



## Final Evaluation Report

### Hate Crimes Project

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#### Funded by:



**United Way**  
Kitchener Waterloo & Area



THE KITCHENER  
AND WATERLOO  
COMMUNITY  
FOUNDATION

#### Community Partners:



Kitchener - Waterloo  
Multicultural Centre



Kitchener Downtown  
COMMUNITY HEALTH CENTRE



Our Place  
People. Resources. and  
Quality of Life.

## **Executive Summary**

The Coalition of Muslim Women had been encountering many stories from its membership about discrimination or prejudice and decided to launch a pilot project, the Hate Crimes Project in October 2012. An initial awareness workshop was held in November 2012 in which about 30 community members participated and Victim Services and WRPS were invited to present. The formal start of the project was through a generous grant from Kitchener-Waterloo Community Foundation and United Way of Kitchener Waterloo. The grant enabled CMW to arrange a second awareness workshop in April 2013 which was again attended by about 30 participants. The next phase of the project was to train a group of 14 volunteers who were going to provide one-on-one assistance to victims of hate incidents. After three days of intense training and two months of regular meetings, the Coalition realized that our service's goal needs to be changed from providing assistance to education and awareness. It was also decided that there is a greater need to collect and document incidents to understand the extent and severity of the issue.

The major findings were that with limited resources at hand, more focus was needed for prevention rather than assistance. Education and awareness is to be imparted using different channels like workshops, e-mails, facebook, phone calls etc. Through our team of volunteers, we also found that being able to share stories requires diverse strategies because assurances of anonymity are not enough and building trust takes time. So far almost 40 incidents have been collected and the Coalition will continue to document more. The effects on our volunteers have been profound and this core group's experience working on the project will reverberate positively in the community. CMW's recommendations are to formalize the project at a professional level and with paid staff. More agencies need to be involved for better support.

## **Background**

The Hate Crimes Project was conceived in October 2012 because the Coalition of Muslim Women of KW (CMW) were hearing many personal stories of local Muslim women who related their experience of rude or discriminatory attitude due to their religion. Examples of such incidents include a Muslim woman who found a derogatory message scrawled on the dusty windshield of her parked car outside the K-W Surplus store on Victoria Street. Another Muslim woman was yelled at by a Kitchener bus driver who called her ignorant and accused her of not knowing English. Addressing these concerns became a priority for the Coalition of Muslim Women especially due to Coalition's dual goals of empowerment of Muslim women and

building bridges with the larger community. CMW build upon the workshop on Hate Crimes at KW Multicultural Center and created a committee comprised of five members, including the project coordinator. This committee took the project forward with our project supervisor's help.

According to Statistics Canada, Kitchener-Cambridge-Waterloo reported the highest rate of police-reported hate crime in 2009 at just under 18 incidents per 100,000 population. The effects of hate crimes are far reaching. The physical and emotional consequences can affect not only the victim, but family members, friends and the entire community. According to this report, a very small number of hate crimes – only one in every ten incidents – are ever reported to law enforcement. Canadian Council of Muslim Women's study notes that the estimates for Muslims, in particular the females, are said to be much higher. There is a general reluctance to report because: the victims are afraid for their safety, afraid of reprisal, uncertainty and lack of awareness of police roles/duties/responsibilities, fear of jeopardizing immigration status resulting in deportation, cultural and language barriers, members of public don't realize that acts of harassment or intimidation or physical violence motivated by hate is a crime. Given the details above, the Coalition of Muslim Women felt the need to educate and provide support for the women of the Muslim community so that issues of hate, prejudice or bias are addressed, fears are resolved and re-victimization is avoided.

Keeping these issues in mind, the project objectives were formulated to:

- Increase awareness about hate crimes and hate incidents, their prevention and reporting among Muslim women in KW.
- Build bridges between the victimized community (i.e. Muslim women) and the Waterloo Regional Police Services.
- Provide one-to-one support and assistance to victims in navigating the system.
- Develop capacity of victimized community members to speak out about the impact of hate crimes/incidents on them.
- Raise public awareness about the occurrence and impact of hate crimes/hate incidents against Muslim women through presentations, workshops, educational campaigns in schools or workplaces etc.

