to their race).¹⁷

Islamophobia

Fear or hatred of Muslims and targeting of those who express themselves as Muslims. This hatred and fear translates into institutional forms of oppression and discrimination against Muslims and individuals perceived as Muslims. Islamophobia can overlap with racism and anti-immigrant sentiment, and can also be expressed through gendered stereotypes about Muslims.¹⁸

¹³ Canadian Human Rights Commission. (2020). *What is harassment?* <https://www.chrc-ccdp.gc.ca/en/about-human-rights/what-harassment>

¹⁴ Pretus, C., Ray, J. L., Granot, Y., Cunningham, W. A., & Van Bavel, J. J. (2023). The psychology of hate: Moral concerns differentiate hate from dislike. *European Journal of Social Psychology*, 53(2), 336-353. <https://doi.org/10.1002/ejsp.2906>

¹⁵ Hate Crimes Community Working Group, "Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group to the Attorney General and the Minister of Community Safety and Correctional Services" (Public Safety Canada, 2006).

¹⁶ Hate Crimes Community Working Group, "Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group to the Attorney General and the Minister of Community Safety and Correctional Services" (Public Safety Canada, 2006).

¹⁷ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

¹⁸ City of Toronto. (2023). *Islamophobia*. <https://www.toronto.ca/community-people/get-involved/community/toronto-for-all/islamophobia/>

Marginalized Group(s)

Different groups of people within a given culture, context, and history that are at risk of being subjected to multiple forms of discrimination due to the interplay of different personal characteristics or grounds, such as sex, gender, age, ethnicity, religion or belief, health status, disability, sexual orientation, gender identity, education or income, or geographic location.¹⁹

OHRC

Ontario Human Rights Commission²⁰

Online Hate

Expressions of bias, discrimination, or hatred in online/virtual spaces, such as online platforms and internet forums.²¹

Patriarchy

A system of organizing society in which men hold the power and women and individuals of marginalized genders are subordinated, oppressed, or discriminated against. While patriarchy privileges men, this privilege does not automatically extend to all men, to men of colour, Indigenous men, gay/bisexual men, men living in poverty, or differently abled men, given the intersecting operation of racism, heterosexism, classism, and ableism.²² Patriarchal beliefs can also be harmful to men (e.g., by framing traditionally-female characteristics, such as vulnerability, as undesirable, patriarchy discourages men from being vulnerable and/or expressing emotions).

Prejudice

An unfair feeling of dislike towards, or unfair belief or opinion about, a social group or a person because of their perceived group membership.²³

Racism/Racial Discrimination

Racism is based on the belief that humans can be divided into a hierarchy of power based on their differences in race and ethnicity. Racism is frequently expressed through prejudice and discrimination. The belief can manifest itself through individuals, societies, and institutions.²⁴

¹⁹ European Institute for Gender Equality. (2023). *Marginalized groups*. https://eige.europa.eu/publications-resources/thesaurus/terms/1175?language_content_entity=en

²⁰ Ontario Human Rights Commission. *Featured stories*. <https://www.ohrc.on.ca/en>

²¹ Internet Matters. (2023). *What's in this hub? Online safety issues*. <https://www.internetmatters.org/issues/online-hate/#what-is-online-hate>

²² Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

²³ Mcleod, S. (2023, September 30). Prejudice vs. discrimination in psychology. *Simply Psychology*. <https://www.simplypsychology.org/prejudice.html>

²⁴ Frideres, J. S. (2021, January 18). Racism. *The Canadian Encyclopedia*. <https://www.thecanadianencyclopedia.ca/en/article/racism>

Sinophobia

Dislike, fear, or hatred of China, Chinese people, or Chinese culture, or discrimination against Chinese people.²⁵

Soft Violence

Actions that stop short of criminally-identified violence (e.g., spreading misinformation or symbolic messages designed to cause fear and insecurity online).²⁶

Trauma

Trauma is a term used to describe the challenging emotional consequences that living through a distressing event can have for an individual. Traumatic events can be difficult to define because the same event may be more traumatic for some people than for others.²⁷

Violence

Intentional use of physical force to hurt, damage, or kill someone or something.

Visible Minority

According to the Employment Equity Act, visible minorities are persons, other than Indigenous Peoples, who are non-white in race and colour. The visible minority population consists mainly of the following groups: South Asian, Chinese, Black, Filipino, Arab, Latin American, Southeast Asian, West Asian, Korean, and Japanese.²⁸ Although this is a legal term used in human rights and employment equity legislation and in the various policies derived from these laws, individuals labelled as visible minorities prefer the terms, "racialized minority," "racialized groups," or "people of colour."²⁹

Xenophobia

Fear, hatred, and discrimination toward strangers or foreigners and their cultures and ways of life.³⁰ This can manifest as hatred toward immigrants or people of a different ethnic, religious, or cultural identity.

²⁵ Matthew Costello et al., "Covid-19 and Sinophobia: Detecting Warning Signs of Radicalization on Twitter and Reddit." *Cyberpsychology, Behavior, and Social Networking* 26, no. 7 (July 17, 2023): 546–53, <https://doi.org/10.1089/cyber.2022.0200>.

²⁶ Candyce M. Kelshall and Sarah Meyers, *PREPARED: A Program to Educate on the Prevention and Reduction of Extremist Discourse* (Burnaby, BC: Simon Fraser University Library, 2019).

²⁷ The Centre for Addiction and Mental Health (CAMH). (2023). *Trauma*. <https://www.camh.ca/en/health-info/mental-illness-and-addiction-index/trauma>

²⁸ Statistics Canada (2021). *Visible minority of person*. <https://www23.statcan.gc.ca/imdb/p3Var.pl?Function=DEC&Id=45152>

²⁹ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

³⁰ Government of Canada. (2023). *Anti-racism lexicon*. Department of National Defense. <https://www.canada.ca/en/department-national-defence/services/systemic-racism-discrimination/anti-racism-toolkit/anti-racism-lexicon.html>

Introduction

The Mosaic Institute, in partnership with the Network for Economic and Social Trends (NEST) at Western University and made possible with funding by the Government of Ontario, conducted a study in Summer 2023 to better understand people's experiences of hate in Ontario, across a range of identities.

This report presents the results of this study, including data that speaks to the following:

- How Ontarians define hate and their level of agreement with—and suggestions for improving—the Ontario Human Rights Commission's (OHRC) definitions for **hate incidents** and **hate crimes**.
- Ontarians' experiences with hate, including where they have experienced hate; the reasons for the experienced hate; perpetrators of hate; effects of experiencing hate; coping methods used to deal with hate; and how these aspects of their experiences are influenced by social categories, such as race/ethnicity, gender, religion, etc.
- Ontarians' thoughts regarding how the COVID-19 pandemic has influenced incidents of hate in Ontario.
- Ontarians' perceptions regarding the prevalence of hate in various sectors of society, and their beliefs about society's current awareness of hate and recommendations for enhancing awareness.

In the next section, we present a brief overview of literature that details how different communities have been affected by hate and discrimination in Ontario.

[The Methodology section](#) of the report lays out our research methodology, including how the survey was conducted, the strategies employed to ensure the gathering of representative data, the data cleaning process, and the techniques used to analyse both quantitative and qualitative data. This section also provides information relevant to the interpretation of the data.

[The Findings section](#) presents our findings based on both quantitative and qualitative data collected in the survey. In addition to the topics listed above, we present disaggregated information describing the hate experienced by Ontarians who self-identify as Black, East Asian, Indigenous, Jewish, and/or Muslim.

In the final section, we offer specific recommendations to relevant stakeholders regarding how to understand and combat hate in Ontario. This report aims to equip public sector organizations, community groups, and other decision-makers with the most accurate representation of how Ontarians are currently experiencing hate in all forms. It is our hope that this information will be valuable in helping to shape an Ontario that is safe, equitable, and prosperous for all.

Background

Defining Hate

Hate—like other emotions—can be difficult to define. As such, definitions tend to vary across contexts and sources. In social contexts, hate is often discussed in conjunction with, and understood in relation to, concepts such as prejudice, discrimination, and bias. For the purposes of this report, we define these concepts as follows:

Hate – A negative emotion comprised of intense opposition and/or dislike.

Prejudice – An unfair feeling of dislike towards, or unfair belief or opinion about, a social group or a person because of their perceived group membership.

Discrimination – An action that results in treating a person or a group unfairly due to aspects of their identity, such as race, age, or disability.

Bias – An unfair tendency, inclination, or prejudice toward or against something or someone.

Although these concepts describe specific behaviours, they are highly related. For example, prejudicial beliefs about a social group may lead to feelings of hate and discriminatory, biased treatment directed towards members of that group.

The overlap between these concepts means that people sometimes use them interchangeably, and people’s understanding of these concepts may vary due to their personal experiences, background, etc. Consequently, it is important to note that the participants in this study may define hate differently than how we have defined it above.¹

In legal contexts, hate is defined in relation to action, with specific terms used to distinguish the severity of those actions. In particular, the phrase **hate incidents** refers to “expressions of bias, prejudice and bigotry that are carried out by individuals, groups, organizations and states, directed against stigmatized and marginalized groups in communities, and intended to affirm and secure existing structures of domination and subordination.”²

Hate crimes, on the other hand, are “hate incidents that are also criminal offences committed against a person or property and motivated, in whole or in part, by bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor.”³

¹ Participant definitions of hate are explored in the Defining Hate subsection of the findings.

² Hate Crimes Community Working Group, “Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group to the Attorney General and the Minister of Community Safety and Correctional Services” (Public Safety Canada, 2006).

³ Hate Crimes Community Working Group, “Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group to the Attorney General and the Minister of Community Safety and Correctional Services” (Public Safety Canada, 2006).

A hate incident, therefore, though motivated by hate, does not constitute a hate crime until a criminal offense has been perpetrated.

According to the Criminal Code of Canada, criminal offences pertaining to hate include:

- Section 318 – Advocating genocide
- Section 19 (1) – Public incitement of hatred
- Section 319 (2) – Willful promotion of hatred
- Section 430 (4.1) – Mischief relating to religious property, educational institutions, etc. “motivated by bias, prejudice or hate based on colour, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity or expression or mental or physical disability.”⁴

An amendment to the Criminal Code in 1996 also recognised hate motivation as an aggravating factor in criminal offences.⁵

In practice, the definitions used by police and legal agencies across Canada are broadly similar but vary in the precise wording used. For instance:

A hate crime is a criminal offence committed against a person or property motivated in whole or in part by hate, bias or prejudice against an identifiable group. An identifiable group may be distinguished by race, national or ethnic origin, colour, religion, sex, age, mental or physical disability, sexual orientation, or gender identity or expression.

– Toronto Police Service⁶

A criminal offence committed against a person or property that is perceived to be motivated and/or is motivated, in whole or in part, by the suspect’s hate, bias or prejudice based on the victim’s actual or perceived ancestry, race, national or ethnic origin, language, colour, religion/creed, sex, age, mental or physical disability, gender identity, sexual orientation or any other similar factor.

– Ottawa Police Service⁷

A criminal violation motivated by hate, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or gender identity or expression, or any other similar factor.

– The Uniform Crime Reporting Survey (UCR)⁸

⁴ Government of Canada, “Criminal Code, R.S.C., 1985, c. C-46” (Government of Canada, June 22, 2023), <https://laws-lois.justice.gc.ca/eng/acts/C-46/page-1.html>.

⁵ “Purpose and Principles of Sentencing,” Pub. L. No. C-41, § 718.2 (a) (i) (2023), <https://laws-lois.justice.gc.ca/eng/acts/C-46/section-718.2.html>; Mia Dauvergne, Katie Scrim, and Shannon Brennan, “Hate Crime in Canada” (Ottawa: Canadian Centre for Justice Statistics Profile Series, 2006).

⁶ Toronto Police Service, “Hate-Motivated Crime,” Toronto Police Service, accessed September 22, 2023, <https://www.tps.ca/hate-motivated-crime/>.

⁷ Ottawa Police, “Hate Motivated Incidents,” Ottawa Police, December 5, 2022, <https://ottawapolice-icrt-ops1.esolg.ca/en/who-we-are/hate-motivated-incidents.aspx>.

⁸ Government of Canada, “Uniform Crime Reporting Survey (UCR)” (Statistics Canada, December 13, 2022), p.89.

A criminal offense “motivated by bias, prejudice or hate based on the race, nationality, colour, religion, sex, age, mental or physical disability or sexual orientation of the victim.”

- Sentencing Reform Bill (Bill C-41)⁹

Legal and policy documents also alternate between the terms **hate crime** and **bias crime**. Though **hate crime** is more commonly used, scholars maintain that the “criminal act is motivated by bias and not necessarily by hate, despite the fact that the conceptual term seems to indicate that hate is a requirement”¹⁰ and suggest that **bias crime** is a more accurate label. Essentially, the offender is motivated to act against the victim due to their bias or prejudice towards the victim’s group affiliation. This bias or prejudice is directed to all members of the group,¹¹ such as all members of the victim’s race or gender.¹² Offenders may be motivated by multiple biases, meaning that victims can be targeted for multiple aspects of their identities at once (e.g., Black women may be targets of both anti-Black racism and sexism).¹³

Prevalence of Hate

Hate crimes are generally underreported,¹⁴ as evidenced by the gap between police-recorded and victims’ self-reported hate crimes.¹⁵ Reasons for this gap include:

- A fear of additional victimization by the perpetrator if the police are involved.
- An uncertainty about the criminal justice system’s response (e.g., believing their experience to be a part of a larger problem in the city, a lack of trust in police due to past negative encounters)
- A concern about how others will react to specific details of the incident (e.g., fear of being publicly outed and receiving negative reactions regarding one’s sexual orientation/ gender expression)
- Problems related to investigation (e.g., a limited ability to provide continuous monitoring of all properties to detect property-related crimes, challenges with collecting evidence that proves hate motivation, lack of special training)^{16,17}

⁹ “Purpose and Principles of Sentencing,” Pub. L. No. C-41, § 718.2 (a) (i) (2023),

<https://laws-lois.justice.gc.ca/eng/acts/C-46/section-718.2.html>.

¹⁰ Frank S. Pezzella and Matthew D. Fetzer, *The Measurement of Hate Crimes in America* (Cham: Springer International Publishing, 2021), <https://doi.org/10.1007/978-3-030-51577-5>.

¹¹ Jennifer Schweppe, “What Is a Hate Crime?,” ed. Kar-wai Tong, *Cogent Social Sciences* 7, no. 1 (January 1, 2021): 1902643, <https://doi.org/10.1080/23311886.2021.1902643>.

¹² Frank S. Pezzella and Matthew D. Fetzer, *The Measurement of Hate Crimes in America* (Cham: Springer International Publishing, 2021), <https://doi.org/10.1007/978-3-030-51577-5>.

¹³ Frank S. Pezzella and Matthew D. Fetzer, *The Measurement of Hate Crimes in America* (Cham: Springer International Publishing, 2021), <https://doi.org/10.1007/978-3-030-51577-5>.

¹⁴ Frank S. Pezzella, Matthew D. Fetzer, and Tyler Keller, “The Dark Figure of Hate Crime Underreporting,” *American Behavioral Scientist*, January 28, 2019, 0002764218823844, <https://doi.org/10.1177/0002764218823844>.

¹⁵ Caroline Erentzen and Regina Schuller, “Exploring the Dark Figure of Hate: Experiences with Police Bias and the Under-Reporting of Hate Crime,” *Canadian Journal of Criminology and Criminal Justice* 62, no. 2 (April 2020): 64–97, <https://doi.org/10.3138/cjccj.2019-0035>.

¹⁶ Julian V. Roberts, “Disproportionate Harm: Hate Crime in Canada” (Department of Justice, April 4, 1995), https://www.justice.gc.ca/eng/rp-pr/csj-sjc/crime/wd95_11-dt95_11/wd95_11.pdf; Caroline Erentzen and Regina Schuller, “Exploring the Dark Figure of Hate: Experiences with Police Bias and the Under-Reporting of Hate Crime,” *Canadian Journal of Criminology and Criminal Justice* 62, no. 2 (April 2020): 64–97, <https://doi.org/10.3138/cjccj.2019-0035>; Candyce M. Kelshall, “Violent Transnational Social Movements,” in *Accidental Power: How Non-State Actors Hijacked Legitimacy and Re-Shaped the International System*, ed. Candyce M. Kelshall and Victoria Dittmar (Simon Fraser University Library, 2018), 24–39.

¹⁷ Pezzella, Frank S., and Matthew D. Fetzer. *The measurement of hate crimes in America*. Springer, 2021.

When hate crimes are reported, they can be difficult to prosecute. Prosecution of hate crimes in Canada is constrained by prosecutorial procedures and police decision-making.¹⁸ Police cannot proceed with criminal charges against an individual accused of a hate crime until a written authorization from the Attorney General is secured.¹⁹ This causes backlogs and delays. Prosecutors additionally need to make a balanced decision between hatred and free speech, and the difference between these can be difficult to prove.²⁰

Furthermore, existing Canadian legal frameworks are insufficient to address all types of hate. For example, authors Kenshall and Meyers argue that **soft violence**, meaning “actions that stop short of criminally identified violence”²¹ (e.g., spreading misinformation or symbolic messages designed to cause fear and insecurity online),²² is not captured by the existing definitions of hate crimes. Cyber-attacks, such as, doxxing or the use of unique languages by members of an online group that describe identifiable groups in hateful words, may go unnoticed by law enforcement while “[t]hese words have the effect of causing fear and insecurity in the communities they target without the legal consequences that traditional hate speech would receive.”²³

Of the hate crimes that are reported to police, xenophobic and race-based are the most common, followed by offences motivated by religion and the victim’s sexual orientation. Black people, East or Southeast Asian, South Asian, Arab or West Asian, and Indigenous (i.e., First Nations, Métis, and Inuit) communities are typically targeted for racial reasons; while Jewish, Muslim, and Catholic Canadians— though at different degrees—are targeted for religious reasons.²⁴ Damage to property, threats or threatening behaviour, and physical assault are the most prevalent types of hate crimes.²⁵ Other types of hate crimes reported by police include incitement of violence, theft/robbery, disturbance of peace, arson, and homicide, while some remain unspecified. Data on police-reported hate crimes from 2018 to 2021 revealed that 62% of victims were men and boys, while 38% were women and girls; and 86% of the accused were men and boys.²⁶

¹⁸ Barbara Perry, “Disrupting the Mantra of Multiculturalism: Hate Crime in Canada,” *American Behavioral Scientist* 59, no. 13 (November 1, 2015): 1637–54, <https://doi.org/10.1177/0002764215588816>.

¹⁹ Sarah Meyers, “Is There a Gap in Canada’s Hate Crime Laws? The Identification of Soft Violence as a Tool for Current Right-Wing Extremist,” *The Journal of Intelligence, Conflict, and Warfare* 2, no. 2 (2019): 1–14, <https://doi.org/10.21810/jicw.v2i2.1060>.

²⁰ Barbara Perry, “Disrupting the Mantra of Multiculturalism: Hate Crime in Canada,” *American Behavioral Scientist* 59, no. 13 (November 1, 2015): 1637–54, <https://doi.org/10.1177/0002764215588816>.

²¹ Candace M. Kelshall and Sarah Meyers, *PREPARED: A Program to Educate on the Prevention and Reduction of Extremist Discourse* (Burnaby, BC: Simon Fraser University Library, 2019).

²² Kelshall, C. M. “Chapter 2: Violent transnational social movements.” *Accidental Power: How Non-State Actors Hijacked Legitimacy and Reshaped the International System* (2018): 24–39.

²³ Sarah Meyers, “Is There a Gap in Canada’s Hate Crime Laws? The Identification of Soft Violence as a Tool for Current Right-Wing Extremist,” *The Journal of Intelligence, Conflict, and Warfare* 2, no. 2 (2019): 1–14, <https://doi.org/10.21810/jicw.v2i2.1060>.

²⁴ Statistics Canada, “Police-Reported Crime Statistics in Canada, 2022” (Statistics Canada, July 27, 2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230727/dq230727b-eng.htm>.

²⁵ OSCE Office for Democratic Institutions and Human Rights, “Canada,” OSCE ODIHR Hate Crime Reporting, 2021, <https://hatecrime.osce.org/canada>.

²⁶ Statistics Canada, “Police-Reported Hate Crime, 2021” (Statistics Canada, March 22, 2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230322/dq230322a-eng.htm>.

In the past few years, Ontario's metropolitan areas have had some of the highest numbers and rates of hate incidents in the country. For example, in 2022, Toronto, Ottawa, Hamilton, and London had 847, 322, 123, and 81 incidents, respectively; rates of incidents per 100,000 people in these cities were 14.2, 28.3, 20.6, and 14.1, respectively. According to Ottawa police, the most serious types of crimes reported in 2022 included mischief to property, threats, assault, and assault with a weapon, and the groups most victimized identified as Jewish, Muslim, Black, 2SLGBTQIA+²⁷, Arab/West Asian, and East and South Asian.²⁸

Hate in Online vs. Offline Spaces

Canadians have become increasingly reliant on digital technologies since the COVID-19 pandemic. As such, it is important to consider how hate may be differentially perpetrated and experienced in both online and offline spaces.²⁹

Research conducted during the initial COVID-19 lockdown in 2020 showed that aggression levels among X (formerly Twitter) users increased across all groups when compared to 2019 and when compared to those living in regions not in lockdown.³⁰ This increase in aggression coincides with massive increases in anti-Asian hate found both offline and on online social media platforms such as X and Reddit. Research has shown a growing amount of Sinophobia, defined as a fear or dislike of China,³¹ though Asian people are not the only targets of "trolls" and hate on these platforms.

Another study found that there are currently "alarming degrees of hate messages" being sent towards both a wide range of people and groups alike, with the hate originating from the attitudes of the perpetrator towards their targets.³² This study found that most of the online hate is generally targeted at race, sex, religion, anti-immigration, gender, and sexuality, carried out by those that disagree with certain views.

Just as online hate is rising, statistics show that it is also rising in offline spaces. Police-reported hate crimes, for example, have increased exponentially in recent years, with Statistics Canada noting that the number of reported hate crimes had jumped from 1,817 in 2018 to 3,576 in 2022.³³ Increases from 2020 to 2021 were attributed to Canadians being targeted based on their religion, sexual orientation, and race/ethnicity, and 44% of hate crimes reported in 2021 were violent.³⁴

²⁷ The acronym 2SLGBTQIA+ indicates "Two-Spirited; Lesbian, Gay, Trans, Queer/Questioning, Intersex, Asexual, and other identities"

²⁸ Ottawa Police, "Annual Hate Crimes Data Show a 13% Increase in Reporting to Police," Ottawa Police, January 12, 2023, <https://www.ottawapolice.ca/en/news/annual-hate-crimes-data-show-a-13-increase-in-reporting-to-police.aspx>.

²⁹ In this context, "offline" spaces refer to in-person interactions/spaces, while online spaces are anything conducted in a virtual or digital manner.

³⁰ Jerome Tze-Hou Hsu and Richard Tzong-Han Tsai, "Increased Online Aggression During COVID-19 Lockdowns: Two-Stage Study of Deep Text Mining and Difference-in-Differences Analysis," *Journal of Medical Internet Research* 24, no. 8 (August 9, 2022): e38776, <https://doi.org/10.2196/38776>.

³¹ Matthew Costello et al., "Covid-19 and Sinophobia: Detecting Warning Signs of Radicalization on Twitter and Reddit," *Cyberpsychology, Behavior, and Social Networking* 26, no. 7 (July 17, 2023): 546–53, <https://doi.org/10.1089/cyber.2022.0200>.

³² Joseph B. Walther, "Social Media and Online Hate," *Current Opinion in Psychology* 45 (June 2022): 101298, <https://doi.org/10.1016/j.copsyc.2021.12.010>.

³³ Statistics Canada, "Police-Reported Crime Statistics in Canada, 2022" (Statistics Canada, July 27, 2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230727/dq230727b-eng.htm>.

³⁴ Statistics Canada, "Police-Reported Hate Crime, 2021" (Statistics Canada, March 22, 2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230322/dq230322a-eng.htm>.

The Impact of the COVID-19 Pandemic on Hate in Canada

The COVID-19 pandemic has exacerbated experiences of discrimination in Canada—including hate crimes—and underscored an increase in discourse around issues of systemic discrimination.³⁵ A 2020 survey conducted with 1,823 Ontarians revealed that 51% of respondents agreed that racism had increased toward certain racial/ethnic groups during the pandemic. Respondents further believed that people in Canada were stigmatized during the pandemic due to their race/ethnicity (37%), political beliefs (26%), older age (24%), being a healthcare worker (23%), younger age (22%), being an essential worker (21%), and gender (11%).³⁶

The Ontario Human Rights Commission (OHRC) reported a surge in hate, extremism, and brutality during the pandemic, with individuals being emboldened to act on their previously concealed prejudices and various public displays of discriminatory hate across Canada. The OHRC's community partners also noted an unprecedented wave of hate directed at historically vulnerable groups, such as unhoused people and those living with mental illness. Many of these individuals found themselves disconnected from the support systems they once relied on as society transitioned to virtual service delivery, and they endured heightened acts of hatred alongside existing barriers and a lack of protection. Additionally, marginalized groups like racialized students on campuses, Muslim communities, and Indigenous communities reported experiencing a notable rise in instances of hate.³⁷

During the pandemic, several marginalized groups experienced increased hate and discrimination. For example, women were overburdened with increased unpaid labour, as they were considered mainly responsible for managing domestic work (e.g., childcare and cooking).³⁸ They also reported increased risks of experiencing gender-based violence and several obstacles (e.g., a lack of gender- and trauma-informed response to the COVID-19 pandemic) to leaving abusive relationships.³⁹ At the same time, women were approximately two times more likely than men to lose their jobs and were less likely to return to the workforce during the COVID-19 pandemic.⁴⁰

³⁵ Statistics Canada, "Police-Reported Hate Crime, 2021" (Statistics Canada, March 22, 2023), <https://www150.statcan.gc.ca/n1/daily-quotidien/230322/dq230322a-eng.htm>.

³⁶ Christine Fahim et al., "Exploring Canadian Perceptions and Experiences of Stigma during the COVID-19 Pandemic," *Frontiers in Public Health* 11 (March 7, 2023): 1068268, <https://doi.org/10.3389/fpubh.2023.1068268>.

³⁷ Ena Chadha, "A Critical Juncture of Hate," Ontario Human Rights Commission, October 5, 2020, https://www.ohrc.on.ca/en/news_centre/critical-juncture-hate.

³⁸ Marilyn Gladu, "Impacts of the COVID-19 Pandemic on Women: Report of the Standing Committee on the Status of Women" (House of Commons, Canada, March 2021); Elaine Swan, "COVID-19 Foodwork, Race, Gender, Class and Food Justice: An Intersectional Feminist Analysis," *Gender in Management: An International Journal* 35, no. 7/8 (January 1, 2020): 693–703, <https://doi.org/10.1108/GM-08-2020-0257>.

³⁹ Marilyn Gladu, "Impacts of the COVID-19 Pandemic on Women: Report of the Standing Committee on the Status of Women" (House of Commons, Canada, March 2021); Violence Against Women Learning Network, "COVID-19 and Gender-Based Violence in Canada: Key Issues and Recommendations" (The Learning Network at the Centre for Research & Education on Violence Against Women & Children, 2020); Alexa R. Yakubovich and Krys Maki, "Preventing Gender-Based Homelessness in Canada During the COVID-19 Pandemic and Beyond: The Need to Account for Violence Against Women," *Violence Against Women* 28, no. 10 (August 1, 2022): 2587–99, <https://doi.org/10.1177/10778012211034202>.

⁴⁰ Jennifer Robson et al., "Impacts of the COVID-19 Pandemic on Women in Canada" (Royal Society of Canada, November 2022).

Certain racialized groups in Canada, especially Chinese, Korean, and Southeast Asian individuals, have experienced an increased frequency of harassment or attacks based on race, ethnicity, or skin colour over the last few years.⁴¹ The discourses of “Chinese Virus” and “Kung Flu” stoked anti-Asian racism and hate crimes during the COVID-19 pandemic.⁴²

Racialized communities faced additional barriers to accessing COVID-19 vaccines because of social and economic vulnerabilities compounded with uncertainties about the healthcare system’s credibility arising from historical experiences of institutional racism in the healthcare sector, insufficient information on the vaccine, inadequate labour policies, limited resources to locate close-by vaccination clinics, and long queues at those clinics.⁴³ Also, numerous immigrants were either unemployed or working in low-wage and short-tenured jobs, often in certain sectors that were strongly affected by pandemic lockdowns (e.g., food and hospitality services).

Among racialized immigrants, Black immigrants were overrepresented in the frontline workforce and were, therefore, disproportionately exposed to COVID-19 infections and deaths.⁴⁴ As well, racialized gay, bisexual, and queer men, particularly those who self-identified as East Asian and/or Black, reported experiencing racism in public and online spaces in the form of verbal abuse, which occurred due to racist discourse related to COVID-19 and when they had worn facial masks. Their racist experiences also affected how they were treated within their queer communities.⁴⁵

⁴¹ Statistics Canada, “Experiences of Discrimination during the COVID-19 Pandemic” (Statistics Canada, September 17, 2020), <https://www150.statcan.gc.ca/n1/daily-quotidien/200917/dq200917a-eng.htm>.

⁴² Shibao Guo and Yan Guo, “Combating Anti-Asian Racism and Xenophobia in Canada: Toward Pandemic Anti-Racism Education in Post-Covid-19,” *Beijing International Review of Education* 3, no. 2 (August 18, 2021): 187–211, <https://doi.org/10.1163/25902539-03020004>; Ioanna Heidinger and Adam Cotter, “Perceptions of Personal Safety among Population Groups Designated as Visible Minorities in Canada during the COVID-19 Pandemic” (Statistics Canada, July 8, 2020).

⁴³ Sume Ndumbe-Eyoh et al., “‘Back to Better’: Amplifying Health Equity, and Determinants of Health Perspectives during the COVID-19 Pandemic,” *Global Health Promotion* 28, no. 2 (June 1, 2021): 7–16, <https://doi.org/10.1177/17579759211000975>; Sharifah Sekalala et al., “An Intersectional Human Rights Approach to Prioritising Access to COVID-19 Vaccines,” *BMJ Global Health* 6, no. 2 (February 1, 2021): e004462, <https://doi.org/10.1136/bmjgh-2020-004462>.

⁴⁴ Victoria Esses et al., “Supporting Canada’s COVID-19 Resilience and Recovery through Robust Immigration Policy and Programs,” *FACETS* 6 (January 2021): 686–759, <https://doi.org/10.1139/facets-2021-0014>; Joseph Mensah and Christopher J. Williams, “Socio-Structural Injustice, Racism, and the COVID-19 Pandemic: A Precarious Entanglement among Black Immigrants in Canada,” *Studies in Social Justice* 16, no. 1 (January 24, 2022): 123–42, <https://doi.org/10.26522/ssj.v16i1.2690>; Rajendra Subedi, Lawson Greenberg, and Martin Turcotte, “COVID-19 Mortality Rates in Canada’s Ethno-Cultural Neighbourhoods” (Statistics Canada, October 28, 2020), <https://www150.statcan.gc.ca/n1/pub/45-28-0001/2020001/article/00079-eng.htm>.

⁴⁵ Cornel Grey et al., “Unpacking racism during COVID-19: narratives from racialized Canadian gay, bisexual, and queer men,” *International Journal for Equity in Health* 22.1 (2023): 152. <https://link.springer.com/article/10.1186/s12939-023-01961-z>

Outcomes of Hate

The World Health Organization (WHO) suggests that hatred represents a significant public health issue, affecting both physical and mental health.⁴⁶ In the Canadian context, research has shown that the prevalence of experiencing any form of discrimination in the past five years was higher among Canadians who rated their health as fair or poor, compared to those who rated their health as excellent or good.⁴⁷ Racialized Canadians, in particular, have been found to be at an increased risk of adverse mental health and trauma-related symptoms due to daily and lifelong racial discrimination. Commonly reported outcomes include an increased likelihood of depression due to racial discrimination and trauma (experienced by Indigenous people, Black Canadians, and immigrants/refugees), chronic stress (Indigenous, Black, racialized 2SLGBTQIA+ and immigrants/refugees) and diminished self-esteem (Black, Asian, Muslim, and immigrants/refugees). Furthermore, multiple groups, including Indigenous peoples, Black Canadians, Muslim Canadians, and immigrants/refugees, have directly reported post-traumatic stress disorder or traumatization as a result of racism. Asian and racialized 2SLGBTQIA+ Canadians have also stated that they have experienced anxiety in relation to racism-related exclusion and alienation.⁴⁸ Additional research investigating the psychological and social impacts of Islamophobia in Canada has found that psychological distress is significantly more elevated among Arab Canadians who are Muslim.⁴⁹ Psychological distress has further been linked to self-identifying as a woman, being visibly Muslim, and being a victim of physical assault.⁵⁰

Dealing With Hate

Individuals who experience hate may cope with their experiences in many different ways. For example, Asian Canadians who faced heightened discrimination during the COVID-19 pandemic reported seeking support from friends and family, disengaging from social media, engaging in group activities, and adhering to COVID-19 public health guidelines.⁵¹ On the other hand, Muslim students attending Ontario postsecondary institutions revealed that they coped with Islamophobia by forming a strong religious identity and advocating for Muslims through education, activism, civic participation, and interfaith dialogue.⁵² In online situations, sexual- and gender-minority youth in Canada and the US deal with negative comments based on their evaluation of the context and their perceived capacity to respond. If the other person is a stranger, for instance, or if the youth doesn't feel emotionally prepared to engage, they may ignore the comment.

⁴⁶ Jenni Martin, "Eliminate Hate: Hate Crimes and Hate Speech in Canada," *The Journal of Intelligence, Conflict, and Warfare* 3, no. 1 (2020): 33–46, <https://doi.org/10.21810/jicw.v3i1.2361>.

⁴⁷ Janice Du Mont and Tonia Forte, "Perceived Discrimination and Self-Rated Health in Canada: An Exploratory Study," *BMC Public Health* 16, no. 1 (August 8, 2016): 742, <https://doi.org/10.1186/s12889-016-3344-y>.

⁴⁸ Monnica T. Williams et al., "The Traumatizing Impact of Racism in Canadians of Colour," *Current Trauma Reports* 8, no. 2 (June 1, 2022): 17–34, <https://doi.org/10.1007/s40719-022-00225-5>.

⁴⁹ Cécile Rousseau et al., "Perceived Discrimination and Its Association With Psychological Distress Among Newly Arrived Immigrants Before and After September 11, 2001," *American Journal of Public Health* 101, no. 5 (May 2011): 909–15, <https://doi.org/10.2105/AJPH.2009.173062>.

⁵⁰ Kathleen Kennedy-Turner, Carolyn Côté-Lussier, and Denise Helly, "A Snapshot of Hate: Subjective Psychological Distress After a Hate Crime: An Exploratory Study on Victimization of Muslims in Canada," *Journal of Muslim Mental Health* 17, no. 1 (February 7, 2023), <https://doi.org/10.3998/jmmh.480>.

⁵¹ Jeanna Parsons Leigh et al., "Lived Experiences of Asian Canadians Encountering Discrimination during the COVID-19 Pandemic: A Qualitative Interview Study," *CMAJ Open* 10, no. 2 (April 2022): E539–45, <https://doi.org/10.9778/cmajo.20220019>.

⁵² Alizai, Hassina, "Impact of Islamophobia on post-secondary Muslim students attending Ontario universities," *Race Ethnicity and Education* 24.3 (2021): 357–374. <https://www.tandfonline.com/doi/full/10.1080/13613324.2020.1798388>

Alternatively, they may choose to respond by fighting back, attempting to educate the other person, and/or using the block or report features of the platform. Youth describe subsequently coping with these situations through adaptive (e.g., seeking support, reframing the experience) and maladaptive (e.g., self-harm, freezing) means and describe both positive (e.g., building resilience) and negative (e.g., feeling distressed or tired) outcomes.⁵³

At a broader level, community and organizational-based strategies for dealing with hate often aim to increase awareness of hate, its prevalence and impact on individuals/society, and the resources that are available for reporting and/or coping with hate. In Ontario, for instance, the Council of Agencies Serving South Asians (CASSA) has developed a toolkit called #EradicateHate to support children (8-14 years old) and youth (15-24 years old) in the province. This toolkit, which includes interactive and downloadable animated videos, comics, infographics, awareness posters, memes, and gifs, aims to raise awareness about the impact of online hate and the harm it can cause to individuals and communities. The toolkit also aims to provide support and resources to build the capacity of children and youth to recognize, combat, and take down online hate.⁵⁴

Data collection initiatives have also been implemented by various organizations. In Alberta, for example, the #STOPHATEAB program⁵⁵ allows individuals to report hate incidents online. Similar platforms have been designed to collect and map information regarding sexual violence in London, Ontario. In particular, Anova—a gender-based violence shelter and sexual assault center—has established MapMyExperience.ca, which allows individuals to anonymously identify where and how they have experienced sexual violence in the city.⁵⁶ Sexual violence or assault can also be anonymously reported through London Police Service’s “Speak Out” app.⁵⁷

Hate-based incidents do not always meet the threshold of a criminal offence, and reporting may be further hindered by apprehension, fear, or a lack of understanding regarding available resources and options. Anonymous reporting tools, such as these platforms, can help to construct a more comprehensive account of violence and hate in society by providing individuals with a convenient and confidential way to share experiences that they might not otherwise disclose.

Since 2021, the government has allocated \$40 million through the Ontario Grant to Support Anti-Hate Security Measures for Faith-Based and Cultural Organizations. In 2023, the Ontario government announced the investment of \$25.5 million over two years to help address the rise of hate incidents against religious and minority groups. The new Anti-Hate Security and Prevention Grant helps faith-based and cultural organizations enhance or implement measures to ensure community spaces remain safe and secure.

⁵² Alizai, Hassina. “Impact of Islamophobia on post-secondary Muslim students attending Ontario universities.” *Race Ethnicity and Education* 24.3 (2021): 357-374. <https://www.tandfonline.com/doi/full/10.1080/13613324.2020.1798388>

⁵³ Craig, Shelley L., et al. “Navigating negativity: A grounded theory and integrative mixed methods investigation of how sexual and gender minority youth cope with negative comments online.” *Psychology & Sexuality* 11.3 (2020): 161-179. <https://www.tandfonline.com/doi/full/10.1080/19419899.2019.1665575>

⁵⁴ Council of Agencies Serving South Asians, “#EradicateHate 2.0,” CASSA (blog), December 9, 2022, <https://www.cassa.ca/eradicatehate-2-0/>.
⁵⁵ <https://stophateab.ca/>.

⁵⁶ Anova. “Map my experience.” <https://www.anovafuture.org/mapmyexperience/>
Map my experience. “Welcome.” <https://mapmyexperience.ca/page/welcome>

⁵⁷ London Police Service. “Anonymous Tool to Report Sexual Violence - ‘Speak Out.’” February 24, 2023. <https://www.londonpolice.ca/en/news/speak-out.aspx>

The [Anti-Racism Anti-Hate Grant program](#) – a \$4.8 million investment that supports 82 community-led projects to increase public education, awareness and understanding of the impacts of racism and hate.⁵⁸

The City of London, for instance, has received \$500,000, over two years, to create programs such as print and digital public education campaigns and an online library of anti-hate resources.⁵⁹ Furthermore, the OHRC's "Human Rights First: Strategic Plan 2023-25," documents commitment to work with other institutions to combat the increase in hate expression and educate public institutions, individuals, and groups about using the human rights system to respond to hate.⁶⁰

⁵⁸ Province of Ontario. "Ontario Strengthening Supports to Combat Hate and Create Safer Communities." May 5, 2023. <https://news.ontario.ca/en/release/1003017/ontario-strengthening-supports-to-combat-hate-and-create-safer-communities>

⁵⁹ Province of Ontario. "Ontario Supporting New Initiatives to Combat Hate in London." June 01, 2023. <https://news.ontario.ca/en/release/1003122/ontario-supporting-new-initiatives-to-combat-hate-in-london>

⁶⁰ Ontario Human Rights Commission. "Taking Action to Build Awareness and Challenge Hate in Ontario." <https://www.ohrc.on.ca/en/taking-action-build-awareness-and-challenge-hate-ontario>

Methodology

The Survey

Between April and May 2023, we conducted a survey designed to assess Ontarians' understanding of hate; their experiences with hate; the nature of, and reasons for, the hate they encountered; and the impact of these experiences on their lives. The survey was comprised of both close- and open-ended questions, all of which are presented in full in [the Appendix](#).

Broad sections include the following: demographics; personal understandings of hate and opinions regarding Ontario's provincial definitions of hate; perceptions of the prevalence of hate in Ontario; personal experiences of hate⁶¹, including how those experiences have been influenced by the COVID-19 pandemic, methods for dealing with hate, and the effects of experiencing hate; and beliefs about how hate should be addressed in society.

The survey was conducted in both English and French and took participants approximately 20 minutes to complete.

Participants

Recruitment was conducted by Leger (<https://leger360.com/>).

To be eligible to participate, respondents were required to be 18 years of age or older, current residents of Ontario, and have been living in Ontario for the past 3 years or more.

We aimed to ensure gender and age representativeness in the overall sample and over-sampled to attain at least 200 participants from five groups reported to be common targets of hate—Black, East Asian, Indigenous, Jewish and Muslim communities.⁶² These target groups were oversampled to maintain statistical power for analysis purposes.

To ensure data integrity, we employed a two-stage dummy coding process to identify and eliminate bot and duplicate responses. In the first stage, three of the authors independently coded participants as "0" for "remove" and "1" for "keep," based on their evaluation of responses to the open-ended questions in the survey. In the second stage, additional members of the team re-evaluated the responses marked as 0, enhancing the reliability of the process. Following this rigorous data-cleaning process, we arrived at an overall sample size of 3,035 participants. Characteristics of these participants are presented in [the Appendix](#).

⁶¹ Respondents were also asked about their experiences with witnessing hate, though that data has not been included in this report.

⁶² The Mosaic Institute. 2021. "Through Our Eyes: Understanding the Impact of Online Hate on Ontario Communities: With a Focus on Black, Indigenous, Jewish, and Muslim Communities." https://mosaicadmin.hypertextlabs.com/uploads/KEY_FINDINGS_Through_Our_Eyes_Research_The_Mosaic_Institute_59145c82f2.pdf

Wang, Jing Hui, and Greg Moreau. 2022. "Police-Reported Hate Crime in Canada, 2020." Canadian Centre for Justice and Community Safety Statistics. <https://www150.statcan.gc.ca/n1/pub/85-002-x/2022001/article/00005-eng.htm>.

The Mosaic Institute. 2021. "Through Our Eyes: Understanding the Impact of Online Hate on Ontario Communities: With a Focus on Black, Indigenous, Jewish, and Muslim Communities." https://mosaicadmin.hypertextlabs.com/uploads/KEY_FINDINGS_Through_Our_Eyes_Research_The_Mosaic_Institute_59145c82f2.pdf

Analysis

Quantitative

All quantitative data were analyzed using Strata and IBM SPSS Version 29. Data tables for all analyses are presented in [the Appendix](#).

We computed percentages for key variables and conducted cross-tabulations to assess how aspects of participants' experiences varied across age groups and genders. Chi-square (χ^2) tests were used to compare the responses of participants who did and did not identify with each target group (e.g., Black vs. non-Black). Odds ratios were calculated for significant chi-square tests to quantify the differences between groups. Ratios were calculated by entering target group proportions as the numerator and non-target group proportions as the denominator. For ratios of less than 1, reciprocals have been calculated to facilitate interpretation.

Means (Ms) and standard deviations (SDs) were calculated for the following Likert scale questions:

- Level of agreement (1 = "Strongly Disagree" to 7 = "Strongly Agree") regarding the prevalence of hate in various sectors of society.
- The frequency (1 = "Never" to 6 = "Very Often") with which participants have experienced hate across age groups, genders, and for target group participants vs. non-target group participants. Responses to this item were compared across age groups and genders via analysis of variances (ANOVAs) and Tukey HSD post-hoc tests. Target and non-target (e.g., Black vs. non-Black) group responses to this item were compared via independent samples t-tests.

Qualitative

To supplement the quantitative results, we focused on seven key open-ended questions from the online survey, focusing on:

- Respondents' suggestions to enhance the provincial definitions of hate incidents and hate crimes.
- Participants' personal experiences of hate.
- The impact of the COVID-19 pandemic on personal experiences of hate.
- Areas that require greater awareness regarding the effects of hate and how such awareness should be fostered.
- Final thoughts on hate in Ontario.

These questions were analyzed using Braun and Clarke's⁶³ **thematic analysis** method, which involves identifying, coding, and interpreting patterns of meaning or themes within qualitative data sets. Four of the authors were assigned two or three open-ended questions to analyze.

⁶³ Braun, V. & Clarke, V. (2006) Using thematic analysis in psychology. *Qualitative Research in Psychology* 3(2), 77-101.

<https://doi.org/10.1191/1478088706qp0630a>

Braun, V. & Clarke, V. (2013) *Successful qualitative research: A practical guide for beginners*. London, UK: Sage.

Initially, each author coded the first forty responses for each of their assigned questions. The team then met to discuss the themes that had been derived from these responses. After reviewing preliminary codes, we constructed a coding framework specific to each question. This framework was then employed for coding and analyzing the remaining qualitative data.

General Information Regarding Interpretation

There are several things which should be taken into account when reviewing the data in this report:

- The survey's 20-minute duration may have resulted in attrition (i.e., a gradual reduction in participant responses and/or effort), meaning that questions placed toward the end of the survey may have received fewer and less detailed responses than questions near the beginning.
- Several questions allowed participants to select multiple responses, which restricts the types of analyses that can be done. For example, participants could self-identify as a member of more than one racial/ethnic group. As a result, we have not conducted direct comparisons between racial/ethnic groups because doing so may involve comparing a participant against themselves. This also means that the numbers/percentages across the response categories of some questions may add up to more than the total number of respondents/100%.
- Not all participants answered every question, meaning that the numbers/percentages across the response categories of some questions may add up to less than the total number of respondents/100%.
- The survey was only conducted in English and French, potentially creating barriers for—and reducing representation from—marginalized individuals who are non-English or non-French speakers.
- It should be noted that the survey was conducted prior to events such as the 1 Million March 4 Children and the 2023 Israel-Hamas war. The data in this report, therefore, does not capture the associated rises in anti-2SLGBTQIA+ sentiment, antisemitism, and Islamophobia that have been observed.

Findings

Defining Hate

We begin with an analysis of hate definitions, including participants' personal definitions of hate and their opinions about how hate incidents and hate crimes are defined by the Ontario Human Rights Commission (OHRC). This section yields insights into how Ontarians understand hate and helps to contextualize subsequent sections related to participants' self-reported experiences of hate.