The following activities were executed to fulfill the project objectives.

### **Hate Crimes Awareness Workshop**

The first event was an awareness workshop held in November 2012. This workshop was arranged in partnership with KW Counseling Services and Kitchener Downtown Community Health Center. There were 53 initial registrations and 38 total attendees.

The topics and speakers were:

- i. Understanding hate crimes and hate incidents – presented by Saleha Khan, Human Rights educator.
- ii. The reporting procedure – presented by Lee Fitzpatrick, Director, Community Resources, Waterloo Regional Police Services
- iii. Healing / taking care of yourself – presented by Saleha Khan
- iv. Prevention – presented by Saleha Khan
- v. Community resources – presented by Victim Services of Waterloo Region

The second community awareness workshop was held in April 2013. Here on the project was being funded The Kitchener and Waterloo Community Foundation and United Way of Kitchener-Waterloo and Area. The workshop partners include the Kitchener Downtown Community Health Centre, KW Counselling Services, KW Multicultural Centre, and Our Place Family Resource and Early Years Centre. There were 32 pre-registrations for this workshop and about 33 attended. In this workshop, Imam Noman Tarek from the Muslim Social Services presented on response to hate incidents and healing from an Islamic perspective. Additionally, Lee Fitzpatrick, Director, Community Resources from the WRPS and Victim Services spoke on the reporting and community resources respectively.

*“I learnt about the difference between hate crimes and hate incidents and the importance of community involvement”*

*“Reporting incidents and crimes is important in order for the police to have a record of occurrences in the community”*

by

Participants paid \$5 registration fees for the workshop. Light refreshments, tea and coffee were available.

### **Evaluation Summary**

- Guest speakers were invited from the Muslim as well as from the larger community, thus fostering bonds of trust.
- Many women shared their personal stories for the first time at these sessions. This aspect of the workshops was critical as it provided a safe space for women to relate their experiences. Healing starts at this stage, when one is able to find one’s voice and has assurance that someone is listening.
- Detailed evaluation forms were distributed in both workshops. Majority of the participants filled out these forms and provided useful feedback. The open-ended answers are copied in Appendix C. Most of the comments from both the workshops reflect a very positive response and an encouragement to conduct similar endeavors. Participants related

that they have realized the importance of recognizing a hate crime and incident and the need to report it. In this sense the goal of our workshop to create awareness was accomplished.

- The suggestions for improvement included that more workshops should take place and speakers should be given additional time to explain more.
- Childcare facility was fully utilized by the participants.

### **Remarks regarding the workshops**

The workshops were attended well which depicts the community's need to learn more about the topic at hand, i.e. Hate Crimes. Additionally, the participants became familiar with two important community organizations, the WRPS and Victim Services. This facilitates bridge building amongst the community. The participants were also introduced to two important organizations, The Kitchener and Waterloo Community Foundation and United Way of Kitchener-Waterloo and Area. Thus two of our project goals of spreading awareness and community bridge-building were achieved through these workshops.

### **Peer Support Service**

One of the goals of the project was to provide a peer support service to the victims of hate incidents. CMW aimed to train around 10 women who would provide short-term support which included immediate emotional support so as to aid the victims to cope with the initial shock, helping the victims to report the incident as well as navigate the system generally.

### **Training**

For this end the Coalition arranged a 3 day session in September 2013 at Kitchener Downtown Community Health Center. The response to our call for volunteers was higher than anticipated and 15 participants registered for the training (training poster is attached in appendix D). Childcare was provided during the sessions. Some of the topics covered included 'Role of the volunteer', 'Introduction to Hate Crimes', 'Providing emotional support', 'Public speaking', 'Self-care' etc. The presenters were local as well as from Toronto. Some of the local agencies came to introduce their work, for example, Victim Services, Crime Prevention Council, Community Justice Initiative. Details of the topics and the presenters can be found in

appendix E. Training feedback was conducted (appendix F). A pre-post assessment was carried out (appendix G) and each participant was given a certificate of completion by KCCHC's Eric Goldberg (appendix H).