Hate

When asked to provide a general definition of hate, almost all participants attempted to define the term. Some identified hate as an emotion or mindset, while others identified hate as an action or behaviour. Definitions included 6 major themes, which are outlined below:

1. Hate is a negative attitude/behaviour: Most of the respondents maintained that hate was a negative attitude or behaviour toward "other" individuals and groups, while some described it as being a negative or intense emotion that if acted upon harms the emotional or physical well-being of others.

Most responses mentioned that hate was an "intense/extreme dislike," or a "strong disdain" for others because of identity characteristics such as race, religion, and gender. They stated that these negative attitudes and behaviours were irrational and unjustifiable and were due to preconceived notions. Examples of hateful attitudes and behaviours included extreme antipathy towards people due to certain differences, malicious or rude behaviour, disrespect, selfishness, and a lack of caring.

2. Hate is bias, prejudice, and discrimination: The second most common theme emerging from participants' responses described hate as "bias," "prejudice," and/or "discrimination" against people of a different race, religion, gender, physical appearance, sexual orientation, age, social status, place of origin, or immigrant background that is expressed through words and action.

Participants highlighted that those who perpetrate hate in this form judge their targets unfairly, fail to address their own misperceptions and assumptions, consider their targets as incompetent, and view other cultures as different and inferior to the dominant groups' culture. This behaviour leads to the exclusion and marginalization of individuals and groups targeted by hate. Othering and discriminatory practices have the potential to affect access to housing, employment opportunities, and personal and social development.

3. Hate is a negative attitude/behaviour: Most of the respondents maintained that hate was a negative attitude or behaviour toward "other" individuals and groups, while some described it as being a negative or intense emotion that if acted upon harms the emotional or physical well-being of others. Participants maintained that hate in this form is practiced in "private and group settings" and manifests through intense anger, disgust or contempt.

Those who hate, speak negatively, disrespect “others,” and act aggressively show a failure to appreciate society’s diversity and to learn from each other, which undermines social harmony and peace.

4. Hate is harming or wishing harm: Some respondents associated hate with violence and causing—or wishing to cause—harm, including physical, verbal, and mental attacks. Characterizing it as a destructive emotion, some respondents simply defined hate as wishing “evil” to individuals and groups because of their different physical/identity-based characteristics or political views. They mentioned that perpetrators of hate terrorize their victims in overt and covert ways and try to make life unbearable for those they target. Some stated that violence against people because they are perceived to be different could be defined as hate. Spitting, hitting, racist graffiti, bullying, and attacking places of worship—especially those of Jews and Muslims—were mentioned as examples of hate expressed through violence.

5. Hate is a rejection of equality: Some respondents defined hate as a rejection of equality among human beings. This happens when the “other” is looked down upon or when dominant groups prevent marginalized groups from accessing opportunities and resources available to other members of the community. In effect, “others” cannot participate as full members of society. Marginalized groups are deprioritized and their demands and wishes are given less importance. This happens because the dominant groups and those in power try to maintain the status quo, existing power hierarchies, and their privileges.

6. Hate is complicated: Some participants stated that hate is a complicated concept that is difficult to accurately define. They said that hate was a spectrum, and most people do not fall in the ends but somewhere along this spectrum. Some responses suggested that hate was as strong of a word as “love” and cautioned against using it lightly.

In addition to defining hate, participants provided insight into what they perceived to be the origins of hate and elements and conditions that influence the prevalence of hate. Topics that were mentioned include:

- a lack of empathy and understanding,
- fear,
- greed,
- patriarchy (i.e., a system in which men as a group are constructed as superior to women),
- envy,
- social and cultural hierarchies,
- double standards,
- xenophobia (i.e., anti-immigrant prejudice and discrimination),
- economic stress,
- ignorance, and
- stereotyping.

Participants expressed a belief that hate is taught and learned in social environments. Misinformation, especially, through social media was reported to have been an aggravating factor and political actors who created division for certain political agendas were said to have intensified the prevalence of hate.

Participants also reported that hate has a variety of impacts, including social isolation, marginalization, alienation, neglect of vulnerable populations, and exacerbated social divisions. Hate silences vulnerable populations and undermines the mental, physical, and economic well-being of those who are targeted.

"Hate is failing to live peacefully and in harmony with those around us, even if they don't agree with us. It is speaking negatively to and acting aggressively towards those that you disagree with, and not letting people have their own voice or opinion."

"I would define hate as a side effect of the colonial, patriarchal, and cis-hetero-normative society we live in. It is a weapon of this system used to uphold it and quash the freedom and expression of any marginalized person or identity."

"Hate is learned behaviour. Humans are not born to hate, but rather, are taught to hate due to ignorance, jealousy, anger, greed, power, etc. I personally do not understand hate. It can be like an infectious disease, spreading from person to person (mob mentality) and through generations. I have witnessed and experienced so much hate in my life that I moved from a very large city to a small town."

"Hate to me is making racist remarks, violence, stereotypes, spreading misinformation, subjecting people to taunts about their religion, sexual orientation, disability, colour, where they live, ethnicity, but also disparaging [them] about how they live their lives. It's making it harder to live their lives—creating barriers to finding work, health care, getting an education or even good food, transit, banking or a place to live."

"I define hate as a willingness not to change for something that is morally wrong."

Hate Incidents

The OHRC defines **hate incidents** as "expressions of bias, prejudice and bigotry that are carried out by individuals, groups, organizations and states, directed against stigmatized and marginalized groups in communities, and intended to affirm and secure existing structures of domination and subordination."⁶⁴

Most respondents reported that they were satisfied with this definition, though this included:

- Those who reported not having any ideas for changes or being unsure about what changes they would make; and,
- Those who said that the definition was so accurate that it altered their own personal definitions of what hate and hate incidents are.

⁶⁴ Hate Crimes Community Working Group (2006). Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group. Ontario. pp.18-19.

Many respondents also felt that they were unqualified to provide recommendations for improving the definition but were content with the definition as laid out by the OHRC.

While many were satisfied with the definition, others took issue with the wording. Many respondents believed that the definition was extremely “wordy” and complicated and that a more succinct definition could be developed.

One respondent stated, *“Some of the language is a bit hard to decipher”*—a sentiment echoed in many other responses. Another participant posed a possible solution for this problem, suggesting the adoption of *“more common terminology that everyone can easily understand.”*

Respondents also took issue with the final sentence of the definition, which states that hate incidents must be “intended to affirm and secure existing structures of domination and subordination” to be considered hate. They felt that this was not an accurate definition of what hate is. Others felt that there were major parts missing from the definition, such as physical violence and hate crimes, which are not named explicitly.

The second most common response found among those that disagreed with the current definition, was that it requires broader inclusivity. One respondent sums up responses of this type by saying, *“Hate can also sometimes exist in non-stigmatized or marginalized populations. Hate is universal and although primarily seen within said populations, it also exists outside of them as well,”* showing a belief that all people are affected by hate, not just those belonging to marginalized groups.

Some participants further indicated that certain groups needed to be explicitly added to the definition. These groups ranged from religious groups to sexual minority groups to specific visible minorities. For example, many respondents identified members of the Asian community as specific targets of hate during the COVID-19 pandemic. Alternatively, some respondents who identified as white felt they should be added.

As one respondent put it, *“Being Caucasian and Canadian gets a lot of hate thrown my way. I have never gotten ahead in this world because I’m white. I’ve worked very hard and struggled no differently than anyone else.”* These sentiments of anti-white discrimination align with the rise in right-wing and alt-right populist movements that have grown across Canada and the US in recent years. They purport that open immigration policies and multiculturalism have gone too far, and rather than being a dominant social group, white people are, in fact, now oppressed.⁶⁵ While we are critical of such claims, we felt it was, nevertheless, important to document these sentiments in our report as something that policymakers will need to attend to.

⁶⁵ See Brian Budd, “Maple-Glazed Populism: Political Opportunity Structures and Right-Wing Populist Ideology in Canada,” *Journal of Canadian Studies* 55, no. 1 (2021): 152-176, <https://doi.org/10.3138/jcs.2019-0046>; Richard C. Fording and Sanford Schram, *Hard White: The Mainstreaming of Racism in American Politics* (New York, NY: Oxford University Press, 2020).

Finally, some respondents felt that certain groups needed to be explicitly excluded from the definition. These groups included rich and wealthy people, white people, white supremacists, racist groups, incels⁶⁶, toxic feminists, transgender people, and religious groups. Although responses in this category were few, they provide insight into the beliefs of some participants and highlight Ontarians' varied understanding of hate and the communities affected by hate. These views were at times xenophobic and aligned with alt-right discourses against multiculturalism.

For example, one respondent stated that they believe Canada should *"stop accepting immigrants or refugees,"* arguing that they were "ruining" the country as a whole. A similar sentiment was evident in another response which said, *"They want to wear their turbans, so we changed our rules for a very big mistake. Now tell me, if I immigrated to their country and asked their government to change their laws or rules they would say no to me, no live with it."* We are mindful that issues such as immigration, asylum, and multiculturalism are highly polarized, and policymakers should consider how these feelings of discontentment can drive hate.

Hate Crimes

The OHRC defines **hate crimes** as "hate incidents that are also criminal offences committed against a person or property and motivated, in whole or in part, by bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor."⁶⁷

The majority of participants agreed with this definition. Some, however, took a more critical tone and suggested that the definition should be expanded to include non-criminal acts, such as over-policing of people of colour, targeting of minority groups on internet platforms, and name-calling because of an individuals' group membership.

Additional examples of acts provided by survey respondents included "consistent discrimination or emotional abuse" and "retaliation" and "vengeance" against identifiable groups mentioned in the definition. Others stated that additional marginalized groups should be added to recognize other types of bias, such as bias based on social or economic status, and one respondent commented that, in addition to bias or prejudice based on the identity categories specified in the definition, it should also acknowledge bias based on *"real or perceived characteristics, customs, behavior, etc."* that the perpetrators believe their targets possess.

Beyond specific enhancements, some respondents expressed concern with how the definition may be interpreted and applied. Some, for instance, took issue with the definition's use of the phrase "other similar factor," indicating that it provides grounds for ambiguity and variable interpretations. Some also asked how "real or perceived" could be determined and measured. Participants suggested that these ambiguities likely make evidence collection more challenging.

⁶⁶ Involuntary celibate, often associated with physical acts of violence and the misogynistic ideologies. See Dominique Vink, Tahir Abbas, Yannick Veilleux-Lepage & Richard McNeil-Willson (2023) "Because They Are Women in a Man's World": A Critical Discourse Analysis of Incel Violent Extremists and the Stories They Tell, Terrorism and Political Violence, DOI: 10.1080/09546553.2023.2189970

⁶⁷ Hate Crimes Community Working Group (2006). Addressing Hate Crime in Ontario: Final Report of the Hate Crimes Community Working Group. Ontario. pp.18-19.

On the other hand, some respondents indicated that there should be more flexibility in the definition, stating that the hate crime definition should include certain fundamental components but allow for contextual interpretations and understandings. For example, hate crimes in the workplace should be evaluated and treated differently than hate crimes in community or school settings due to the different social and power dynamics at play. Similarly, intersectionality (i.e., the interaction between multiple aspects of a person's identity, such as race and gender) should be considered when assessing why and how people may be targeted.

"Given that hate crimes are exceptionally devastating, the definition might place special emphasis on how seriously they affect victims, communities, and the social fabric."

"Update the definition to include the evolving landscape of hate incidents in the digital realm. Recognizing that hate incidents can occur online, through social media platforms, websites, or other digital channels, and acknowledging the unique challenges and dynamics associated with online hate."

"Emphasize the intersectional nature of hate incidents, acknowledging that individuals and groups may face multiple forms of oppression and discrimination based on intersecting identities (e.g., race, gender, disability). This recognizes that hate incidents can target individuals based on multiple aspects of their identity."

Personal Experiences of Hate

- 65% of participants reported that they had experienced hate over the past 3 years, with 10% indicating that they had experienced hate often or very often.
- 6% of participants had experienced hate 11 or more times in the past 3 years.
- More participants reported experiencing in-person hate (experienced by 45% of participants) than online hate (31%).
- Hate was most commonly experienced on social media (reported by 21% of participants), followed by at work (19%) and in public areas, such as parks and on sidewalks (18%).
- Many participants believed that they had been targeted due to their race (reported by 25% of participants) and/or ethnicity/culture (19%).
- The most common types of hate reported were mocking/belittlement (reported by 31% of participants), verbal threats/abuse (25%), and offensive comments online (17%).
- 22% of participants were unsure about whether the hate they had experienced was illegal.
- Hate was most commonly perpetrated by individuals (reported by 56%) and strangers (44%).
- In cases where participants knew the perpetrator, the perpetrator was most commonly an acquaintance or colleague (reported by 12% of participants).
- 4% of participants indicated that they had received hate from family members and 2% reported being targeted by a significant other.
- Hate was often unwitnessed by others (reported by 35% of participants), but when it was witnessed (28%), the witness(es) typically did not intervene (21%).

- Experiencing hate often left participants feeling angry and/or resentful (reported by 29% of participants); alienated, isolated, and/or unwelcome (25%), and/or anxious (22%).
- Participants employed a range of coping methods to deal with their experiences of hate, including engaging in self-care (reported by 23% of participants), focusing on their personal strengths and resilience (18%), avoiding triggering people/situations (15%), emotion suppression (13%), and/or withdrawing from places that they would normally frequent (11%); 6% indicated that they had responded to hate with anger and/or aggression.
- Participants most commonly chose to disclose their experiences to family (reported by 26% of participants) and friends (22%), and many indicated that these individuals are helpful (18% and 19%, respectively).
- Only 4% of participants reported their experiences to police and 7% indicated that they had shared their experiences with other authority figures, such as employers or teachers.
- 15% – 25% of participants felt that others do nothing to address experiences of hate.

Participants were invited to share specific details about their personal experiences of hate. The majority of those who responded described hate that took place **online**, with some noting that this online hate occurred in the context of **school** and **work**.

“Online—several significant antisemitic comments made against me and my family.”

“At school, when I was still in high school some guys made an Instagram page describing certain attributes about my body and compared me to various animals like a boar and a hippo.”

“I work in inclusion and diversity in the public sector and have received threats and slurs from members of the public via email.”

The next most commonly discussed location was in the **local community**. For example, a participant shared that someone shouted racial slurs at her in an ethnic supermarket.

Participants attributed their experiences of hate to a variety of factors, including (ranked from most to least frequently mentioned):

1. Race: Many participants who felt that they had been targeted for their race were from visible racial minorities. For instance, *“It is the way people look at me due to my colour,”* and *“Once I was shopping and a young lady became upset when she saw me, then explained to her friend that she is sick of seeing Black people.”*

As previously noted, it was not just Black, Indigenous, and other people of colour (BIPOC) who felt they had experienced racism, but in alignment with growing alt-right discourses, some white people expressed this too. One white male, for example, noted he felt *“Blamed for everyone’s problems, had any achievements I’ve earned reduced to be worthless, and automatically labelled as a terrible person because I’m a straight white man. Apparently, all my successes are entirely from taking advantage of woman and BIPOC and not from the hard work and sacrifices I’ve made.”*

2. Gender: Some comments related to the patriarchal society in which we live, such as a participant who felt she was *“Disrespected for being a woman, underestimated.”* There were also comments from men who are fathers who felt that they were not given the same parental rights in society as their wives were, as mothers.

3. Religion: The majority of responses regarding religion were about xenophobia or antisemitism (i.e., prejudice toward Jewish communities). For example, *“Jews are often the most targeted group based on religion. Jews are also an ethnic group but are often not considered as such. Jews are often accused of being white & privileged so, therefore, they are not a racial minority. This is an inaccurate assessment. We need to change the way we look at defining a ‘marginalized’ group as it is often based on antisemitic tropes.”* Islamophobic comments were included as well, such as *“A white male, yelling derogatory statements at a Muslim (wearing head covering) woman. She was a lot smaller than him.”*

4. Sexuality: Members of the 2SLGBTQIA+ community shared the hate they have experienced due to their sexuality: *“Being shamed for my sexual orientation and for having a child in a same sex relationship.”*

5. Disability: Respondents with a disability felt that they were not treated as well as others because of their disabilities: *“Because I am autistic, parents at my children’s school make fun of me.”*

6. Migration status: Some participants reported receiving comments that expressed negative sentiments about immigration. For example, a participant who was not born in Canada but now identifies as a Canadian citizen stated, *“Someone yelled at me while crossing the street and said, ‘go back to your country.’”*

7. Political views: Some respondents commented on hatred directed toward others due to their position in the political sphere. For example, *“I believe people should be able to voice their opinions on politics without being attacked verbally for those views”.*

8. Age: The majority of respondents that mentioned feeling hatred due to their age were older adults: *“Discriminatory behaviour re: my age, i.e., ‘ageism,’ when I was ignored in a store and preference was given to younger more ‘hip’ people wanting to be served, even though I had been there waiting much longer.”*

9. Indigenous identity: Indigenous respondents commented on the hate and racism they have experienced due to their Indigenous identity: *“Well, every article about a [missing and murdered Indigenous woman or girl (MMIWG)] or any Indigenous action is accompanied by hateful remarks towards Indigenous people online. I work in inclusion and diversity in the public sector and have received threats and slurs from members of the public via email. In person, I have experienced hostility, inequitable opportunities, assumptions by health care professionals, etc.”*

10. Physical appearance: Many of the comments about physical appearance had to do with weight. For example, *“I am overweight and had hateful comments made about my weight behind*

my back, but loud enough for me to hear."

11. Language/accents: Participants who speak English with an accent or do not have a perfect grasp of the English language shared that they had received hate because of this: *"I have been under constant mockery about my accent."*

12. Socioeconomic status/class: Some participants felt that they had been targets of hate due to their socioeconomic status: *"On many occasions, I was treated like I'm not supposed to be with the elite owning horses and competing in my sport because of my skin colour and economical background."*

Some participants reported being targeted for more than one reason: *"I have had people treat me terribly because of my appearance, racial category, and sexual orientation. Happened at the workplace and online."* Because people possess multiple identity characteristics, the intersection of these characteristics can result in hate being compounded. Women, for instance, may experience gender-based hate, but Black women may be targeted by both gender and race-based hate.

When considering the nature of hate experienced by participants, hate was found to show itself as deeply held views and beliefs, discrimination, physical aggression and violence, emotional / psychological acts, written symbols, and verbal remarks. Some also described what they perceived to be a general unfriendliness in society. For example, one participant stated, *"Just in general people are not neighbourly. People keep to themselves and are selfish. It's hard to make friends in this world."*

Experiences Across Age Groups

- The frequency of experiencing hate appears to decrease across age groups; $F(5, 3022) = 44.45, p < .001$.
 - Participants aged 18-24 experienced hate significantly more frequently over the past 3 years than all other age groups ($p < .05$ for all comparisons).
 - Participants aged 65+ experienced hate significantly less frequently over the past 3 years than all other age groups ($p < .05$ for all comparisons).
- As expected, school was the top location where 18-24-year-olds experienced hate.
- Social media and public areas, such as parks and sidewalks, were found to be among the top 5 locations where hate was experienced across all age groups. Work was also commonly mentioned as a location of hate by those 18-64.
- Participants aged 18-64 highlighted race and ethnicity/culture as being the top reasons that they had been targeted by hate. The top reasons for hate cited by those who were 65+ were age and social/political beliefs.
- All age groups indicated that the most common types of hate they had experienced were mocking or belittlement and verbal threats or abuse.
- All age groups reported that hate led them to feel angry or resentful; anxious; and alienated, isolated, and/or unwelcome.
- Self-care was found to be the top coping strategy listed by all age groups. Other top strategies common to all ages included focusing on personal strengths and resilience and

emotion suppression.

- 18–24-year-olds were the only age group for which engaging in self-blame was found to be one of the top 5 responses to experiencing hate.

Experiences Across Genders

- 2STGNC participants experienced hate significantly more frequently than both men and women ($p < .001$ for both comparisons); $F(3, 3021) = 12.39, p < .001$.
- On average, hate was experienced more frequently by those who identified as non-cisgender than those who identified as men or women.
- All genders reported social media, work, and public spaces, such as parks and sidewalks, as some of the top locations where they had experienced hate.
- School as a top location of hate was unique to 2STGNC participants.
- Race and ethnicity were cited as the top reasons for hate experienced by men and women. For 2STGNC individuals, gender and sexual orientation were the top responses.
- For all genders, the top 4 types of hate were reported as mocking or belittlement; verbal threats or abuse; offensive comments on social media or online; and bullying, harassment, and intimidation. For both men and 2STGNC participants, physical threats or abuse were the fifth most frequent type of hate, whereas for women, it was intentional denial of opportunities.
- Feelings of depression and discrimination as top impacts of hate were unique to non-cisgender participants, as was self-blame as a strategy for dealing with hate.

Experiences Across Sexual Orientations

- 2SLGBTQIA+ participants experienced hate significantly more frequently than those who self-identified as heterosexual/straight, $t(473.021) = -7.184, p < .001$.
- Both 2SLGBTQIA+ and heterosexual respondents pinpointed social media, job/work environments, public areas, and social/community gatherings as some of the top locations where they have encountered hate over the past 3 years. School as a top location of hate was unique to 2SLGBTQIA+ participants.
- Both 2SLGBTQIA+ and heterosexual respondents highlighted race, physical appearance, and ethnicity/culture as some of the top reasons for their experiences of hate over the past 3 years. Sexual orientation as a top reason for hate was unique to 2SLGBTQIA+ participants, while age and beliefs about social/political issues as top reasons for hate were unique to heterosexual participants.
- The top 4 types of hate encountered by both 2SLGBTQIA+ and heterosexual participants were mocking or belittlement; verbal threats or abuse; offensive comments on social media or other online platforms; and bullying, harassment, and intimidation. 2SLGBTQIA+ respondents also reported physical threats or abuse as a top modality of hate, while heterosexual participants reported being profiled, watched, or followed.

- Both 2SLGBTQIA+ and heterosexual participants shared common emotional responses to their experiences of hate in the past 3 years, including feelings of anger, resentment, alienation, isolation, unwelcomeness, and feeling targeted. Declines in self-esteem and self-confidence as a top effect of experiencing hate were unique to 2SLGBTQIA+ respondents, while heterosexual participants reported feeling a sense of injustice due to their experiences.
- The top strategies for dealing with hate were consistent across both 2SLGBTQIA+ and heterosexual participants, though the ranking of these strategies differed between groups.

Experiences of Black Respondents

- On average, Black participants experienced hate significantly more frequently over the past 3 years than non-Black participants; $t(3,026) = -3.402, p < .001$.
- The odds that Black participants had experienced hate in in-person spaces was 2.45 times higher than non-Black participants.
- Compared to non-Black participants, the odds that Black participants had experienced hate in various locations was:
 - 2.49 times higher at a job/work.
 - 2.28 times higher while applying for jobs or promotions.
 - 2.17 times higher in stores, banks, and restaurants.
- Compared to non-Black participants, the odds that Black participants had experienced hate due to their:
 - Race was 7.30 times higher.
 - Physical appearance was 1.94 times higher.
 - Gender was 1.64 times higher.
 - 1.72 times higher in public areas, such as in parks and on sidewalks.
 - 3.01 times higher at school or in class.
 - Ethnicity/culture was 2.92 times higher.
- Compared to non-Black participants, the odds that Black participants had experienced:
 - Verbal threats/abuse was 1.54 times higher.
 - Offensive comments on social media/online platforms was 1.58 times higher.
 - Being profiled, watched, or followed was 3.53 times higher.
- Compared to non-Black participants, the odds that Black participants had reacted to hate by:
 - Feeling angry or resentful was 1.70 times higher.
 - Feeling alienated, isolated, or unwelcome was 1.72 times higher.
 - Suffering from lower self-esteem/confidence was 1.79 times higher.
 - Feeling targeted was 1.49 times higher.
 - Feeling a sense of injustice was 1.64 times higher.

- Compared to non-Black participants, the odds that Black participants had coped with hate by:
 - Engaging in self-care was 2.05 times higher.
 - Focusing on personal strengths/resilience was 2.66 times higher.
 - Avoiding triggering people, situations, or spaces was 1.52 times higher.
 - Focusing on positive changes to address hate was 2.31 times higher.

Experiences of East Asian Respondents

- On average, the frequency with which East Asian participants experienced hate over the past 3 years did not differ from non-East Asian participants; $t(371.737) = -1.771, p = .077$.⁶⁸
- The odds that East Asian participants had experienced hate in in-person spaces was 1.58 times higher than non-East Asian participants.
- The odds that East Asian participants had experienced hate in public areas, such as in parks and on sidewalks, was 1.45 times higher than non-East Asian participants.
- The odds that Non-East Asian participants had experienced hate on social media was 1.45 times higher than East Asian participants.
- Compared to non-East Asian participants, the odds that East Asian participants had experienced hate due to their:
 - Race was 4.20 times higher.
 - Ethnicity/culture was 2.50 times higher.
- Compared to East Asian participants, the odds that non-East Asian participants had experienced hate due to their:
 - Gender was 1.59 times higher.
 - Age was 1.92 times higher
 - Physical appearance was 2.08 times higher.
- The odds that non-East Asian participants had experienced bullying, harassment, and intimidation was 1.73 times higher than East Asian participants.
- Compared to non-East Asian participants, the odds that East Asian participants had reacted to hate by:
 - Feeling targeted was 1.45 times higher.
 - Experiencing discrimination 1.53 times higher.

⁶⁸This result should not be interpreted as meaning that East Asian participants have not experienced frequent hate over the past 3 years; it simply means that East Asian participants have experienced hate with a similar frequency to non-East Asian participants. It should be noted, however, that this group of non-East Asian participants will have included individuals from other marginalized groups, such as Black and Indigenous participants, who experienced hate with significant frequency compared to non-Black and non-Indigenous participants, respectively.

Experiences of Indigenous Respondents

- On average, Indigenous participants experienced hate significantly more frequently over the past 3 years than non-Indigenous participants; $t(289.545) = -7.107, p < .001$.
- Compared to non-Indigenous participants, the odds that Indigenous participants had experienced hate in online and in-person spaces was 1.98 and 2.08 times higher, respectively.
- Compared to non-Indigenous participants, the odds that Indigenous participants had experienced hate in various locations was:
 - 2.30 times higher on social media.
 - 2.92 times higher at social/community gatherings.
 - 1.94 times higher at a job/work.
 - 2.56 times higher while interacting with their neighbours.
 - 1.71 times higher in public areas, such as in parks and on sidewalks.
- Compared to non-Indigenous participants, the odds that Indigenous participants had experienced hate due to their:
 - Indigenous identity was 30.57 times higher.
 - Physical appearance was 2.43 times higher.
 - Vaccination status was 4.43 times higher.
 - Beliefs about social/political issues was 2.41 times higher.
- Compared to non-Indigenous participants, the odds that Indigenous participants had experienced:
 - Being mocked or belittled was 2.55 times higher.
 - Verbal threats/abuse was 2.53 times higher.
 - Offensive comments on social media/online platforms was 2.33 times higher.
 - Being bullied, harassed, and intimidated was 2.19 times higher.
 - Being profiled, watched, or followed was 2.98 times higher.

- Compared to non-Indigenous participants, the odds that Indigenous participants had reacted to hate by:
 - Feeling angry or resentful was 1.88 times higher.
 - Feeling alienated, isolated, or unwelcome was 2.28 times higher.
 - Suffering was lower self-esteem/confidence was 3.17 times higher.
 - Feeling anxious was 1.98 times higher.
 - Feeling targeted was 2.14 times higher.
- Compared to non-Indigenous participants, the odds that Indigenous participants had coped with hate by:
 - Engaging in self-care was 1.61 times higher.
 - Focusing on personal strengths/resilience was 1.90 times higher.
 - Avoiding triggering people, situations, or spaces was 2.21 times higher.
 - Suppressing emotions was 2.78 times higher.
 - Withdrawing from typically frequented places was 2.64 times higher.

Experiences of Jewish Respondents

- On average, the frequency with which Jewish participants experienced hate over the past 3 years did not differ from non-Jewish participants; $t(3,024) = .895, p = .371$.⁶⁹ The odds that non-Jewish participants had experienced hate in in-person spaces was 1.33 times higher than Jewish participants.
- The odds that Jewish participants had experienced hate in online comment sections was 1.69 times higher than non-Jewish participants.
- The odds that non-Jewish participants had experienced hate at a job/work was 1.81 times higher than Jewish participants.
- The odds that Jewish participants had experienced hate due to their religion/creed was 7.71 times higher than non-Jewish participants.
- Compared to Jewish participants, the odds that non-Jewish participants had experienced hate due to their:
 - Age was 1.59 times higher.
 - Race was 3.57 times higher.
- Compared to non-Jewish participants, the odds that Jewish participants had experienced:
 - Hate-motivated rallies/demonstrations was 5.10 times higher.
 - Religious vandalism or desecration was 3.14 times higher.

⁶⁹ This result should not be interpreted as meaning that Jewish participants have not experienced frequent hate over the past 3 years; it simply means that Jewish participants have experienced hate at a similar frequency to non-Jewish participants. It should be noted, however, that this group of non-Jewish participants will have included individuals from other marginalized groups, such as Black and Indigenous participants, who experienced hate with significant frequency compared to non-Black and non-Indigenous participants, respectively.

- The odds that non-Jewish participants had experienced mocking or belittlement was 2.07 times higher than Jewish participants.
- The odds that Jewish participants had coped with hate by engaging in activism was 1.68 times higher than non-Jewish participants.
- The odds that non-Jewish participants had coped with hate by engaging in self-care was 1.64 times higher than Jewish participants.

Experiences of Muslim Respondents

- On average, the frequency with which Muslim participants experienced hate over the past 3 years did not differ from non-Muslim participants; $t(3,024) = -1.568, p = .117$.⁷⁰
- The odds that Muslim participants had experienced hate in in-person spaces was 1.52 times higher than non-Muslim participants.
- Compared to non-Muslim participants, the odds that Muslim participants had experienced hate at various locations was:
 - 2.00 times higher while applying for jobs or promotions.
 - 2.25 times higher at school or in class.
- Compared to non-Muslim participants, the odds that Muslim participants had experienced hate due to their:
 - Race was 2.22 times higher.
 - Ethnicity/culture was 3.00 times higher.
 - Religion/creed was 4.63 times higher.
 - Clothing was 2.08 times higher.
- The odds that Muslim participants had experienced religious vandalism or desecration was 3.90 times higher than non-Muslim participants.

The Impact of the COVID-19 Pandemic on Experiences of Hate

Respondents were asked to explain how the COVID-19 pandemic has influenced their experiences of hate. They described challenges occurring in 4 broad areas: social/community, economic, interpersonal, and individual. Some also commented on positive outcomes that they attributed to the pandemic.

Social/Community Challenges

1. Social divisions and pandemic-related hate: Several respondents reported that the COVID-19 pandemic had instigated social divisions and led to a polarization of attitudes.

⁷⁰ This result should not be interpreted as meaning that Muslim participants have not experienced frequent hate over the past 3 years; it simply means that Muslim participants have experienced hate at a similar frequency to non-Muslim participants. It should be noted, however, that this group of non-Muslim participants will have included individuals from other marginalized groups, such as Black and Indigenous participants, who experienced hate with significant frequency compared to non-Black and non-Indigenous participants, respectively.

This was fueled by contrasting beliefs on COVID-19 public health measures, conspiracy theories, origins of the virus, and convoy protests. People who chose not to be vaccinated and/or not wear masks received hate and belittlement for their decisions by both community members and the federal government. For example:

"The pandemic separated our society and people made it personal. I cannot wear a mask as I have difficulty breathing. People I did not know were directing negative comments to me for not wearing a mask. Their assumption was that I was doing it out of defiance which was not true. However, if I had been doing it out of defiance, that would be my right anyway."

Respondents who were vaccinated and/or wore masks shared that they had encountered hateful comments online, as well as social exclusion, mocking, name-calling (e.g., "sheep"), and bullying for their decisions:

"The whole debate about vaccination has caused huge divides in society. People are almost too aggressive in their personal opinion on vaccines and attempt to belittle those who disagree or do not feel as strongly one way or another."

"Strangers who were unmasked would come up and ask why I was still masked and harass me. It's as though me wearing a mask somehow made them feel threatened that their view of the world was incorrect. I don't know why they should care if I mask or not. It would be as if I carried an umbrella or not. It has nothing to do with them."

Participants reported that those who resisted COVID-19 measures vocalized their opinions publicly and verbally abused (e.g., yelled and mocked) vaccinators and maskers, blaming them for affecting the freedom and rights of everyone. Many respondents specifically mentioned the convoy protests against COVID-19 measures and noted that these protests had instigated hate toward ethnic groups, unhoused people, and those from the 2SLGBTQ+ communities. Convoy protestors harassed and intimidated people who wore masks and made it difficult for others to access areas of their city. Healthcare workers also received hate and harassment for adhering to and advocating for COVID-19 measures:

"People with anti-public health and anti-government opinions have become much more vocal—and sometimes aggressive. We were in an ER last summer and while we were there, two young women arrived with an older woman. When the triage nurse asked about their vaccine status, the immediate response was forceful—you have to treat us. The nurse said the older woman (the patient) would be treated but she needed to know so she could ensure other patients and staff were protected."

2. Overt and increased perpetration of hate: Many respondents stated that social divisions and COVID-19 lockdown measures deteriorated individuals' socialization skills and awareness. Thus, people felt empowered to perpetrate hate more openly and frequently, without caring how their actions might impact others.

Many participants highlighted a concerning rise in hateful behaviors within community spaces, such as neighbourhoods, grocery stores, public transit, and sporting events during the pandemic.

This included encounters with individuals displaying annoyance, rudeness, lack of empathy, disrespect, selfishness, and aggression. These behaviours fostered an environment of anger, frustration, and impatience. Examples included being stared at for sneezing, being blamed without proof for infecting others with COVID-19, denial of services, and inappropriate emails.

Additionally, participants noted an escalation of disrespectful communication and a lack of consideration for differing opinions and social cues. They also believed that some people used job loss and financial problems during the pandemic as an excuse to blame others and behave inappropriately in public. Verbal abuse, slurs, and derogatory comments occurred in public spaces.

Specific incidents involved hoarding in grocery stores, non-compliance with health measures, being threatened for intervening in hateful/violent situations, and property vandalism with misguided COVID-19 claims (e.g., COVID-19 pandemic as a “disguised communism”). Respondents working in the service industry reported experiencing abuse and discrimination that escalated during the pandemic. Some reported interacting with “foreigners” or racialized individuals and facing rude behaviour from them. Likewise, one participant shared the following:

“Constant lockdowns and vaccines mandated by the government angered everyone. People decided to take out their frustrations on anyone they could. While picking up take-out, I witnessed brown people verbally assault elderly white people. The brown people had 4 children running around the pick-up area, and an elderly man told them that only one person was supposed to pick up their food, and then the fireworks started.”

Some respondents highlighted the pervasiveness of online hate in the form of trolling and cyber-bullying during the COVID-19 pandemic. Social media users enacted hate and bullied others more often due to anonymity and spending more time online due to COVID-19 lockdown measures.⁷¹

3. Misinformation and its impacts: Some participants identified misinformation, bots, and computerized images on social media platforms as reasons for increased conflicts concerning “fake news,” COVID-19 lockdowns, anti-vaccine propaganda, and political views during the pandemic.

They felt that ignorant social media users, anti-vaccinators, and right-wing authoritarians spread misinformation about the COVID-19 pandemic. Respondents believed that some religious institutions and politicians used misinformation to instigate hate and rage in society. They also expressed dissatisfaction with the news media’s failure to hold anti-vaccinators accountable for spreading such misinformation. Misinformation during the COVID-19 pandemic instigated hate against Asian communities, as evident in this participant’s response:

“Being Asian, I can personally say there were many rumours, misinformation and fake news about alleged pandemic origins. Many conspiracy theories and unsupported statements being thrown around about China and COVID being a secret bioweapon or manmade/intentional virus. Many false claims of it coming from bats or eating and consuming bats. Being accused of something that you had nothing to do with.”

⁷¹ Other research has shown that online hate and bullying increased among teens during lockdown. For example, see Tanya Horeck, Jessica Ringrose, Betsy Milne, and Kaitlynn Mendes, *Postdigital Teens: Gender based violence and tech facilitated harms during Covid-19: Final Report* (London, UK: University College London, 2023).

Being told your community is guilty without any proof and smeared by everyone. Being found guilty before proven innocent. Not given the benefit of the doubt. Targeted because of your race. Many lies being spread without any backing. Propaganda and disinformation being spread online."

4. Discrimination based on social identities: Respondents reported that the COVID-19 pandemic increased their experiences of hate based on their marginalized social identities, such as race, immigration status, religion, gender, 2SLGBTQIA+ identity, ability, home placement status, and physical appearance. Respondents shared that they faced prejudice, discrimination, and exclusion from dominant groups.

For example, a number of respondents stated that people demonstrated greater intolerance toward marginalized groups such as addicts and unhoused people. Some respondents shared that their experiences of ableism (i.e., prejudice based on disability) worsened during the pandemic. These experiences included being asked to board a bus at the back due to lack of accessible space and being judged for adhering to COVID-19 public health measures while being immunocompromised. Some also mentioned an increased prevalence of antisemitism during the pandemic, with Jewish communities being blamed for starting and spreading COVID-19. Many participants shared that the COVID-19 pandemic has increased individuals' personal experiences of racism and xenophobia within online and community spaces. For example, an Indigenous participant shared:

"There are a whole lot more people driving around the reserve with Canadian flags. It's like they are trying to make us feel intimidated and angry. Please try to justify how you can do this when you're aware of residential school and genocide and the lasting effects on the generation living here now."

Participants who reported themselves as Chinese, Asian, mixed Asian, or as Asian-looking persons reported experiencing hate more frequently during the pandemic. They indicated that they were avoided, blamed for causing COVID-19, mocked, intimidated, and targeted with hate speech. Some also shared that they themselves avoided people because they believed others possessed a widespread fear of Asian ethnicity. Further, participants reported that media channels showcased hate crimes against Asians during the COVID-19 pandemic. Foreign-born individuals in Canada were viewed as "COVID carriers," who experienced hate and name-calling in public spaces in the form of being asked to "go back" where they had come from. Concerning the prevalence of anti-immigrant and anti-Asian attitudes during the pandemic, one respondent shared:

"People blame the Chinese people for bringing this virus to Canada and want all immigrants to leave. They come in this country and bring disease with them as they are not vaccinated and put demands on everyone else to give them what they want. At the present time, many immigrants are taking over the job market and many white Canadians are extremely upset about it and want them to go back to their own country. Too many immigrants in this country. This is what I am hearing out there."

5. Hate toward government and social institutions: Many respondents blamed the federal government for the repercussions of the pandemic, accusing the government of fueling hate and causing lasting social, mental, physical, and financial damage.

They criticized the government for not acknowledging, assisting, or accepting opposing views. One participant indicated:

"Our Prime Minister slagged a large chunk of the population calling them racists, selfish people who didn't abide by the mandates. He turned people against each other with the divisive speeches. Most politicians rarely spoke out. The teachers' unions amped up the hate against unvaccinated people. Economic livelihoods were destroyed by government and bureaucratic hate. I no longer have any faith or loyalty in the government institutions I once rarely questioned."

Participants expressed a belief that government actions during the pandemic had politicized hate, especially in the context of vaccination goals. They remarked that the situation had shifted from respectful citizens following safety measures to a politically charged atmosphere influenced by government decisions and vaccination campaigns. Some participants cited right-wing authoritarian attitudes, conservatism, and US President Donald Trump as having fueled hate during the COVID-19 pandemic. Participants discussed how some considered COVID-19 a "hoax" and directed their hate towards the Canadian government, the Prime Minister, Health Canada, and China:

"The pandemic was a polarizing event and seemed to bring out the worst in those who disagree with the government, scientists, health agencies, etc. I live near several aggressively nationalistic households who fly F&K Trudeau signs, anti-lockdown signs, and an aggressive number of Canadian flags. This seems designed to intimidate."

Many participants attributed economic challenges to government actions during the pandemic, blaming them for bureaucratic hate and stringent lockdowns that devastated livelihoods. Some respondents felt it unfair that certain social groups received "special treatment" in the form of government support. The strain and stress caused by resource scarcity was seen as a contributor to heightened hate. Some participants highlighted strikes in their professions during the pandemic, which further fueled tensions. Along with the government, one respondent emphasized the lack of intervention from police:

"The police no longer intervene unless a case involves a few pounds of cocaine or murder...they're overwhelmed but I do feel they should have acted on reports I made."

Economic Challenges

The COVID-19 pandemic brought about a surge in inflation, causing significant economic hurdles for individuals, including financial crises, housing issues, job exclusions, and job loss. Several respondents faced employment-based discrimination and uneven workloads. One respondent expressed feeling confined at work without any outlets, while another was asked to cover for staff who were working remotely, prompting feelings of unfairness. Belittlement, discrimination, denial of basic rights, and a lack of opportunities were also prevalent in economic contexts. For example, one individual shared the following:

"I follow public health measures and have had people glaring at me for masking. I retired but worked for a hospital during COVID-19 to help with Infection Control doing education and audits in congregate settings."

Received unwanted comments, dismissive and rude behaviours, maybe not hate but certainly not appropriate."

Inequity persisted in the workplace, as evidenced by a respondent's account of being terminated despite providing medical requests due to a disability. Participants pointed to reduced opportunities due to pandemic-related social changes and attributed limited work options to discrimination based on race or visible minority status, especially for individuals of real or perceived Asian descent:

"Being a visible minority and having an Asian surname since getting married (I had a 'white' surname before getting married) seems to have created fewer opportunities in terms of jobs during the pandemic."

Interpersonal/Relational Challenges

Some participants reported losing personal relationships with and experiencing belittlement, bullying, and exclusion from family members, neighbours, friends, and acquaintances. This relational challenge occurred due to their polarized opinions about receiving or not receiving COVID-19 vaccinations. For example, some respondents shared:

"Just lots of verbal attacks from anti-vaxx family members."

"I have lost friends due to being vaccinated because my non-vaccinated friends think I'm poisoned by the government. They think I'm stupid and easily influenced by the government, which could be problematic for their future. So, they don't want to be seen anywhere near me."

One respondent shared that they had lost friends to death, while another mentioned being distanced from their employers and coworkers/colleagues.

Some participants also described the pandemic's negative impact on their families. For example, one respondent indicated that social isolation measures had affected children's education and made them feel isolated, while another respondent mentioned that one of their children was chased:

"One of my children [was] chased and threatened by a person more than twice their size for [asking] a very innocent and non-threatening question."

Individual Challenges

1. Health outcomes: Many respondents revealed that they endured long-term adverse health effects during the COVID-19 pandemic that affected both their overall quality of life and mental well-being. The uncertainties around the pandemic caused people to display heightened emotions, anger, short tempers, and cautiousness. Feelings of insecurity, jealousy, and competitiveness were also noted. Many directed their frustrations at others, particularly toward those who are different. Some individuals felt unsafe in their own communities and even "sick of trying to ask for help." Some experienced anxiety, irritability, stress, and emotional reactions, often "overreacting" to COVID-19-related matters like vaccines and masks.

For example, one respondent mentioned that they had lashed out when their rights, space, and regular ways of doing things were affected by others. Another participant described how hate from anti-vaccine protestors and anti-maskers had impacted their mental health:

“Anti-vaxxers and anti-maskers have been very vocal and open, bullying those who support masks and vaccination. I detest bullies in any form, and this has been a very frustrating time for me. My temper is closer to the edge now and it is hard not to engage.”

Several respondents shared struggles with mental health, including a sense of isolation, unwillingness to live, and a desire to disconnect from the world. Depression was a prevalent concern, especially due to restricted travel and other limitations imposed by the government. Discrimination and rudeness from others during the pandemic further deterred individuals from going outside and interacting with others both in person and online. One participant reported a feeling of relief when shifting to remote work because of this reason:

“I had to switch to remote teaching and there was such a relief and peace when I did not have to interact with colleagues in person. I know I was safe at home...It essentially decreased facetime with people, which in turn decreased the probabilities of experiencing hate.”

2. Coping strategies: Some respondents coped with negative attitudes from others by being more resilient and positive, or adopting indifference, keeping their opinions to oneself, and rationalizing that peoples' negative attitudes were attempts to demean others. Some respondents engaged in activities as coping mechanisms, such as resorting to online gaming and spending time with pets. Others utilized avoidance strategies, with many participants reporting that they preferred lockdown and social distancing measures, as not going out and, thus, not interacting with others reduced the likelihood of experiencing hate.

Positive Impacts

Despite the adverse effects of the COVID-19 pandemic, several respondents shared how they had gained insights into the struggles faced by others. Isolation during the pandemic prompted one participant to become more conscious of the media's role in perpetuating hate through various platforms like the news, internet, and television. Similarly, the pandemic heightened awareness in individuals, making them more socially conscious, less constrained, and assertive in demanding their rights and freedoms. One respondent highlighted this shift, stating:

“In 2020, people confronted their own biases, especially during the global Black Lives Matter (BLM) movements and rallies. Efforts were noticeably directed towards better treatment of marginalized individuals.”

Furthermore, some participants perceived a reduction in hate incidents due to an increase in social justice awareness and the acknowledgment of differences. They actively advocated for equality and social change during the pandemic. For example:

“As an Asian woman, the surge in anti-Asian attacks on social media heightened my awareness, motivating me to stand up for others facing hate incidents.”

Participants also noted an improvement in tolerance levels, with an increased sensitivity toward treating others with respect, kindness, and civility. The pandemic's impact on hate seemed to fortify some individuals, making them more resilient and empathetic. Additionally, the pandemic shed light on the prevalence of diversity in Canada, particularly concerning racial and religious identities. It also heightened awareness of biases, prejudices, and pre-existing societal issues.

Hate in Society

Prevalence

Participants were asked to rate the degree to which they agreed that hate was prevalent in various sectors of society on a scale of 1 ("Strongly Disagree") to 7 ("Strongly Agree").

- Participants were more inclined to agree that hate is prevalent in law enforcement than in other areas of Ontario's society.
- On average, participants slightly agreed that hate is prevalent in law enforcement and were relatively neutral in their opinions towards other sectors.

Building Awareness

When asked to identify targeted areas that could benefit from a greater awareness of hate, participants listed four areas: schools, the community, the media, and workplaces.