Analyzing the pre and post assessment one can see clearly that most of the attendees joined the support service without any background knowledge of even the difference between hate crimes and hate incidents. Post-assessment revealed their learning on various topics covered.

Next we provided an orientation session for our Peer Support Workers at KW Counselling. The service was based out of Coalition of Muslim Women's work space at KW Counselling. Letters for police checks were given out, consent for privacy was signed, commitment statements were also signed along with project overview and the roles of the volunteers.

- The first task of the group was to reach out to their network, their family, friends, co-workers, neighbors, community members and educate them about hate crimes. Outreach was essential as without community knowledge, the service would not be utilized.
- Another task which was accomplished was to design the pamphlet. It is attached as appendix I.
- Our Facebook page was created in July 2013 and at the time of writing this report it had 57 'likes'.
- Our project webpage has been linked through the CMW website. An online submission of incidents link is provided.

## **Service Launch**

Peer Support Service for Hate Crimes and Incidents was formally launched in February 2014. It was attended by individuals and various community agencies like Kitchener-Waterloo Multicultural Centre, Muslim Social Services, Muslim Association of Canada – Kitchener Imam, KW Counselling, Ontario Early Years Center etc.

The peer support service soon started giving a number of workshops and training sessions in our region.

- We have introduced our service at KW Counselling (March 2014), Crime Prevention Council (October 2013), Waterloo Mosque (ongoing), Kitchener Mosque (ongoing), Our Place Family support and Early Years Center (October 2014).
- An information booth was set up at CMW's annual June events of 2013 and 2014, attended by various sections of the community.

- Our core group of 10 peer support workers have been reaching out to their circle of friends and acquaintances.
- A training was conducted at YWCA's Mary's Place in May 2014. This two hour training was for the staff members, giving them tools and strategies to recognize and resolve a hate incident. We also suggested ways to improve the physical environment and activities to foster better relations between Muslim residents and others.

It was a few weeks after the launch when CMW realized the need to modify the goals of our project. We noticed that the volunteers themselves have not shared their own experiences till now even though we have been meeting regularly and the messages of documenting incidents have been given out repeatedly. This made us re-think our objectives of providing one-on-one assistance and change our focus to prevention strategies and documentation of incidents. More work was to be done to educate so that Muslim women would feel comfortable approaching a service for assistance. Over the next few months we became satisfied with this change in our project as we realized that the community members were not comfortable in documenting their stories informally and anonymously with us. We also learnt along the way how our core volunteer group can be the focus group and through this we came to know that repetition was critical to convey our message.

*"I learnt about the emotional impact and how to deal with victims who have been affected. There are many victims out there who are dealing with hate crimes and incidents without reporting them. They are suffering emotionally!"*  
*"[I've learnt to] pass the information to others in the community who might face difficulty in living in the new society (new comers) who don't know that there are people caring for them and can relieve them from feeling outsiders"*

The impact on our peer support group was profound.

- Everyone felt the change within the group - from being unsure and not confident to share their stories even within the group to feeling comfortable to express their concerns and discuss issue of discrimination openly.
- They expressed how being involved in the project helped them realize that they shouldn't stay silent and keep the anger inside. That they should talk about it and there are many caring organizations and people who care about solving problems.
- They felt empowered to learn that there are many community organizations and resources that are willing to help and support them.

- Many new skills were developed by them such as how to overcome difficulty as a new comer.
- The importance of self-care.
- Volunteers also felt that the project should continue and that there is still need for this kind of work. They suggested that collection of incidents should be continued and that we should keep on providing referrals because there might be more need for this work due to recent parliament shootings and the events in Montreal. Detailed comments are listed in Appendix J.

We devised a number of strategies to stress the importance of documenting incidents.