1. Schools: Many participants expressed a belief that information about hate should be built into curriculums from kindergarten to Grade 12, and in some cases, embedded within university and college courses. As one respondent stated, *"Kids should be taught about hate and discrimination at an early age...[they] should also be reminded about hate and bullying at each stage and level of schooling."* The implementation strategies proposed by participants varied, as some believed that there should be a unique class made specifically to educate students on hate, while others believed that the topic of hate should be built into pre-existing classes as part of the standard curriculum. Some individuals felt a transformation of the entire education system was required in order to create a more inclusive foundation.

2. The community: The community—which was the second most commonly named area—is the area in which the largest range of answers were given. Politics, law enforcement, healthcare, local organizations, and religious organizations were all repeatedly mentioned as potential areas for improved awareness. Many respondents summarized their thoughts by saying *"Improvement could be made in all areas of the community."* One common response was that communities should be more accommodating for those in need, with examples including low-income housing for those struggling to maintain a roof over their heads and initiatives for members of marginalized groups (e.g., visible minorities, 2SLGBTQ+ people) to gather with others and discuss how to improve their quality of life. The most common themes, however, included politicians and religious groups being more open to the broader community, allowing people from all groups to feel welcome, and helping everyone in the community become more aware of the hate that exists.

3. The media: The third most commonly named area was the media. This area was also full of diverse examples, ranging from public service announcements presenting stories about peoples' experiences with hate, to simple television and radio advertisements, to larger, more elaborate campaigns pushing for more awareness of hate in communities. Many respondents advocated for a widespread use of different forms of media as a medium for improving awareness of hate, stating that *"public service announcements, government publications...billboards, online ads, and websites"* could be used to reach a majority of the population.

4. Workplaces: The fourth most commonly named area in need of improved awareness was the workplace. In regard to specific workplaces, many respondents believed that those who work in specialized areas that commonly deal with the public, such as healthcare and law enforcement workers, should receive proper training to prepare them for possible encounters with hate at work, and to help them identify any personal biases that might influence their interactions with members of the public.

One respondent suggested workplaces should *"spend on diversity in employment practices and [implement] mandatory [professional development (PD)] sessions and workshops about hate and its implications in relevant industries,"* while another added that there *"should be a business requirement to go through [anti-hate training] with all employees a minimum of two or four times a year."* In general, many believed that widespread training and education of employees would allow for a more inclusive experience for workers and those that they deal with.

When respondents were asked how these places could improve awareness of hate, there was one overwhelming response: **proper training, education, and advertising** about the issue of hate. This category was extremely broad and encompassed a majority of the responses to this question. Almost all answers referred to having mandatory education, whether it be formal education in schools, or training in the workplace. Others referred to advertisements in various forms as well, and some believed a combination of all of the above would be particularly effective.

The second most cited method for improving awareness was through **community-building and diversity initiatives**. Many respondents felt that the best way to improve awareness of hate in communities is through the communities themselves. The specific strategies mentioned varied across responses: some believed that workshops, programs, and events to bring communities together would work best, whereas others believed that hearing personal stories from those who have been victims of hate would be the best method for cultivating awareness in others. One respondent summarized their thoughts by saying we can increase awareness of hate in communities *"through more discussion and listening to the other side. While it would be difficult to share and listen to... we could see the effects more clearly."*

Two final methods, though much less commonly reported, were present. One was general **love and kindness**, as many believed that if all were more understanding of and loving toward others, there would be less hate in the world. One respondent believed that awareness *"can be built by treating everybody and everyone the same."* Another suggestion was **cross-generational role modelling**.

Some respondents believed that awareness could be promoted by having younger members of communities learn from older members that have been victims of hate; some believed that this could also work the other way around, with older people in communities learning from younger people about how they are impacted by hate. One respondent summarized the concept of role modelling quite effectively by stating that *"A lot of older people in Canada don't understand that the things they say or do are racist or hateful. I think it's a generational gap..."*, while another added that it could be beneficial for adults to have *"more time spent with youths showing what hate is and how it's bad for everyone."*

Concluding Thoughts

When asked if they would like to provide any final thoughts on hate in Ontario, the majority of respondents who chose to respond were reflective. For example, *"We need to work on bringing everyone together again, instead of the individualism that is breaking us apart. We need people to care for their community in order to reduce hate."* Others shared more information about some of their personal experiences of hate, such as *"I am in a group that is targeted very often (Jewish). I have not personally been a victim of hate but mentally and emotionally it enters my mind daily that I could be at risk at any time."* Similarly, *"We should not be fooled. Canada is very discriminatory. As a Jew, I've been harassed for my religious beliefs and ethnicity."*

Some participants shared a concern that hate is on the rise and many provided recommendations for change:

"The level of hate out there seems to be increasing, particularly random acts of hate/violence. I've become much more fearful as a result."

"I think the amount of hate in Ontario has gone up in the last 20 years. We seem to be going backwards instead of forwards. As our society becomes more diverse, hate keeps increasing. It was so much simpler back then."

"[With] the London incident [where a Muslim family was run over by a car and killed] and other such hate-motivated incidents, our government has not addressed Islamophobia to the extent it should have. It is [the] same with Xenophobia. We need concrete actions. This might require seminars, extra orientation classes, forums, mandatory training, and curriculum enhancement at all levels of education, both for pupils and for educators."

"I am an educator myself and I don't know much about First Nations and what is being done so far to help them in the name of truth and reconciliation. There is no mandatory training for me. No mandatory classes or courses for me. We need paid mandatory training for all types of the [hate] that exists in our society."

"One of the beautiful things about being human is the fact that we are different and have different views and opinions. The solution to hate is not to conform everyone to the same view, but rather overcome our differences and love each other despite our disagreements."

Recommendations

The purpose of this study is to equip public sector organizations, community groups, and other decision-makers with the most accurate representation of how Ontarians are currently experiencing hate in all forms. Specifically, our survey of over 3,000 Ontarians has produced novel disaggregated data on:

- How Ontarians define hate and their level of agreement with—and suggestions for improving—the Ontario Human Rights Commission’s (OHRC) definitions for **hate incidents** and **hate crimes**.
- Ontarians’ experiences of hate, including where they have experienced hate; the reasons for the experienced hate; perpetrators of hate; effects of experiencing hate; coping methods used to deal with hate; and how these aspects of their experiences are influenced by social categories, such as race/ethnicity, gender, religion, etc.
- Ontarians’ thoughts regarding how the COVID-19 pandemic has influenced incidents of hate in Ontario.
- Ontarians’ perceptions regarding the prevalence of hate in various sectors of society, and their beliefs about society’s current awareness of hate and recommendations for enhancing awareness.⁷²

From this data, we offer the following recommendations to better understand and combat hate in Ontario. It is our hope that this information will be valuable in helping to shape an Ontario that is safe, equitable, and prosperous for all.

Many respondents stated that social divisions and COVID-19 lockdown measures deteriorated individuals’ socialization skills and awareness. The uncertainties around the pandemic caused people to display heightened emotions, anger, short tempers, and cautiousness. Feelings of insecurity, jealousy, and competitiveness were also noted. Many directed their frustrations at others, particularly toward those who are different. People also felt empowered to perpetrate hate more openly and frequently, without caring how their actions might impact others.

Additionally, the qualitative data suggests that policymakers should take into account how their public statements and decisions may result in hate being directed towards specific groups, especially surrounding polarizing topics such as immigration, school curriculum, and security.

Education – specifically building awareness about what hate is and how it is experienced – stood out as a key mechanism for change in both qualitative and quantitative findings, requiring financial resources and personal investment. Our findings note that, while education is needed across all sectors and demographics, the **type** of education differs.

⁷² Our dataset includes additional data beyond what has been analyzed for this report, such as details regarding respondents’ experiences with witnessing hate perpetrated against others, and demographic information like level of education and political affiliation. Those who are interested in exploring the data further are welcome to submit a data access request to “info@mosaicinstitute.ca”.

For example, everyone would benefit from a more nuanced understanding of hate; while people who self-identify as white may benefit from a more nuanced understanding of anti-racism.

Law and Governance:

The data indicated that respondents expect there to be increased knowledge of and efforts to reduce online and offline hate by law and government institutions at all levels. In this section, “Law” refers to laws and policies; there is another section on recommendations aimed at policing.

- Better community initiatives (e.g., educational infographics, workshops, activities to do together, etc.) to create awareness about various forms of hate and how to address such experiences at interpersonal, social, and institutional levels.
- The federal government should strengthen efforts to develop and implement strategies to hold tech companies accountable as platforms where online hate is permitted. They should also more meaningfully engage with provincial and municipal governments to ensure that regional offices are in compliance.
- Create laws against the spreading of disinformation, which serves to promote hate.

Tech Companies:

Social media was cited as one of the most common places of hate experiences among Ontarians in general and across all age and gender groups. Very few (5%), however, have reported their experiences to online platforms/tech companies. This may be because many participants (25%) believe that tech companies do not do anything to address experiences of hate.

- Tech companies need to do better in taking responsibility for what happens on their platforms.
 - They should have mandated ethics councils to help shape company policies and strategies for combatting hate and misinformation (which was cited by many participants in the qualitative analysis as a factor that promotes hate).
 - Tech companies need to be responsible for educating people on how to deal with experiences of hate when they happen on their platforms. They also need to be cognizant of current events and how they might drive hate aimed at particular groups.
 - E.g., specialized infographics and educational materials for different age and gender groups (e.g., younger vs older populations; women; men; non-cisgender people, etc.)

Community Organizations:

On average, participants believe that hate is less prevalent in the non-profit and volunteer sector than in other sectors. This may translate to a greater trust in these types of organizations, meaning that they may be well-positioned to support people. These groups should receive more funding so they can better help people (e.g., targets, their family and friends) cope with the impacts of hate.

- Race and ethnicity/culture are reported as the most prevalent reasons for hate consistently across respondents. Therefore, there is a need for anti-racism education and for community organizations to have open discussions about these alarmingly prevalent types of hate.
 - For perpetrators: there should be an increased understanding of the motivations behind their perpetration of hate, and for them to actively work to dismantle their negative assumptions/stereotypes of others.
 - For target groups: education and workshops on the prevalence, impact, and strategies for coping with race-related hate would be most helpful.
- Community, non-profit, and education institutions should explicitly acknowledge the high rates of hate experienced by Black and Indigenous Peoples in Ontario.
- Ageism should be better understood and recognized as a legitimate grounds for hate
 - For older adults (65+), age is the top reason for which they receive hate. Age is also one of the top 5 reasons for hate experienced by participants aged 18-34 and 55-64. Ageism, therefore, seems to be a problem for both older and younger groups.
- Foster and facilitate more community dialogue among people of different backgrounds and among different groups to increase awareness and understanding.
- The odds that Jewish and Muslim communities had experienced religious hate (e.g., religious vandalism and desecration) was significantly higher than non-Jewish and non-Muslim communities. Education initiatives need to explicitly acknowledge, educate on, and address this issue.
 - When addressing religious hate, organizations should ensure that the appropriate terminology is used. For example, religion/creed-based hate was cited by 36% of Jewish participants, whereas race-based hate was reported by 9%; religious hate, therefore, shouldn't be conflated with racism.

Health:

- A better understanding of the prevalence of hate, as well as the physical and mental health impacts of hate is required among healthcare providers.
 - Educational infographics on the importance of adopting positive coping strategies to deal with hate.
 - Mental health supports that specialize in helping people who are dealing with hate incidents and hate crimes.
- When considering the top impacts of hate among gender groups and sexual orientations, feelings of depression and self-blame were unique to 2STGNC participants and declines in self-esteem and self-confidence were unique to 2SLGBTQIA+ participants. Mental health supports that are inclusive of 2STGNC and 2SLGBTQIA lived experiences would be helpful.
- Healthcare workers should receive in-depth training to prepare them for possible encounters with hate at work, and to help them identify any personal biases that might influence their interactions with members of the public.

Education:

- Better education on the difference between key terms (e.g., discrimination vs. hate)
 - Some white participants reported experiencing hate/discrimination due to being white. Education on racial prejudice vs. racism could help to combat the myth of reverse racism.
 - More education about what counts as a hate crime (e.g., what is legal vs. not).
 - Better education around bystander intervention (in person and online) so that witnesses know how to intervene and feel empowered to do so.
- Schools need to teach about hate:
 - This is the top location of hate experiences cited by our younger participants (42% of 18–24-year-olds)
 - The qualitative data also suggests that many participants believe hate is taught/learned.
 - Better education and awareness on unintentional bias to equip children with the knowledge and tools to identify and counter their own and others' biases, stereotypes, and misperceptions.
- When considering gender and sexual orientation, school as a top location of hate was unique to 2STGNC and 2SLGBTQIA+ participants.
 - Schools, therefore, should do more to address gender- and sexual orientation-based hate, especially for those who do not conform to gender or sexual orientation norms.

Police:

- Very few participants (4%) indicated that they had reported their experiences to the police. These low numbers could be due to:
 - The fact that many were unsure about the legality of their experience (22% were unsure of whether their experience had broken any laws)
 - Education on what is and is not a hate crime would be helpful.
 - A belief that the police would not be helpful (25% indicated that they believe the police do nothing to address experiences of hate)
 - A belief that hate is more prevalent in law enforcement than in other areas of Ontario's society (law enforcement received the highest mean rating in response to a question regarding whether hate was prevalent in various sectors of society).
- If few people are reporting to the police, perhaps funding should be directed more towards the services that people are accessing.
- Law enforcement should receive more nuanced training to prepare them for possible encounters with hate at work, and to help them identify any personal biases that might influence their interactions with members of the public.

- Provide police with specialized training on documentation and evidence gathering in hate crimes and on victim-centred processes.

Independent Anti-Hate Groups:

- Invest in groups such as the Canadian Anti-Hate Network <https://www.antihate.ca/> to help expose hate groups and enable the general population to see what and who is behind the hate.
- Develop a publicly trusted body that can provide objective information and fact-check information about controversial issues to address misinformation and disinformation.
- Create independent groups that commit to only sharing objective information and factual knowledge.

Publicly Funded Ontario Institutions

* “Publicly funded” refers to funding from any level of government including, but not limited to, municipal, provincial, and federal funding.

** “Ontario institutions” refers to any individual, organization, or other group governed by the law of Ontario including, but not limited to, elementary, secondary, and post-secondary education; businesses; municipal and provincial government; regulatory bodies; incorporated businesses; non-profit organizations; or grassroots organizations.

- All publicly funded institutions should ensure that the approved definitions of “hate crimes” and “hate incidents” recommended under the “Law and Governance” section are included in their policies.
- Usage and implementation of the approved definitions should be a requirement to receive public funding:
 - Lack of uniformity hinders consistent evidence gathering and documentation, data collection, reporting, and prosecution. Definitions should also address the different forms of hate perpetrated online.
 - Similar to how the defined Human Rights Code Grounds in the Ontario Human Rights Code changed the way in which Ontarians understand and respond to exclusive, discriminatory and harmful behaviour, consistent definitions of hate crimes, hate incidents, and understandings of online and offline hate can change the ways in which Ontarians are able to recognize and address hate.
- Create anti-hate committees in educational and employment institutions that actively and openly discuss the topic of hate and educate all about this topic, what to do when they experience/witness hate, and how to report it.
 - All institutions that receive government funding should be required to have an updated and active anti-hate/anti-harassment/anti-discrimination policy in compliance with the Ontario Human Rights Code and that references the approved definitions of hate crimes, hate incidents, and understandings of online and offline hate.

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Understanding **Hate** in Ontario



Understanding **Hate** in Ontario

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Understanding **Hate** in Ontario

Survey



Understanding Hate in Ontario

REPORT | December 2023

Demographics

To make sure we are talking to a cross-section of Ontario residents, we need some information about you.

1) Age How old are you?

- ☐ 17 years old or Under (1) *[If selected, end survey; else, continue]*
- ☐ 18 - 24 years old (2)
- ☐ 25 - 34 years old (3)
- ☐ 35 - 44 years old (4)
- ☐ 45 - 54 years old (5)
- ☐ 55 - 64 years old (6)
- ☐ 65+ years old (7)

2) Province **What province or territory do you live in?**

- ☐ Alberta (1)
- ☐ British Columbia (2)
- ☐ Manitoba (3)
- ☐ New Brunswick (4)
- ☐ Newfoundland and Labrador (5)
- ☐ Northwest Territories (6)
- ☐ Nova Scotia (7)
- ☐ Nunavut (8)
- ☐ Ontario (9) *[If selected, continue; else, end survey]*
- ☐ Prince Edward Island (10)
- ☐ Quebec (11)
- ☐ Saskatchewan (12)
- ☐ Yukon (13)

3) Time_ON **How long have you lived in Ontario?**

- ☐ Less than 1 year (1)
- ☐ 1 - 2 years (2)
- ☐ 3 years or more (3) *[If selected, continue; else, end survey]*

4) CityPop **Do you live in or near a city of at least 100,000 people?**

- ☐ Yes (1)
- ☐ No (2)
- ☐ Unsure (3)

5) ParPostCode **What are the first 3 characters of your postcode:**

Note: Postal codes have been recoded into regions in the dataset. The "Region" variable includes 6 categories:

- 1) Southwestern Ontario – regions inclusive and west of Grey County, Guelph-Wellington, Hamilton, and Niagara*
- 2) Central Ontario – regions inclusive of and between Halton, Durham, and Dufferin and Simcoe counties.*
- 3) Eastern Ontario – regions inclusive and east of Kawartha Lakes and Northumberland and Haliburton counties.*
- 4) Northeastern Ontario – regions inclusive of and between the districts of Muskoka, Nipissing, Cochrane, and Algoma*
- 5) Northwestern Ontario – the districts of Kenora, Rainy River, and Thunder Bay*
- 6) Unknown – partial or indecipherable postal codes*

6) Gender **What is your current gender identity?**

- ☐ Man (1)
 - ☐ Non-binary, agender, or gender diverse (2)
 - ☐ Trans man (3)
 - ☐ Trans woman (4)
 - ☐ Two-Spirit (5)
 - ☐ Woman (6)
 - ☐ I prefer to identify as [please specify]: (7)
-

7) Sex_Orien **What is your sexual orientation?**

- ☐ Asexual (1)
 - ☐ Bisexual (2)
 - ☐ Gay (3)
 - ☐ Heterosexual / Straight (4)
 - ☐ Lesbian (5)
 - ☐ Pansexual (6)
 - ☐ Queer (7)
 - ☐ Questioning (8)
 - ☐ Two-Spirit (9)
 - ☐ I prefer to identify as [please specify]: (10)
-

8) Race **In our society, people are often described by their race or racial background. For example, some people are considered “White” or “Black” or “East/Southeast Asian,” etc.**

Which race category best describes you? Select all that apply.

- ☐ Black (African, Afro-Caribbean, African Canadian descent) (1)
 - ☐ East Asian (Chinese, Korean, Japanese, Taiwanese descent) (2)
 - ☐ Southeast Asian (e.g., Filipino, Vietnamese, Cambodian, Thai, Indonesian) (3)
 - ☐ Indigenous (First Nations, Métis, Inuk/Inuit) (4)
 - ☐ Latino (e.g., Latin American, Hispanic descent) (5)
 - ☐ Middle Eastern (e.g., Arab, Persian, Afghan, Egyptian, Iranian, Lebanese, etc.) (6)
 - ☐ South Asian (e.g., Indian, Pakistani, Bangladeshi, Sri Lankan, etc.) (7)
 - ☐ White (European descent) (8)
 - ☐ Another race category best describes me [please specify]: (9)
-

9) Disability **Do you identify as having a physical or mental disability?**

- ☐ Yes (1)
- ☐ No (2)
- ☐ Unsure (3)

10) Birth_Can **Were you born in Canada?**

- ☐ Yes (1) *[If selected, skip to Q13; else, continue]*
- ☐ No (2)

11) Time_Can **How long have you lived in Canada?**

- ☐ Less than 1 year (1)
- ☐ 1 - 5 years (2)
- ☐ 6 - 10 years (3)
- ☐ 11 - 20 years (4)
- ☐ 21 - 30 years (5)
- ☐ 31+ years (6)

12) Stat_Can **What is your current status in Canada?**

- ☐ Canadian citizen (1)
 - ☐ Permanent resident (2)
 - ☐ Refugee claimant (3)
 - ☐ Temporary resident (e.g., migrant worker, international student) (4)
 - ☐ Undocumented migrant (5)
 - ☐ My current status in Canada is not listed. It is [please specify]: (6)
-

13) Religion **Do you identify as...**

- ☐ Buddhist (1)
 - ☐ Christian (2)
 - ☐ Hindu (3)
 - ☐ Jewish (4)
 - ☐ Muslim (5)
 - ☐ Sikh (6)
 - ☐ Traditional (Indigenous) Spirituality (7)
 - ☐ Atheist (8)
 - ☐ No religious affiliation (9)
 - ☐ I identify as [please specify]: (10)
-

14) Pol_Orien **Do you describe yourself as...**

- ☐ Extremely Liberal (1)
- ☐ Moderately Liberal (2)
- ☐ Slightly Liberal (3)
- ☐ Neither Liberal nor Conservative (4)
- ☐ Slightly Conservative (5)
- ☐ Moderately Conservative (6)
- ☐ Extremely Conservative (7)

15) Rel_Stat **What is your current relationship status?**

- ☐ Divorced (1)
- ☐ In a romantic relationship (2)
- ☐ Living common law (3)
- ☐ Married (4)
- ☐ Separated (5)
- ☐ Single (6)
- ☐ Widowed (7)

16) Education **What is your highest level of education?**

- ☐ No formal education (1)
 - ☐ Grade school (primary education) (2)
 - ☐ High school diploma or equivalent (3)
 - ☐ Trades certificate or diploma (4)
 - ☐ College or other non-university certificate or diploma (other than trades certificates or diplomas) (5)
 - ☐ University certificate or diploma below the bachelor's level (6)
 - ☐ Bachelor's degree (e.g., B.A., B.Sc., B.Ed.) (7)
 - ☐ University graduate degree (Master's or Ph.D.) (8)
 - ☐ Professional degree (e.g., Medicine, Law, Engineering) (9)
 - ☐ My highest level of education is [please specify]: (10)
-

17) Employment **What is your current employment status [please check all that apply]?**

- ☐ Full-time worker (30 hours a week or more) (1)
 - ☐ Homemaker (2)
 - ☐ Not employed (looking for employment) (3)
 - ☐ Not employed (not looking for employment) (4)
 - ☐ Part-time worker (Less than 30 hours a week) (5)
 - ☐ Retired (6)
 - ☐ Self-employed, or own your own business (7)
 - ☐ Student (8)
 - ☐ My current employment status is [please specify]: (9)
-

18) Income **What is your best estimate of your total household income received by all household members, from all sources, before taxes and deductions?**

Note: Income can come from various sources such as from work, investments, pensions, or government. Examples include Employment Insurance, social assistance,

child benefits and other income such as child support, spousal support (alimony), and rental income.

- ☐ No income (1)
 - ☐ Less than \$45,000 (2)
 - ☐ \$45,001 to \$80,000 (3)
 - ☐ \$80,001 to \$130,000 (4)
 - ☐ \$130,001 and above (5)
 - ☐ I prefer not to answer. (6)
-

Defining Hate

19) Def_Hate **Thinking about hate in our society, how would you define hate?**

The [Ontario Human Rights Commission \(OHRC\)](#) defines **hate incidents** as expressions of bias, prejudice and bigotry that are carried out by individuals, groups, organizations and states, directed against stigmatized and marginalized groups in communities, and intended to affirm and secure existing structures of domination and subordination.

20) Agree_Prov_HateIn **Do you agree or disagree with the OHRC's definitions of a hate incident?**

- ☐ Strongly Disagree (1)
- ☐ Disagree (2)
- ☐ Slightly Disagree (3)
- ☐ Neither Agree nor Disagree (4)
- ☐ Slightly Agree (5)
- ☐ Agree (6)
- ☐ Strongly Agree (7)

21) Prov_HateIn_Acc **What would make the OHRC's definition of a hate incident more accurate in your view?**

Additionally, the OHRC defines **hate crimes** as hate incidents that are also criminal offences committed against a person or property and motivated, in whole or in part, by bias or prejudice based on real or perceived race, national or ethnic origin, language, colour, religion, gender, age, mental or physical disability, sexual orientation or any other similar factor.

22) Agree_Prov_HateC **Do you agree or disagree with the OHRC's definitions of a hate crime?**

- ☐ Strongly Disagree (1)
- ☐ Disagree (2)
- ☐ Slightly Disagree (3)
- ☐ Neither Agree nor Disagree (4)
- ☐ Slightly Agree (5)
- ☐ Agree (6)
- ☐ Strongly Agree (7)

23) Prov_HateC_Acc **What would make the OHRC's definition of a hate crime more accurate in your view?**

Perceptions of Hate in Ontario

24) ON_Incl **Do you agree or disagree that Ontario is an inclusive society where everyone is provided with equal opportunity to contribute and succeed?**

- ☐ Strongly Disagree (1)
- ☐ Disagree (2)
- ☐ Slightly Disagree (3)
- ☐ Neither Agree nor Disagree (4)
- ☐ Slightly Agree (5)
- ☐ Agree (6)
- ☐ Strongly Agree (7)

25) ON_Hate **Often people think that hate is a problem only in certain sectors of our society. Please indicate the extent to which you agree or disagree that hate is prevalent in the following sectors in Ontario:**

	Strongly Disagree (1)	Disagree (2)	Slightly Disagree (3)	Neither Agree nor Disagree (4)	Slightly Agree (5)	Agree (6)	Strongly Agree (7)
Health (ON_Hate_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education (ON_Hate_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business (ON_Hate_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Law Enforcement (ON_Hate_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government (ON_Hate_5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Services (ON_Hate_6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-profit and Volunteer Organizations (ON_Hate_7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Places of Worship and Religious Organizations (ON_Hate_8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arts and Culture (ON_Hate_9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing (ON_Hate_10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports and Recreation (ON_Hate_11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26) ON_Hate_Aware **Do you agree or disagree that there is enough awareness in Ontario about the effects and impact of hate in people's life?**

- ☐ Strongly Disagree (1)
- ☐ Disagree (2)
- ☐ Slightly Disagree (3)
- ☐ Neither Agree nor Disagree (4) *[If selected, skip to Q28; else, continue]*
- ☐ Slightly Agree (5) *[If selected, skip to Q28; else, continue]*
- ☐ Agree (6) *[If selected, skip to Q28; else, continue]*
- ☐ Strongly Agree (7) *[If selected, skip to Q28; else, continue]*

27) Areas_Aware_OpenE **In what areas do you suggest that there should be additional awareness built about the effects of hate? How could that awareness be built?**

Experiences of Hate

28) Exp_Hate_3y **In the last three years, have you personally experienced hate in Ontario (which may include online)?**

- ☐ Never (1) *[If selected, skip to Q49; else, continue]*
- ☐ Rarely (2)
- ☐ Occasionally (3)
- ☐ Sometimes (4)
- ☐ Often (5)
- ☐ Very Often (6)

29) Online_InPerson_ExpH **Where did your personal experience(s) of hate occur? [Please select all that apply]**

☐

Online (1)

☐

In-Person (2)

30) Exp_Hate_Desc **If you are comfortable, can you tell us more about your personal experience(s) of hate? E.g., what happened?**

31) Exp_Hate_Freq **How many times in the past three years have you personally experienced hate in Ontario?**

☐ 1-3 (1)

☐ 4-6 (2)

☐ 7-10 (3)

☐ 11+ (4)

32) Exp_Hate_Places **Please select all the places where you have personally experienced hate:**

- ☐ Attending school or classes (1)
- ☐ Applying for jobs or promotions (2)
- ☐ At your job / work (e.g., from supervisors, co-workers, or clients) (3)
- ☐ Interacting with your neighbours (4)
- ☐ Libraries, community/recreational centres, arenas (5)
- ☐ Public areas, such as parks and sidewalks (6)
- ☐ Stores, banks, or restaurants (7)
- ☐ Public transit, such as buses and trains (8)
- ☐ Taxis / Ubers (9)
- ☐ Interacting with hospitals or healthcare workers (10)
- ☐ Interacting with social or community service workers (11)
- ☐ Applying for programs or benefits (12)
- ☐ Interacting with the police (13)
- ☐ Interacting with the courts (14)
- ☐ Looking for housing (e.g., buying or renting a house or apartment) (15)
- ☐ Attending social or community gatherings (16)
- ☐ Participating in clubs, meetings, or organizations (17)

- ☐ Religious settings (e.g., church, temple, or mosque) (18)
 - ☐ Airports or borders (19)
 - ☐ Social media (e.g., Facebook, Twitter, TikTok, YouTube, Snapchat, Instagram, VSCO, LinkedIn, Discord, Clubhouse) (20)
 - ☐ Online gaming platform (21)
 - ☐ Video conferencing platform (e.g., Zoom, Teams) (22)
 - ☐ Via a private chat (e.g., WhatsApp, Telegram, iPhone messaging, a DM, or a personal email) (23)
 - ☐ Dating site (24)
 - ☐ Web forum (e.g., Reddit) (25)
 - ☐ Comment sections (e.g., news sites) (26)
 - ☐ I have experienced hate in other spaces, such as [please specify]: (27)
-

33) Exp_Hate_Reasons **What do you think were the reasons for your personal experience(s) of hate? [Please select all that apply]**

- ☐ Your Indigenous identity (1)
- ☐ Your race (2)
- ☐ Your ethnicity or culture (3)
- ☐ Your status as an immigrant (4)
- ☐ Your religion or creed (5)
- ☐ Your language (6)
- ☐ Your accent (7)
- ☐ Your gender (8)
- ☐ Your sexual orientation (9)
- ☐ Your age (10)
- ☐ A physical or mental disability (11)
- ☐ Your income level (12)
- ☐ Your clothing (13)
- ☐ Your physical appearance, such as height, hair style or colour, jewellery, religious symbols, skin tone, tattoos, weight, or other physical characteristics (14)
- ☐ Your beliefs about social or political issues (15)
- ☐ Your vaccination status (16)

☐

I experienced hate because of other reasons, such as [please specify]: (17)

34) Exp_Hate_Types **Which of the following acts of hate did you personally experience?**
[Please select all that apply]

- ☐ Mocking or belittlement (1)
- ☐ Verbal threat or abuse, involving hateful language, comments, or slurs (2)
- ☐ Physical threat or abuse (3)
- ☐ Sexual abuse, including inappropriate touching (4)
- ☐ Profiled, watched, or followed (5)
- ☐ Hate motivated property damage or robbery (6)
- ☐ Hate motivated fraud (7)
- ☐ Bullying, harassment, and intimidation (8)
- ☐ Intentional exclusion from accessing services (e.g., housing) (9)
- ☐ Intentional denial of opportunities (e.g., job or promotion) (10)
- ☐ Receiving or seeing distributed hate propaganda, such as flyers, posters, or symbols that promote hatred or violence against you or your community (11)
- ☐ Hate motivated rallies or demonstration to promote hate speech or hateful messages against you or your community (12)
- ☐ Religious vandalism or desecration (13)
- ☐ Offensive comments posted on social media or other online platforms based on your perceived or actual identity (14)
- ☐ Online hate speech to cause physical or financial harm, or property damage (15)
- ☐ Offensive and/or altered images or videos posted on social media or other online platforms to show you or your community in a negative or hateful light (16)

- ☐ Revenge porn (i.e., sharing your sexually explicit images or videos without your consent to cause embarrassment, humiliation, or harm) (17)
- ☐ Online harassment, cyberbullying, and cyberstalking, including personal attacks, threats, or intimidation to cause you physical harm or damage to your property (18)
- ☐ Being mobbed online (organized and persistent trolling campaign) (19)
- ☐ Online hate groups, including online communities and forums that promote hate speech or engage in cyberbullying or harassment against you or your community (20)
- ☐ Intentional denial of access to online services, groups, or communities (21)
- ☐ Swatting (i.e., making a false report of a serious crime, with the intention of sending a large police or SWAT [Special Weapons and Tactics] team to your home or workplace) (22)
- ☐ Doxing (i.e., the release of personal information about you online, such as an address or phone number with the intention of causing harm or harassment) (23)
- ☐ I have experienced other acts of hate, such as [please specify]: (24)
-

35) Exp_Hate_Laws **Do you think the act(s) committed against you broke any laws?**

- ☐ Yes. Explain how? (1) _____
- ☐ No (2)
- ☐ Unsure (3)

36) Exp_Hate_Perp **Did you know the person/people who acted in a harmful way toward you? [Please check all that apply]**

- ☐ I knew them in-person (1)
- ☐ I knew them only online (2)
- ☐ They are a stranger (e.g., an anonymous online user; a stranger on the street) (3) *[If selected, skip to Q38; else, continue]*

37) Exp_Hate_PerpFam **How are you connected to the person/people who acted in a hateful way toward you? [Please check all that apply]**

- ☐ Family member / Extended family member / Relatives (1)
 - ☐ Significant other (2)
 - ☐ Friends (3)
 - ☐ Acquaintance / Colleague (4)
 - ☐ Authority figure (e.g., employer, teacher) (5)
 - ☐ Subordinate (e.g., employee, student) (6)
 - ☐ Someone else, please specify: (7)
-

38) Exp_Hate_Perp_InGr **Were your personal experience(s) of hate carried out by [please check all that apply]:**

- ☐ An individual (1)
- ☐ A group of people (2)

39) Exp_Hate_Interven1 **Did anyone witness your personal experience(s) of hate?**

☐ Yes (1)

☐ No (2) *[If selected, skip to Q41; else, continue]*

40) Exp_Hate_Interven2 **Did they try to help you or intervene?**

☐ Yes. Explain how? (1) _____

☐ No (2)

41) Exp_Hate_Supp **For this question, please think of the personal experience(s) of hate you described previously and check all that apply.**

When personally experiencing hate, how did each of the following play a role?

	I told them (1)	They were helpful (2)	They made things worse (3)	They did nothing (4)
Family / Relatives (Exp_Hate_Supp_1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends (Exp_Hate_Supp_2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Authority Figure (e.g., employer, teacher) (Exp_Hate_Supp_3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acquaintances / Colleagues (Exp_Hate_Supp_4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community or Social Group members (Exp_Hate_Supp_5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online platform / Tech company (Exp_Hate_Supp_6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police (Exp_Hate_Supp_7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else, please specify: (Exp_Hate_Supp_8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42) Shared_social_media **Did you share about your personal experience(s) of hate on social media or any other online platforms?**

- ☐ Yes (1)
- ☐ No (2) *[If selected, skip to Q44; else, continue]*

43) Shared_social_media1 **Was sharing about your personal experience of hate on social media or other online platforms [please check all that apply]:**

- ☐ Helpful (1)
- ☐ Made things worse (2)
- ☐ Did nothing (3)

44) Exp_Hate_COVID **Do you agree or disagree that the COVID-19 pandemic has impacted your personal experience(s) of hate in Ontario?**

- ☐ Strongly Disagree (1) *[If selected, skip to Q47; else, continue]*
- ☐ Disagree (2) *[If selected, skip to Q47; else, continue]*
- ☐ Slightly Disagree (3) *[If selected, skip to Q47; else, continue]*
- ☐ Neither Agree nor Disagree (4) *[If selected, skip to Q47; else, continue]*
- ☐ Slightly Agree (5)
- ☐ Agree (6)
- ☐ Strongly Agree (7)

45) Exp_Hate_COVIDIncDec **Did the pandemic increase or decrease your personal experience(s) of hate?**

- ☐ Decreased greatly (1)
- ☐ Moderately Decreased (2)
- ☐ Slightly Decreased (3)
- ☐ Remained about the same (4)
- ☐ Slightly Increased (5)
- ☐ Moderately Increased (6)
- ☐ Increased greatly (7)

46) Exp_Hate_COVID_Desc **Can you tell us more about how the pandemic has affected your personal experience(s) of hate?**

47) Exp_Hate_Impact **What impact did your personal experience(s) of hate have on you?**
[Please check all that apply]

- ☐ Felt alienated / isolated / unwelcome (1)
- ☐ Felt angry or resentful (2)
- ☐ Felt anxious (3)
- ☐ Felt ashamed (4)
- ☐ Felt depressed (5)
- ☐ Felt scared and insecure (6)
- ☐ Felt targeted (7)
- ☐ Felt vulnerable (8)
- ☐ Had safety concerns (9)
- ☐ Had trust issues (10)
- ☐ Felt a sense of injustice (11)
- ☐ Suffered from lower self-esteem, self-confidence, or self-worth (12)
- ☐ Suffered from post-traumatic stress disorder (13)
- ☐ Suffered from psychological distress (14)
- ☐ Experienced discrimination (15)
- ☐ Experienced interpersonal conflicts (16)
- ☐ Experienced normalization of hate (17)

- ☐ Experienced financial losses (18)
- ☐ Experienced poor physical health (e.g., chronic pain, eating disorder, sleep disturbances) (19)
- ☐ Suffered from sexual and reproductive health problems (20)
- ☐ Suffered from physical harm or injury (21)
- ☐ My personal experience(s) of hate impacted me in other ways, such as [please specify]: (22) _____

48) Exp_Hate_Cope **How did you cope with the impact of personally experiencing hate?**

- ☐ Engaged in self-care (1)
- ☐ Built social connections (2)
- ☐ Focused on personal strengths and resilience, practicing positive self-talk, and finding meaning and purpose in the experience (3)
- ☐ Engaged in activism (4)
- ☐ Sought professional help (5)
- ☐ Took legal action, such as reporting the incident to law enforcement or community organizations (6)
- ☐ Learned and educated about the causes and impact of hate (7)
- ☐ Focused on positive change to address hate (8)
- ☐ Denied or ignored experiences of hate (9)
- ☐ Denied aspects of identity that were targeted (10)
- ☐ Suppressed emotions (11)
- ☐ Responded to self or others with anger or aggression (12)
- ☐ Engaged in self-blame (13)
- ☐ Sought revenge (14)
- ☐ Engaged in negative self-talk (15)
- ☐ Engaged in alcohol or drug use (16)
- ☐ Engaged or thought about self-harm or suicidal behaviour (17)

- ☐ Escaped from the reality of experience of hate by using excessive TV, social media, or video games (18)
- ☐ Avoided certain people, situations, or spaces that trigger trauma (19)
- ☐ Withdrew from places/spaces I would normally go/use (20)
- ☐ Disengaged from social relationships or community involvement (21)
- ☐ I have coped with my personal experience(s) of hate in other ways, such as [please specify]: (22) _____
-

Witnessing Hate

49) Witness_Hate_3y **In the last three years, have you witnessed hate in Ontario (which may include online)?**

- ☐ Never (1) *[If selected, skip to Q70; else, continue]*
- ☐ Rarely (2)
- ☐ Occasionally (3)
- ☐ Sometimes (4)
- ☐ Often (5)
- ☐ Very Often (6)

50) Online_InPe_WitnessH **Where did the hate that you witnessed occur? [Please select all that apply]**

- ☐ Online (1)
- ☐ In-Person (2)

51) Witness_Hate_Desc **If you are comfortable, can you tell us more about the hate that you witnessed? E.g., what happened?**

52) Witness_Hate_Places **Please select all the places where you witnessed hate:**

- ☐ Attending school or classes (1)
- ☐ Applying for jobs or promotions (2)
- ☐ At your job / work (e.g., from supervisors, co-workers, or clients) (3)
- ☐ Interacting with your neighbours (4)
- ☐ Libraries, community/recreational centres, arenas (5)
- ☐ Public areas, such as parks and sidewalks (6)
- ☐ Stores, banks, or restaurants (7)
- ☐ Public transit, such as buses and trains (8)
- ☐ Taxis / Ubers (9)
- ☐ Interacting with hospitals or healthcare workers (10)
- ☐ Interacting with social or community service workers (11)
- ☐ Applying for programs or benefits (12)
- ☐ Interacting with the police (13)
- ☐ Interacting with the courts (14)
- ☐ Looking for housing (e.g., buying or renting a house or apartment) (15)
- ☐ Attending social or community gatherings (16)
- ☐ Participating in clubs, meetings, or organizations (17)
- ☐ Religious settings (e.g., church, temple, or mosque) (18)

- ☐ Airports or borders (19)
 - ☐ Social media (e.g., Facebook, Twitter, TikTok, YouTube, Snapchat, Instagram, VSCO, LinkedIn, Discord, Clubhouse) (20)
 - ☐ Online gaming platform (21)
 - ☐ Video conferencing platform (e.g., Zoom, Teams) (22)
 - ☐ Via a private chat (e.g., WhatsApp, Telegram, iPhone messaging, a DM, or a personal email) (23)
 - ☐ Dating site (24)
 - ☐ Web forum (e.g., Reddit) (25)
 - ☐ Comment sections (e.g., news sites) (26)
 - ☐ I witnessed hate in other spaces, such as [please specify]: (27)
-

53) Witness_Hate_Reason **What do you think were the reasons for the hate you witnessed? [Please select all that apply]**

- ☐ The target's Indigenous identity (1)
- ☐ The target's race (2)
- ☐ The target's ethnicity or culture (3)
- ☐ The target's status as an immigrant (4)
- ☐ The target's religion or creed (5)
- ☐ The target's language (6)
- ☐ The target's accent (7)
- ☐ The target's gender (8)
- ☐ The target's sexual orientation (9)
- ☐ The target's age (10)
- ☐ The target's physical or mental disability (11)
- ☐ The target's income level (12)
- ☐ The target's clothing (13)
- ☐ The target's physical appearance, such as height, hair style or colour, jewellery, religious symbols, skin tone, tattoos, weight, or other physical characteristics (14)
- ☐ The target's beliefs about social or political issues (15)
- ☐ The target's vaccination status (16)

☐

I witnessed hate because of other reasons, such as [please specify]: (17)

54) Witness_Hate_Type **Which of the following acts of hate did you witness? [Please select all that apply]**

- ☐ Mocking or belittlement (1)
- ☐ Verbal threat or abuse, involving hateful language, comments, or slurs (2)
- ☐ Physical threat or abuse (3)
- ☐ Sexual abuse, including inappropriate touching (4)
- ☐ The target being profiled, watched, or followed (5)
- ☐ Hate motivated property damage or robbery (6)
- ☐ Hate motivated fraud (7)
- ☐ Bullying, harassment, and intimidation (8)
- ☐ Intentional exclusion from accessing services (e.g., housing) (9)
- ☐ Intentional denial of opportunities (e.g., job or promotion) (10)
- ☐ Distribution of hate propaganda, such as flyers, posters, or symbols, that promote hatred or violence against the target or their community (11)
- ☐ Hate motivated rallies or demonstration to promote hate speech or hateful messages against the target or their community (12)
- ☐ Religious vandalism or desecration (13)
- ☐ Offensive comments posted on social media or other online platforms based on the target's perceived or actual identity (14)
- ☐ Online hate speech to cause the target physical or financial harm, or property damage (15)

☐ Offensive and/or altered images or videos posted on social media or other online platforms to show the target or their community in a negative or hateful light (16)

☐ Revenge porn (i.e., sharing the target's sexually explicit images or videos without their consent to cause them embarrassment, humiliation, or harm) (17)

☐ Online harassment, cyberbullying, and cyberstalking, including personal attacks, threats, or intimidation to cause the target physical harm or damage to their property (18)

☐ The target being mobbed online (organized and persistent trolling campaign) (19)

☐ Online hate groups, including online communities and forums that promote hate speech or engage in cyberbullying or harassment against the target or their community (20)

☐ Intentional denial of access to online services, groups, or communities (21)

☐ Swatting (i.e., making a false report of a serious crime, with the intention of sending a large police or SWAT [Special Weapons and Tactics] team to the target's home or workplace) (22)

☐ Doxing (i.e., the release of the target's personal information online, such as an address or phone number with the intention of causing them harm or harassment) (23)

☐ I witnessed other acts of hate, such as [please specify]: (24)

55) Witness_Hate_Law **Did the act(s) you witnessed against someone else break any laws?**

☐ Yes. Explain how? (1) _____

☐ No (2)

☐ Unsure (3)

56) Witness_Hate_Target **When you witnessed hate, did you know the person/people being targeted by hate? [Please check all that apply]**

- ☐ I knew them in-person (1)
- ☐ I knew them only online (2)
- ☐ They are a stranger (e.g., an anonymous online user; a stranger on the street) (3) *[If the only option selected, skip to Q58; else, continue]*

57) Witness_Hate_TarFam **How are you connected to the person/people who was/were being targeted by hate? [Please check all that apply]**

- ☐ Family member / Extended family member / Relatives (1)
 - ☐ Significant other (2)
 - ☐ Friends (3)
 - ☐ Acquaintance / Colleague (4)
 - ☐ Authority figure (e.g., employer, teacher) (5)
 - ☐ Subordinate (e.g., employee, student) (6)
 - ☐ Someone else, please specify: (7)
-

58) Witness_Hate_TarInGr **Was the hate you witnessed toward [please check all that apply]:**

- ☐ An individual (1)
- ☐ A group of people (2)

59) Witness_Hate_Perp **When you witnessed hate, did you know the person/people perpetuating hate? [Please check all that apply]**

- ☐ I knew them in-person (1)
- ☐ I knew them only online (2)
- ☐ They are a stranger (e.g., an anonymous online user; a stranger on the street) (3) *[If the only option selected, skip to Q61; else, continue]*

60) Witness_Hate_PerpFam **How are you connected to the person/people who was/were perpetuating hate? [Please check all that apply]**

- ☐ Family member / Extended family member / Relatives (1)
 - ☐ Significant other (2)
 - ☐ Friends (3)
 - ☐ Acquaintance / Colleague (4)
 - ☐ Authority figure (e.g., employer, teacher) (5)
 - ☐ Subordinate (e.g., employee, student) (6)
 - ☐ Someone else, please specify: (7)
-

61) Witness_Hate_PerpInGr **Was the hate you witnessed carried out by [please check all that apply]:**

- ☐ An individual (1)
- ☐ A group of people (2)

62) Witness_Hate_Interve **When witnessing hate, did you try to help the target or intervene?**

- ☐ Yes (1) *[If selected, display Q63 & skip Q64]*
- ☐ No (2) *[If selected, skip to Q64]*

63) Witnes_Hate_Interv_Y **How did you try to help the target or intervene? [Please check all that apply]**

- ☐ Called out or confronted the perpetrator(s) or their actions (1)
- ☐ Created a distraction so that the perpetrator's attention was drawn elsewhere (2)
- ☐ Created a distraction so that the victim had a way to escape the situation (3)
- ☐ Received help from others (4)
- ☐ Offered support to the person being harassed (5)
- ☐ Stood up for the person being harassed (6)
- ☐ Reported the behaviour to someone in authority (e.g., police, community leader, employer) (7)
- ☐ Documented what you have witnessed (e.g., take notes, photos) (8)
- ☐ I intervened in other ways, such as [please specify]: (9)
-

64) Witnes_Hate_Interv_N **If you didn't try to help the target or intervene, what stopped you?**

- ☐ I didn't think it was serious (1)
 - ☐ I didn't think it was my place, responsibility, or role to intervene (2)
 - ☐ I was worried for my safety (3)
 - ☐ I was worried for the safety of the victim (4)
 - ☐ I was worried for the safety of others around me (5)
 - ☐ No one else seemed concerned (6)
 - ☐ I didn't know what to do (7)
 - ☐ I wasn't sure if the victim wanted help (8)
 - ☐ I didn't think authority figures would do anything about it (9)
 - ☐ I didn't think there was anything that could be done (10)
 - ☐ I was worried that I would be negatively judged by others (11)
 - ☐ I didn't intervene for other reasons, such as [please specify]: (12)
-

65) Witnes_Hate_COVID **Do you agree or disagree that the COVID-19 pandemic has impacted the hate that you have witnessed in Ontario?**

- ☐ Strongly Disagree (1) *[If selected, skip to Q68; else, continue]*
- ☐ Disagree (2) *[If selected, skip to Q68; else, continue]*
- ☐ Slightly Disagree (3) *[If selected, skip to Q68; else, continue]*
- ☐ Neither Agree nor Disagree (4) *[If selected, skip to Q68; else, continue]*
- ☐ Slightly Agree (5)
- ☐ Agree (6)
- ☐ Strongly Agree (7)

66) Witnes_Hate_COVIDInD **Did the pandemic increase or decrease the hate that you have witnessed?**

- ☐ Decreased greatly (1)
- ☐ Moderately Decreased (2)
- ☐ Slightly Decreased (3)
- ☐ Remained about the same (4)
- ☐ Slightly Increased (5)
- ☐ Moderately Increased (6)
- ☐ Increased greatly (7)

67) Witnes_Hate_COVIDDes **Can you tell us more about how the pandemic has affected the hate that you have witnessed?**

68) Witnes_Hate_Impact **How did witnessing hate impact you? [Please check all that apply]**

- ☐ Felt alienated / isolated / unwelcome (1)
- ☐ Felt angry or resentful (2)
- ☐ Felt anxious (3)
- ☐ Felt ashamed (4)
- ☐ Felt depressed (5)
- ☐ Felt scared and insecure (6)
- ☐ Felt targeted (7)
- ☐ Felt vulnerable (8)
- ☐ Had safety concerns (9)
- ☐ Had trust issues (10)
- ☐ Felt a sense of injustice (11)
- ☐ Suffered from lower self-esteem, self-confidence, or self-worth (12)
- ☐ Suffered from post-traumatic stress disorder (13)
- ☐ Suffered from psychological distress (14)
- ☐ Experienced discrimination (15)
- ☐ Experienced interpersonal conflicts (16)
- ☐ Experienced normalization of hate (17)

- ☐ Experienced financial losses (18)
 - ☐ Experienced poor physical health (e.g., chronic pain, eating disorder, sleep disturbances) (19)
 - ☐ Suffered from sexual and reproductive health problems (20)
 - ☐ Suffered from physical harm or injury (21)
 - ☐ Witnessing hate has impacted me in other ways, such as [please specify]: (22)
-

69) Witnes_Hate_Coping **How did you cope with the impact of witnessing hate? [Please check all that apply]**

- ☐ Engaged in self-care (1)
- ☐ Built social connections (2)
- ☐ Focused on personal strengths and resilience, practicing positive self-talk, and finding meaning and purpose in the experience (3)
- ☐ Engaged in activism (4)
- ☐ Sought professional help (5)
- ☐ Took legal action, such as reporting the incident to law enforcement or community organizations (6)
- ☐ Learned and educated about the causes and impact of hate (7)
- ☐ Focused on positive change to address hate (8)
- ☐ Denied or ignored experiences of hate (9)
- ☐ Denied aspects of identity that were targeted (10)
- ☐ Suppressed emotions (11)
- ☐ Responded to self or others with anger or aggression (12)
- ☐ Engaged in self-blame (13)
- ☐ Sought revenge (14)
- ☐ Engaged in negative self-talk (15)
- ☐ Engaged in alcohol or drug use (16)

- ☐ Engaged or thought about self-harm or suicidal behaviour (17)
- ☐ Escaped from the reality of experience of hate by using excessive TV, social media, or video games (18)
- ☐ Avoided certain people, situations, or spaces that trigger trauma (19)
- ☐ Withdrew from places/spaces I would normally go/use (20)
- ☐ Disengaged from social relationships or community involvement (21)
- ☐ I have coped with the situation of witnessing hate in other ways, such as [please specify]: (22) _____
-

Final Thoughts

70) Hate_BroadSoc **Who do you think is responsible for addressing hate in the broader society? [Please check all that apply]**

- ☐ Everyone (1)
- ☐ People with advantages in society based on factors such as higher level of education, higher social status, and wealth, etc. (2)
- ☐ People with disadvantages in society based on their social identities (e.g., race, ethnicity, gender, sexual orientation, disability, and economic status) (3)
- ☐ Community and nonprofit organizations that serve people with social disadvantages (4)
- ☐ Social institutions (e.g., education and healthcare) (5)
- ☐ Government agencies (6)
- ☐ Someone else, please specify: (7) _____
-

71) Final_Thoughts **Do you have anything else you think we should know about your personal experience(s) of hate and/or witnessing of hate in Ontario?**



Understanding **Hate** in Ontario

Table 1: Participant characteristics

N = 3,035. Missing values are not presented.
Note: * denotes a question that participants could select multiple responses to.

	<i>n</i>	%
Gender Identity		
Man	1427	47.02
Woman	1552	51.14
Non-binary, agender, or gender diverse	27	0.89
Trans man	9	0.30
Trans woman	4	0.13
Two-Spirit	5	0.16
Other or I prefer not to mention	11	0.36
Racial Identity*		
Black (African, Afro-Caribbean, African Canadian Descent)	242	7.97
East Asian (Chinese, Korean, Japanese, Taiwanese descent)	290	9.56
Southeast Asian (Filipino, Vietnamese, Cambodian, Thai, Indonesian)	81	2.67
Indigenous (First Nations, Métis, Inuk/Inuit)	251	8.27
Latino (Latin American, Hispanic descent)	41	1.35
Middle Eastern (e.g. Arab, Afghan, Egyptian, Iranian, Lebanese)	178	5.86
South Asian (e.g. Indian, Pakistani, Bangladeshi, Sri Lankan, etc.)	235	7.74
White (European descent)	1864	61.42
Other racial categories	88	2.90
Religion		
Atheist	215	7.08
Buddhist	50	1.65
Christian	1255	41.35
Hindu	80	2.64
Jewish	228	7.51
Muslim	235	7.74
No religious affiliation	800	26.36
Sikh	14	0.46
Traditional (Indigenous) Spirituality	53	1.75
Other	103	3.39
Age		
18-25	357	11.76
25-34	456	15.02
35-44	477	15.72
45-54	566	18.65
55-64	536	17.66
65+	643	21.19
Physical or Mental Disability		
Yes	458	15
Unsure	68	2.24
No	2470	81.38
Political Orientation		
Extremely Conservative	103	3.39
Moderately Conservative	352	11.60
Slightly Conservative	346	11.40
Neither Liberal nor Conservative	807	26.59
Extremely Liberal	262	8.63
Moderately Liberal	803	26.46
Slightly Liberal	359	11.83
Income Level		
130,0001 and above	562	18.52
80,0001 to 13000	786	25.90
45,001 to 80,000	759	25.01
Less than 45,000	642	21.15
I prefer not to answer	219	7.22
No income	48	1.58

Table 2: Details of participants’ experiences of hate over the past 3 years

Note. * denotes a question that participants could select multiple responses to. N = 3,035.

	n	%
Frequency of Experiencing Hate		
Never	1,061	34.96
Rarely	810	26.69
Occasionally	387	12.75
Sometimes	459	15.12
Often	201	6.62
Very Often	110	3.62
Number of Times Hate Was Experienced		
1-3	1,315	43.33
4-6	334	11
7-10	110	3.62
11+	193	6.36
Modality of Hate*		
Online	927	30.54
In-Person	1,372	45.21
Top 10 Places Where Hate Was Experienced*		
1. Social media	635	20.92
2. At a job/work	576	18.98
3. Public areas (e.g., parks, sidewalk)	537	17.69
4. Attending social/community gatherings	437	14.4
5. Interacting with neighbours	435	14.33
6. Applying for jobs/promotions	405	13.34
7. Stores, banks & restaurants	397	13.08
8. Attending school/classes	342	11.27
9. Public transit (buses & trains)	305	10.05
10. Looking for housing	236	7.78
Top 10 Reasons for the Hate*		
1. Race	759	25.01
2. Ethnicity/culture	577	19.01
3. Age	428	14.1
4. Physical appearance	422	13.9
5. Gender	368	12.13
6. Beliefs about social/political issues	360	11.86
7. Income level	274	9.03
8. Religion/creed	268	8.83
9. Vaccination status	254	8.37
10. Clothing	214	7.05
Top 10 Types of Hate Experienced*		
1. Mocking/belittlement	955	31
2. Verbal threat/abuse	758	25
3. Offensive comments on social media/online platfo	522	17
4. Bullying, harassment & intimidation	441	15
5. Profiled/watched/followed	253	8
6/7. Physical threat/abuse	236	8
6/7. Intentional denial of opportunities	236	8
8. Online hate speech to cause physical/financial har	176	6
9. Online harassment, cyberbullying & cyberstalking	168	6
10. Offensive/altered images/videos posted on social	151	5
Did the Hate Break Any Laws?		
Yes	282	9.29
No	921	30.35
Unsure	657	21.65
Number of Perpetrators*		
Perpetrator was an individual	1,693	55.78
Perpetrator was a group	515	16.97
Familiarity with the Perpetrator(s)*		
Knew the perpetrator in-person	695	22.9
Knew the perpetrator online	272	8.96
Perpetrator was a stranger	1,350	44.48
Relationship with the Perpetrator(s) if Known*		
Acquaintance/colleague	358	11.8
Authority figure	218	7.18
Friend	168	5.54
Family member/extended family member/relative	120	3.95
Subordinate	99	3.26
Significant other	60	1.98
Was the Hate Witnessed?		
Yes	856	28.2
No	1,059	34.89
If Witnessed, Was the Hate Intervened Upon?		
Yes	199	6.56
No	651	21.45
Top 10 Impacts of Hate*		
1. Felt angry/resentful	866	28.53
2. Felt alienated/isolated/unwelcome	744	24.51
3. Felt anxious	657	21.65
4. Felt targeted	537	17.69
5. Suffered from low self-esteem	522	17.2
6. Felt a sense of injustice	499	16.44
7. Experienced discrimination	460	15.16
8. Felt depressed	443	14.6
9. Felt vulnerable	408	13.44
10. Had trust issues	376	12.39
Top 10 Coping Methods*		
1. Engaged in self-care	696	22.93
2. Focused on personal strengths & resilience/practic	533	17.56
3. Avoided certain people/spaces/situations that trigge	469	15.45
4. Suppressed emotions	383	12.62
5. Withdrew from places/spaces that I would normal	343	11.3
6. Focused on positive change to address hate	282	9.29
7. Built social connections	278	9.16
8. Denied/ignored experiences of hate	261	8.6
9. Engaged in self-blame	198	6.52
10. Responded to self/others with anger/aggression	196	6.46
10. Escaped from reality by using excessive TV & soci	196	6.46

Table 3: Who, if anyone, participants told about their experiences and the associated outcome(s).

Note. Participants could select multiple responses to this question. N = 3,035.

Source of Support	Outcome: I told them		Outcome: They were helpful		Outcome: They made things worse		Outcome: They did nothing	
	n	%	n	%	n	%	n	%
Family/relatives	774	25.5	558	18.39	102	3.36	493	16.24
Friends	659	21.71	569	18.75	69	2.27	459	15.12
Authority figure (e.g., employer, teacher)	217	7.15	213	7.02	128	4.22	741	24.42
Acquaintances/colleagues	307	10.12	260	8.57	95	3.13	680	22.41
Community/social group	150	4.94	238	7.84	94	3.1	683	22.5
Online platform/tech company	147	4.84	153	5.04	100	3.29	745	24.55
Police	118	3.89	156	5.14	80	2.64	750	24.71

Table 4: Average frequency of experiencing hate in the past 3 years across age groups

Age in Years	n	M	SD
18-24	355	3.03	1.399
25-34	452	2.69	1.438
35-44	477	2.68	1.491
45-54	566	2.49	1.483
55-64	535	2.19	1.401
65+	643	1.86	1.183

Table 5: Details of participants’ experiences of hate over the past 3 years across age groups

Note. Participants could select multiple responses to these questions. ^an = 357, ^bn = 456, ^cn = 477, ^dn = 566, ^en = 536, ^fn = 643

Top 5 Places Where Hate Was Experienced	n	%
18-24. Years Olda		
1. Attending school or classes	150	42
2. Social media	104	29.1
3. Attending social or community gatherings	93	26.1
4. Public areas, such as parks and sidewalks	88	24.6
5. At your job / work (e.g., from supervisors or colleagues)	87	24.4
25-34. Years Oldb		
1. At your job / work (e.g., from supervisors, colleagues, etc.)	120	26.3
2. Social media	113	24.8
3. Applying for jobs or promotions	100	21.9
4. Public areas, such as parks and sidewalks	98	21.5
5. Attending school or classes	76	16.7
35-44 Years Oldc		
1. At your job / work (e.g., from supervisors, colleagues, etc.)	128	26.8
2. Social media	116	24.3
3. Public areas, such as parks and sidewalks	110	23.1
4. Interacting with neighbours	88	18.4
5. Attending social or community gatherings	81	17
45-54 Years Oldd		
1. Social media	126	22.3
2. At your job / work	113	20
3. Interacting with your neighbours	95	16.8
4. Public areas, such as parks and sidewalks	91	16.1
5. Attending social or community gatherings	80	14.1
55-64 Years Olde		
1. At your job / work (e.g., from your supervisor, colleagues, etc.)	86	16
2. Social media	84	15.7
3. Public areas such as parks and sidewalks	83	15.5
4. Interacting with your neighbours	73	13.6
5. Stores, banks, or restaurants	65	12.1
65+ Years Oldf		
1. Social media	91	14.2
2. Public areas such as parks and sidewalks	67	10.4
3/4. Interacting with your neighbours	63	9.8
3/4. Attending social or community gatherings	63	9.8
5. Stores, banks, or restaurants	61	9.5

Top 5 Reasons for the Hate	n	%
18-24 Years Olda		
1. Race	148	41.5
2. Ethnicity or culture	104	29.1
3. Physical appearance	93	26.1
4/5. Gender	81	22.7
4/5. Age	81	22.7
25-34 Years Oldb		
1. Race	166	36.4
2. Ethnicity or culture	124	27.2
3. Physical appearance	92	20.2
4. Age	77	16.9
5. Gender	72	15.8
35-44 Years Oldc		
1. Race	148	31
2. Ethnicity or culture	112	23.5
3. Beliefs about social/political issues	71	14.9
4. Physical appearance	67	14
5. Gender	57	11.9
45-54 Years Oldd		
1. Race	138	24.4
2. Ethnicity or culture	102	18
3. Physical appearance	82	14.5
4. Gender	78	13.8
5. Beliefs about social/political issues	72	12.7
55-64 Years Olde		
1. Race	94	17.5
2. Ethnicity or culture	77	14.4
3. Age	75	14
4. Physical appearance	51	9.5
5. Beliefs about social/political issues	49	9.1
65+ Years Oldf		
1. Age	90	14
2. Beliefs about social/political issues	70	10.9
3. Race	65	10.1
4. Ethnicity or culture	58	9
5. Religion/creed	54	8.4

Top 5 Types of Hate Experienced	n	%
18-24 Years Olda		
1. Mocking or belittlement	171	47.9
2. Verbal threat or abuse	132	37
3. Offensive comments posted on social media or other online platforms	93	26.1
4. Bullying, harassment, and intimidation	71	19.9
5. Physical threat or abuse	53	14.8
25-34 Years Oldb		
1. Mocking or belittlement	175	38.4
2. Verbal threat or abuse	133	29.2
3. Offensive comments posted on social media or other online platforms	90	19.7
4. Bullying, harassment, and intimidation	74	16.2
5. Profiled, watched, or being followed	57	12.5
35-44 Years Oldc		
1. Mocking or belittlement	162	34
2. Verbal threat or abuse	135	28.3
3. Offensive comments posted on social media or other online platforms	113	23.7
4. Bullying, harassment, and intimidation	80	16.8
5. Profiled, watched, or being followed	55	11.5
45-54 Years Oldd		
1. Mocking or belittlement	183	32.3
2. Verbal threat or abuse	146	25.8
3. Offensive comments posted on social media or other online platforms	102	18
4. Bullying, harassment, or intimidation	91	16.1
5. Profiled, watched, or being followed	55	9.7
55-64 Years Olde		
1. Mocking or belittlement	139	25.9
2. Verbal threat or abuse	119	22.2
3. Bullying, harassment, and intimidation	69	12.9
4. Offensive comments posted on social media or other online platforms	67	12.5
5. Intentional denial of opportunities	44	8.2
65+ Years Oldf		
1. Mocking or belittlement	125	19.4
2. Verbal threat or abuse	93	14.5
3. Offensive comments posted on social media or other online platforms	57	8.9
4. Bullying, harassment, and intimidation	56	8.7
5. Intentional denial of opportunities	26	4

Top 5 Impacts of Hate	n	%
18-24 Years Olda		
1. Felt alienated / isolated / unwelcome	132	37
2. Felt angry or resentful	120	33.6
3. Suffered from lower self-esteem and self-confidence	110	30.8
4. Felt anxious	105	29.4
5. Felt targeted	83	23.2
25-34 Years Oldb		
1. Felt alienated / isolated / unwelcome	158	34.6
2/3. Felt angry or resentful	127	27.9
2/3. Felt anxious	127	27.9
4. Suffered from lower self-esteem and self-confidence	105	23
5. Experienced discrimination	94	20.6
35-44 Years Oldc		
1. Felt angry or resentful	163	34.2
2. Felt alienated / isolated / unwelcome	142	29.8
3. Felt anxious	126	26.4
4/5. Felt targeted	99	20.8
4/5. Experienced discrimination	99	20.8
45-54 Years Oldd		
1. Felt angry or resentful	183	32.3
2. Felt anxious	139	24.6
3. Felt alienated / isolated / unwelcome	129	22.8
4. Felt a sense of injustice	115	20.3
5. Felt targeted	101	17.8
55-64 Years Olde		
1. Felt angry or resentful	133	24.8
2. Felt alienated / isolated / unwelcome	102	19
3. Felt targeted	92	17.2
4. Felt anxious	86	16
5. Suffered from lower self-esteem and self-confidence	84	15.7
65+ Years Oldf		
1. Felt angry or resentful	140	21.8
2. Felt a sense of injustice	90	14
3. Felt alienated / isolated / unwelcome	81	12.6
4/5. Felt anxious	74	11.5
4/5. Felt targeted	74	11.5

Top 5 Coping Methods	n	%
18-24 Years Olda		
1. Engaged in self-care	123	34.5
2. Focused on personal strengths and resilience	79	22.1
3. Suppressed emotions	69	19.3
4. Built social connections	56	15.7
5. Denied or ignored experiences of hate	50	14
5. Engaged in self-blame	50	14
25-34 Years Oldb		
1. Engaged in self-care	137	30
2. Focused on personal strengths and resilience	95	20.8
3. Avoided certain people, situations, or spaces that trigger trauma	75	16.4
4. Suppressed emotions	68	14.9
5. Withdrew from places/spaces I would normally go/use	62	13.6
35-44 Years Oldc		
1. Engaged in self-care	122	25.6
2. Avoided certain people, situations, or spaces that trigger trauma	85	17.8
3. Focused on personal strengths and resilience	84	17.6
4/5. Suppressed emotions	69	14.5
4/5. Withdrew from places/spaces I would normally go/use	69	14.5
45-54 Years Oldd		
1. Engaged in self-care	130	23
2. Avoided certain people, situations, or spaces that trigger trauma	110	19.4
3. Focused on personal strengths and resilience	106	18.7
4. Suppressed emotions	81	14.3
5. Withdrew from places/spaces I would normally go/use	67	11.8
55-64 Years Olde		
1. Engaged in self-care	97	18.1
2. Focused on personal strengths and resilience	85	15.9
3. Avoided certain people, situations, or spaces that trigger trauma	81	15.1
4. Withdrew from places/spaces I would normally go/use	65	12.1
5. Suppressed emotions	53	9.9
65+ Years Oldf		
1. Engaged in self-care	87	13.5
2. Focused on personal strengths and resilience	84	13.1
3. Avoid certain people, situations, or spaces that trigger trauma	70	10.9
4. Focused on positive change to address hate	44	6.8
5. Supressed emotions	43	6.7

Table 6: Average frequency of experiencing hate in the past 3 years across genders

Note. Non-cisgender includes non-binary, agender, or gender diverse; trans men; trans women; and Two-Spirit responses.

Gender	n	M	SD
Men	1,421	2.47	1.482
Women	1,551	2.35	1.386
Non-cisgender	45	3.6	1.514

Table 7: Details of participants’ experiences of hate over the past 3 years across genders

Note: Participants could select multiple responses to these questions. Non-cisgender includes non-binary, agender, or gender diverse; trans men; trans women; and Two-Spirit responses.

Note: ^an = 1,427 , ^bn = 1,552 , ^cn = 45.

Top 5 Places Where Hate Was Experienced

	n	%
Men ^a		
1. Social media	312	21.9
2. Public areas such as parks and sidewalks	242	17
3. At your job / work	231	16.2
4. Attending social or community gatherings	199	13.9
5. Interacting with your neighbours	197	13.8
Women ^b		
1. At your job / work	327	21.1
2. Social media	298	19.2
3. Public areas such as parks and sidewalks	277	17.8
4. Interacting with your neighbours	230	14.8
5. Stores, banks, or restaurants	228	14.7
Non-Cisgender ^c		
1. Social media	23	51.1
2. Attending school or classes	19	42.2
3/4. At your job/work	17	37.8
3/4. Attending social or community gatherings	17	37.8
5. Public areas such as parks and sidewalks	16	35.6

Top 5 Reasons for the Hate

	n	%
Men ^a		
1. Race	404	28.3
2. Ethnicity or culture	282	19.8
3. Beliefs about social/political issues	192	13.5
4. Age	183	12.8
5. Physical appearance	171	12
Women ^b		
1. Race	349	22.5
2. Ethnicity or culture	285	18.4
3. Gender	244	15.7
4. Age	238	15.3
5. Physical appearance	234	15.1
Non-Cisgender ^c		
1. Gender	26	57.8
2. Sexual orientation	25	55.6
3. Physical appearance	16	35.6
4. Physical or mental disability	14	31.1
5/6. Ethnicity or culture	9	20
5/6. Beliefs about social/political issues	9	20

Top 5 Types of Hate Experienced

	n	%
Men ^a		
1. Mocking or belittlement	438	30.7
2. Verbal threat or abuse	356	24.9
3. Offensive comments posted on social media or other online platforms	255	17.9
4. Bullying, harassment, and intimidation	192	13.5
5. Physical threat or abuse	123	8.6
Women ^b		
1. Mocking or belittlement	480	30.9
2. Verbal threat or abuse	374	24.1
3. Offensive comments posted on social media or other online platforms	243	15.7
4. Bullying, harassment, and intimidation	231	14.9
5. Intentional denial of opportunities	129	8.3
Non-Cisgender ^c		
1. Mocking or belittlement	32	71.1
2. Verbal threat or abuse	25	55.6
3. Offensive comments posted on social media or other online platforms	22	48.9
4. Bullying, harassment, and intimidation	17	37.8
5. Physical threat or abuse	12	26.7

Top 5 Impacts of Hate

	n	%
Men ^a		
1. Felt angry or resentful	391	27.4
2. Felt alienated / isolated / unwelcome	311	21.8
3. Felt anxious	248	17.4
4. Felt targeted	239	16.7
5. Felt a sense of injustice	220	15.4
Women ^b		
1. Felt angry or resentful	454	29.3
2. Felt alienated / isolated / unwelcome	400	25.8
3. Felt anxious	390	25.1
4. Suffered from lower self-esteem and self-confidence	294	18.9
5. Felt targeted	277	17.8
Non-Cisgender ^c		
1. Felt alienated / isolated / unwelcome	29	64.4
2. Felt targeted	19	42.2
3/4/5/6.Felt angry or resentful	18	40
3/4/5/6.Felt anxious	18	40
3/4/5/6.Felt depressed	18	40
3/4/5/6.Experienced discrimination	18	40

Top 5 Coping Methods

	n	%
Men ^a		
1. Engaged in self-care	297	20.8
2. Focused on personal strengths and resilience	221	15.5
3. Avoided certain people, situations, or spaces that trigger trauma	178	12.5
4. Suppressed emotions	175	12.3
5. Withdrew from places/spaces I would normally go/use	143	10
Women ^b		
1. Engaged in self-care	377	24.3
2. Focused on personal strengths and resilience	302	19.5
3. Avoided certain people, situations, or spaces that trigger trauma	273	17.6
4. Suppressed emotions	194	12.5
5. Withdrew from places/spaces I would normally go/use	185	11.9
Non-Cisgender ^c		
1. Engaged in self-care	21	46.7
2. Engaged in self-blame	16	35.6
3/4. Avoided certain people, situations, or spaces that trigger trauma	15	33.3
3/4. Withdrew from places/spaces I would normally go/use	15	33.3
5. Suppressed emotions	14	31.1

Table 8: Average frequency of experiencing hate in the past 3 years across sexual orientations

Note: 2SLGBTQIA+ includes asexual, bisexual, gay, lesbian, pansexual, queer, questioning, and Two-Spirit responses.

Sexual Orientations	n	M	SD
2SLGBTQIA+	376	2.93	1.526
Heterosexual / Straight	2,566	2.33	1.406

Table 9: Details of participants’ experiences of hate over the past 3 years across sexual orientations

Note: Participants could select multiple responses to these questions. 2SLGBTQIA+ includes asexual, bisexual, gay, lesbian, pansexual, queer, questioning, and Two-Spirit responses.

Note: ^an = 377 , ^bn = 2,571.

Top 5 Places Where Hate Was Experienced

	n	%
2SLGBTQIA+ ^a		
1. Social media	118	31.3
2. At your job / work	103	27.3
3. Public areas such as parks and sidewalks	95	25.2
4. Attending social or community gatherings	94	24.9
5. Attending school or classes	82	21.8
Heterosexual / Straight ^b		
1. Social media	498	19.4
2. At your job / work	455	17.7
3. Public areas such as parks and sidewalks	425	16.5
4. Interacting with your neighbours	358	13.9
5. Attending social or community gatherings	331	12.9

Top 5 Reasons for the Hate

	n	%
2SLGBTQIA+ ^a		
1. Race	100	26.5
2. Sexual orientation	94	24.9
3. Physical appearance	91	24.1
4. Gender	90	23.9
5. Ethnicity / culture	78	20.7
Heterosexual / Straight ^b		
1. Race	638	24.8
2. Ethnicity / culture	474	18.4
3. Age	341	13.3
4. Physical appearance	317	12.3
5. Beliefs about social or political issues	282	11

Top 5 Types of Hate Experienced

	n	%
2SLGBTQIA+ ^a		
1. Mocking or belittlement	182	48.3
2. Verbal threat or abuse	142	37.7
3. Offensive comments posted on social media or other online platforms	123	32.6
4. Bullying, harassment, and intimidation	91	24.1
5. Physical threat or abuse	54	14.3
Heterosexual / Straight ^b		
1. Mocking or belittlement	747	29.1
2. Verbal threat or abuse	585	22.8
3. Offensive comments posted on social media or other online platforms	388	15.1
4. Bullying, harassment, and intimidation	330	12.8
5. Profiled, watched, or being followed	204	7.9

Top 5 Impacts of Hate

	n	%
2SLGBTQIA+ ^a		
1. Felt angry or resentful	140	37.1
2. Felt alienated / isolated / unwelcome	132	35
3. Felt anxious	117	31
4. Suffered from lower self-esteem and self-confidence	101	26.8
5. Felt targeted	95	25.2
Heterosexual / Straight ^b		
1. Felt angry or resentful	713	27.7
2. Felt alienated / isolated / unwelcome	585	22.8
3. Felt anxious	520	20.2
4. Felt targeted	426	16.6
5. Felt a sense of injustice	408	15.9

Top 5 Coping Methods

	n	%
2SLGBTQIA+ ^a		
1. Engaged in self-care	136	36.1
2. Avoided certain people, situations, or spaces that trigger trauma	87	23.1
3. Suppressed emotions	82	21.8
4. Focused on personal strengths and resilience	79	21
5. Withdrew from places/spaces I would normally go/use	71	18.8
Heterosexual / Straight ^b		
1. Engaged in self-care	533	20.7
2. Focused on personal strengths and resilience	438	17
3. Avoided certain people, situations, or spaces that trigger trauma	369	14.4
4. Suppressed emotions	291	11.3
5. Withdrew from places/spaces I would normally go/use	264	10.3

Table 10: Average frequency of experiencing hate in the past 3 years for those who did and did not identify as Black

Group	n	M	SD
Black	242	2.73	1.399
Non-Black	2,786	2.4	1.444

Contact info@mosaicinstitute.ca to request the full dataset

Table 11: Details regarding hate experienced by participants who did and did not identify as Black.

Comparisons were made via Chi-square analyses. Odds ratios (OR) have been calculated for comparisons deemed to be statistically significant ($\alpha = .05$).

Note: Participants could select multiple responses to these questions. ^a $n = 242$. ^b $n = 2,786$.

	Black ^a		Non-Black ^b		Comparison Statistics			OR
	<i>n</i>	%	<i>n</i>	%	χ^2	<i>df</i>	<i>p</i>	
Modality of Hate								
Online	69	28.5	858	30.7	0.511	1	0.475	--
In-Person	158	65.3	1,214	43.5	42.82	1	<.001	2.446
Top 5 Places of Hate Reported by Black Participants								
At your job / work	84	34.7	492	17.6	42.327	1	<.001	2.486
Public areas, such as parks and sidewalks	63	26	474	17	12.558	1	<.001	1.722
Attending school or classes	61	25.2	281	10.1	51.093	1	<.001	3.013
Applying for jobs or promotions	59	24.4	346	12.4	27.696	1	<.001	2.28
Stores, banks, or restaurants	56	23.1	341	12.2	23.406	1	<.001	2.165
Top 5 Reasons of Hate Reported by Black Participants								
Race	161	66.5	598	21.4	241.733	1	<.001	7.296
Ethnicity or culture	92	38	485	17.4	61.688	1	<.001	2.919
Physical appearance	55	22.7	367	13.1	17.1	1	<.001	1.944
Gender	43	17.8	325	11.6	7.86	1	0.005	1.641
Age	42	17.4	386	13.8	2.298	1	0.13	--
Top 5 Types of Hate Reported by Black Participants								
Mocking or belittlement	85	35.1	870	31.1	1.631	1	0.201	--
Verbal threat or abuse	80	33.3	678	24.3	9.168	1	0.002	1.54
Offensive comments posted on social media or other online platforms	58	24	464	16.6	8.457	1	0.004	1.582
Profiled, watched, or being followed	52	21.5	201	7.2	59.524	1	<.001	3.529
Bullying, harassment, and intimidation	40	16.5	401	14.4	0.846	1	0.358	--
Top 5 Impacts of Hate Reported by Black Participants								
Felt angry or resentful	95	39.3	771	27.6	14.826	1	<.001	1.695
Felt alienated / isolated / unwelcome	84	34.7	660	23.6	14.776	1	<.001	1.718
Suffered from lower self-esteem and self-confidence	63	26	459	16.4	14.409	1	<.001	1.79
Experienced discrimination	59	24.4	401	14.4	17.398	1	<.001	1.923
Felt targeted	57	23.6	480	17.2	6.201	1	0.013	1.485
Felt a sense of injustice	57	23.6	442	15.8	9.682	1	0.002	1.639
Top 5 Coping Strategies Reported by Black Participants								
Engaged in self-care	88	36.4	608	21.8	26.842	1	<.001	2.054
Focused on personal strengths and resilience	82	33.9	451	16.1	48.393	1	<.001	2.661
Avoid certain people, situations, or spaces that trigger trauma	51	21.1	418	15	6.36	1	0.012	1.517
Focused on positive change to address hate	43	17.8	239	8.6	22.421	1	<.001	2.309
Suppressed emotions	40	16.5	343	12.3	3.645	1	0.056	--

Table 12: Average frequency of experiencing hate in the past 3 years for those who did and did not identify as East Asian

Group	n	M	SD
East Asian	289	2.55	1.279
Non-East Asian	2,739	2.41	1.459

Table 13: Details regarding hate experienced by participants who did and did not identify as East Asian.

Comparisons were made via Chi-square analyses. Odds ratios (OR) have been calculated for comparisons deemed to be statistically significant (α = .05).
Note. Participants could select multiple responses to these questions. ^a*n* = 289. ^b*n* = 2,739.

	East Asian ^a		Non-East Asian ^b		Comparison Statistics			OR
	<i>n</i>	%	<i>n</i>	%	<i>χ</i> ²	<i>df</i>	<i>p</i>	
Modality of Hate*								
Online	79	27.2	848	30.9	1.648	1	0.199	--
In-Person	161	55.5	1,211	44.1	13.763	1	<.001	1.581
Top 5 Places of Hate Reported by East Asian Participants								
Public areas, such as parks and sidewalks	67	23.1	470	17.1	6.444	1	0.011	1.454
Stores, banks, or restaurants	48	16.6	349	12.7	3.398	1	0.065	--
Social media	46	15.9	588	21.4	4.904	1	0.027	0.692
Applying for jobs or promotions	38	13.1	367	13.4	0.016	1	0.899	--
Attending school or classes	37	12.8	305	11.1	0.712	1	0.399	--
Top 5 Reasons of Hate Reported by East Asian Participants								
Race	157	54.1	602	21.9	145.074	1	<.001	4.202
Ethnicity or culture	100	34.5	477	17.4	49.845	1	<.001	2.502
Gender	24	8.3	344	12.5	4.459	1	0.035	0.63
Age	24	8.3	404	14.7	8.985	1	0.003	0.523
Physical appearance	22	7.6	400	14.6	10.692	1	0.001	0.481
Top 5 Types of Hate Reported by East Asian Participants								
Mocking or belittlement	91	31.4	864	31.5	0.001	1	0.973	--
Verbal threat or abuse	79	27.2	679	24.7	0.879	1	0.349	--
Offensive comments posted on social media or other online platforms	39	13.4	483	17.6	3.168	1	0.075	--
Bullying, harassment, and intimidation	27	9.3	414	15.1	7.035	1	0.008	0.578
Profiled, watched, or being followed	20	6.9	233	8.5	0.87	1	0.351	--
Top 5 Impacts of Hate Reported by East Asian Participants								
Felt alienated/ isolated/ unwelcome	83	28.6	661	24.1	2.922	1	0.087	--
Felt angry or resentful	76	26.2	790	28.8	0.851	1	0.356	--
Felt targeted	67	23.1	470	17.1	6.444	1	0.011	1.454
Experienced discrimination	60	20.7	400	14.6	7.634	1	0.006	1.529
Felt anxious	55	19	602	21.9	1.36	1	0.244	--
Top 5 Coping Strategies Reported by East Asian Participants								
Engaged in self-care	66	22.8	630	23	0.005	1	0.941	--
Focused on personal strengths and resilience	39	13.4	494	18	3.747	1	0.053	--
Suppressed emotions	37	12.8	346	12.6	0.006	1	0.94	--
Avoided certain people, situations, or spaces that trigger trauma	35	12.1	434	15.8	2.811	1	0.094	--
Denied or ignored experiences of hate	30	10.3	231	8.4	1.242	1	0.265	--

Table 14: Average frequency of experiencing hate in the past 3 years for those who did and did not identify as Indigenous.

Group	n	M	SD
Indigenous	251	3.08	1.543
Non-Indigenous	2,777	2.37	1.419

Table 15: Details regarding hate experienced by participants who did and did not identify as Indigenous.

Comparisons were made via Chi-square analyses. Odds ratios (OR) have been calculated for comparisons deemed to be statistically significant ($\alpha = .05$).
Note: Participants could select multiple responses to these questions. ^a $n = 251$. ^b $n = 2,777$.

	Indigenous ^a		Non-Indigenous ^b		Comparison Statistics			OR
	<i>n</i>	%	<i>n</i>	%	χ^2	<i>df</i>	<i>p</i>	
Modality of Hate*								
Online	113	45	814	29.2	27.03	1	<.001	1.982
In-Person	155	61.8	1217	43.7	30.247	1	<.001	2.079
Top 5 Places of Hate Reported by Indigenous Participants								
Social media	90	35.9	544	19.5	37.091	1	<.001	2.302
Attending social or community gatherings	76	30.3	361	13	55.985	1	<.001	2.915
At your job / work	75	29.9	501	18	21.15	1	<.001	1.942
Interacting with your neighbours	70	27.9	365	13.1	40.951	1	<.001	2.563
Public areas, such as parks and sidewalks	65	25.9	472	17	12.643	1	<.001	1.712
Top 5 Reasons of Hate Reported by Indigenous Participants								
Indigenous identity	105	41.8	64	2.3	684.347	1	<.001	30.565
Physical appearance	66	26.3	356	12.8	35.091	1	<.001	2.433
Vaccination status	62	24.7	192	6.9	95.177	1	<.001	4.429
Beliefs about social/ political issues	57	22.7	303	10.9	30.798	1	<.001	2.406
Race	55	21.9	704	25.3	1.398	1	0.237	--
Top 5 Types of Hate Reported by Indigenous Participants								
Mocking or belittlement	130	51.8	825	29.6	52.426	1	<.001	2.551
Verbal threat or abuse	109	43.4	649	23.3	49.715	1	<.001	2.525
Offensive comments posted on social media or other online platforms	77	30.7	445	16	34.903	1	<.001	2.326
Bullying, harassment, and intimidation	64	25.5	377	13.5	26.503	1	<.001	2.185
Profiled, watched, or being followed	48	19.1	205	7.4	41.671	1	<.001	2.975
Top 5 Impacts of Hate Reported by Indigenous Participants								
Felt angry or resentful	104	41.4	762	27.4	22.331	1	<.001	1.877
Felt alienated / isolated / unwelcome	102	40.6	642	23.1	38.441	1	<.001	2.284
Suffered from lower self-esteem and self-confidence	92	36.7	430	15.4	72.717	1	<.001	3.168
Felt anxious	85	33.9	572	20.5	24.079	1	<.001	1.98
Felt targeted	75	29.9	462	16.6	27.906	1	<.001	2.142
Top 5 Coping Strategies Reported by Indigenous Participants								
Engaged in self-care	79	31.5	617	22.2	11.296	1	<.001	1.613
Focused on personal strengths and resilience	69	27.5	464	16.7	18.63	1	<.001	1.896
Avoided certain people, situations, or spaces that triggered trauma	68	27.1	401	14.4	28.369	1	<.001	2.208
Suppressed emotions	66	26.3	317	11.4	46.407	1	<.001	2.776
Withdrew from places/spaces that I would normally go/use	58	23.1	285	10.2	38.047	1	<.001	2.635

Table 16: Average frequency of experiencing hate in the past 3 years for those who did and did not identify as Jewish

Group	n	M	SD
Jewish	228	2.34	1.429
Non-Jewish	2,798	2.43	1.443

Table 17: Details regarding hate experienced by participants who did and did not identify as Jewish.

Comparisons were made via Chi-square analyses. Odds ratios (OR) have been calculated for comparisons deemed to be statistically significant (α = .05).

Note. Participants could select multiple responses to these questions. ^a*n* = 228 . ^b*n* = 2,798 .

	Jewish ^a		Non-Jewish ^b		Comparison Statistics			OR
	<i>n</i>	%	<i>n</i>	%	<i>χ</i> ²	<i>df</i>	<i>p</i>	
Modality of Hate*								
Online	70	30.7	856	30.5	0.003	1	0.954	--
In-Person	88	38.6	1284	45.8	4.387	1	0.036	0.745
Top 5 Places of Hate Reported by Jewish Participants								
Social media	50	21.9	583	20.8	0.168	1	0.682	--
Attending social or community gatherings	37	16.2	399	14.2	0.688	1	0.407	--
Public areas, such as parks and sidewalks	34	14.9	502	17.9	1.291	1	0.256	--
Interacting with your neighbours	29	12.7	406	14.5	0.529	1	0.467	--
At your job / work	27	11.8	549	19.6	8.19	1	0.004	0.552
Comment sections	27	11.8	207	7.4	5.897	1	0.015	1.686
Top 5 Reasons of Hate Reported by Jewish Participants								
Religion or creed	81	35.5	187	6.7	218.018	1	<.001	7.714
Ethnicity or culture	48	21.1	529	18.9	0.659	1	0.417	--
Beliefs about social/political issues	23	10.1	337	12	0.748	1	0.387	--
Age	22	9.6	405	14.4	3.998	1	0.046	0.633
Race	21	9.2	738	26.3	32.861	1	<.001	0.284
Top 5 Types of Hate Reported by Jewish Participants								
Verbal threat or abuse	54	23.7	703	25.1	0.214	1	0.644	--
Mocking or belittlement	43	18.9	911	32.5	18.137	1	<.001	0.483
Offensive comments posted on social media or other online platforms	42	18.4	479	17.1	0.268	1	0.605	--
Hate motivated rallies and demonstration to promote hate speech or hate messages	27	11.8	72	2.6	57.451	1	<.001	5.099
Religious vandalism or desecration	27	11.8	115	4.1	28.323	1	<.001	3.142
Top 5 Impacts of Hate Reported by Jewish Participants								
Felt angry or resentful	68	29.8	797	28.4	0.206	1	0.65	--
Felt alienated / isolated / unwelcome	44	19.3	699	24.9	3.603	1	0.058	--
Felt anxious	44	19.3	613	21.9	0.812	1	0.368	--
Felt targeted	42	18.4	495	17.6	0.087	1	0.768	--
Felt a sense of injustice	35	15.4	463	16.5	0.205	1	0.651	--
Top 5 Coping Strategies Reported by Jewish Participants								
Engaged in self-care	36	15.8	660	23.5	7.144	1	0.008	0.609
Focused on personal strengths and resilience	30	13.2	502	17.9	3.274	1	0.07	--
Avoided certain people, situations, or spaces that trigger trauma	30	13.2	438	15.6	0.976	1	0.323	--
Suppressed emotions	20	8.8	362	12.9	3.273	1	0.07	--
Engaged in activism	19	8.3	144	5.1	4.245	1	0.039	1.68
Focused on positive change to address hate	19	8.3	262	9.3	0.254	1	0.614	--

Table 18: Average frequency of experiencing hate in the past 3 years for those who did and did not identify as Muslim.

Group	n	M	SD
Muslim	235	2.57	1.461
Non-Muslim	2,791	2.41	1.440

Table 19: Details regarding hate experienced by participants who identified as Muslim vs. those who did not identify as Muslim.

Comparisons were made via Chi-square analyses. Odds ratios have been calculated for comparisons deemed to be statistically significant (α = .05).
Note. Participants could select multiple responses to these questions. ^a*n* = 235 . ^b*n* = 2,791.

	Muslim ^a		Non-Muslim ^b		Comparison Statistics			OR
	<i>n</i>	%	<i>n</i>	%	<i>χ</i> ²	<i>df</i>	<i>p</i>	
Modality of Hate*								
Online	63	26.8	863	30.8	1.664	1	0.197	--
In-Person	129	54.9	1243	44.4	9.591	1	0.002	1.522
Top 5 Places of Hate Reported by Muslim Participants								
At your job / work	53	22.6	523	18.7	2.101	1	0.147	--
Applying for jobs or promotions	52	22.1	352	12.6	17.115	1	<.001	1.975
Attending school or classes	49	20.9	293	10.5	23.344	1	<.001	2.252
Public areas, such as parks and sidewalks	48	20.4	488	17.4	1.327	1	0.249	--
Attending social or community gatherings	43	18.3	393	14	3.185	1	0.074	--
Top 5 Reasons of Hate Reported by Muslim Participants								
Race	96	40.9	663	23.7	34.007	1	<.001	2.224
Ethnicity or culture	90	38.3	487	17.4	61.428	1	<.001	2.945
Religion/creed	63	26.8	205	7.3	102.145	1	<.001	4.633
Physical appearance	34	14.5	387	13.8	0.074	1	0.786	--
Clothing	30	12.8	184	6.6	12.666	1	<.001	2.079
Top 5 Types of Hate Reported by Muslim Participants								
Mocking or belittlement	66	28.1	888	31.7	1.341	1	0.247	--
Verbal threat or abuse	55	23.4	702	25.1	0.329	1	0.566	--
Bullying, harassment, or intimidation	43	18.3	397	14.2	2.951	1	0.086	--
Offensive comments posted on social media or other online platforms	36	15.3	485	17.3	0.618	1	0.432	--
Religious vandalism or desecration	32	13.6	110	3.9	45.573	1	<.001	3.852
Top 5 Impacts of Hate Reported by Muslim Participants								
Felt alienated / isolated / unwelcome	62	26.4	681	24.3	0.49	1	0.484	--
Felt angry or resentful	62	26.4	803	28.7	0.57	1	0.45	--
Suffered from lower self-esteem and self-confidence	46	19.6	476	17	0.999	1	0.318	--
Felt anxious	43	18.3	614	21.9	1.699	1	0.192	--
Experienced discrimination	42	17.9	418	14.9	1.45	1	0.229	--
Top 5 Coping Strategies Reported by Muslim Participants								
Engaged in self-care	65	27.7	631	22.6	3.199	1	0.074	--
Focused on personal strengths and resilience	44	18.7	488	17.4	0.246	1	0.62	--
Avoided certain people, situations, or spaces that trigger trauma	29	12.3	439	15.7	1.864	1	0.172	--
Suppressed emotions	28	11.9	354	12.7	0.107	1	0.744	--
Denied or ignored experiences of hate	26	11.1	235	8.4	1.958	1	0.162	--
Withdrew from places/spaces I would normally go/use	26	11.1	317	11.3	0.015	1	0.902	--

Table 20: Average level of agreement that hate is prevalent in various sectors of society

Sector	n	M	SD
Law enforcement	3,016	5.05	1.654
Business	3,018	4.82	1.542
Government	3,015	4.73	1.632
Places of worship & religious organizations	3,019	4.67	1.689
Education	3,010	4.63	1.636
Social services	3,016	4.51	1.617
Health	3,027	4.33	1.669
Non-profit & volunteer organizations	3,016	4	1.517