- We would stress on how all incidents will be kept anonymous and their identity will be protected.
- We conveyed to them that these incidents will help us in research and to really get to know the extent and severity of the issue at hand.
- Relating to the community how documenting incidents will also help in making a case for more grants and partnerships with other social agencies because we will have proof that there is an actual problem with prejudice in our region.
- It was also mentioned that we have to be proactive now and stop these incidents at this stage, rather than them becoming criminal cases - that acting now will help our future generations.
- CMW was able to collect 35 incidents so far. Out of 35, 10 of them took place on Grand River Transport (GRT) where the victim was either rudely spoken to or passengers harassed a victim while the driver did not do anything about it. This has been noticed by a community member who e-mailed us after the hate crimes project was covered by the newspaper. He mentioned how he has witnessed bigoted behavior to Muslim women passengers on three different occasions while the

*“The incident that happened with me was on the bus. There was a construction site just across the street right behind the bus stop I usually stop at, they put a paper on the lighting column saying that this bus stop is canceled because of the construction, first of all the paper was very high and facing the opposite side of the street so I didn't see it, second it was written in a small hand writing IN PEN. I was waiting for the bus to stop because I didn't see the sign, the driver stopped and then she started yelling on me as if i am an ignorant and I don't know English. I got frozen and I just said sorry but I didn't see the sign sorry , I was going to cry and I felt so embarrassed. This was insulting and humiliating”*



driver did not intervene. CMW took up the case with the customer services at GRT and related the complaints.

- We were also able to find out that a few incidents have taken place at the mall. This is an area where outreach needs to be taken place and mechanisms of complaints has to be established.

## Media Coverage

Throughout our project the Coalition has been very pro-active in engaging the media. CMW has been sending out regular press releases. Accessing the media has been important because it is a great channel to broadcast our message. Waterloo region's media has been very supportive and has covered our story at all stages of the project.

<http://www.therecord.com/news/local/article/915061--local-muslim-women-urged-to-recognize-and-report-hate-crimes>

<http://www.cbc.ca/player/Radio/Local+Shows/Ontario/The+Morning+Edition+-+K-W/ID/2381684960/>

Rogers TV interview not available

<http://www.thecanadiancharger.com/page.php?id=5&a=1506>

<http://www.therecord.com/news-story/2625989-local-muslim-women-urged-to-recognize-and-report-hate-crimes/>

<http://metronews.ca/news/kitchener/625400/local-muslim-women-urged-to-recognize-and-report-hate-crimes/>

<http://www.cbc.ca/player/Radio/Local+Shows/Ontario/The+Morning+Edition+-+K-W/ID/2381684960/>

<http://www.kitchenerpost.ca/whats-on/hate-crime-project/>

<http://www.exchangemagazine.com/morningpost/2014/week48/Wednesday/14120308.htm>

<http://www.therecord.com/news-story/5188866-local-muslim-women-document-report-hate-incidents/>

<http://www.therecord.com/opinion-story/5203498-incidents-of-hate-concern-us-all/> (Waterloo Region Record Editorial)

## **Positive Outcomes**

A member of the volunteer team herself faced a discriminatory incident and due to her involvement with the project she was able to pursue the case. She was given a traffic violation ticket and believed in her heart that she did nothing wrong but the police officer gave her the ticket because of her Islamic head covering. She mentioned this incident to one of the team members and upon receiving positive response she decided to challenge it even though she was very reluctant to do so and wanted to just let go. She was given full support and another team member went with her to the court date. Her charge was dropped easily by the judge. The result was that she felt confident within her own self as well as felt confident in the Canadian system as well.

Another member related how a friend of hers was experiencing difficulty with a rude neighbor and after attending a hate crimes presentation she called the police the next time an issue came up. The police was able to help her and gave a warning to the neighbor.

Lastly, CMW followed up on the issue of incidents taking place on GRT. GRT advised us to spread the message for the victims to note the bus number and other details. They also asked us to inform the community that bus has cameras and any misconduct can be tracked down and investigated.

## **Findings**

1. As we started the project our impression was to do an awareness workshop, launch the service and start providing one-on-one assistance to the victims. As we moved forward we realized that more focus and energy was needed on education and awareness component rather than victim assistance. Thus our primary goal changed from assistance to prevention.
2. We found that learning about the hate crimes and hate incidents was itself very complex. It was hard for the participants to know differences between abuse and hate incident. People needed constant education and awareness to understand the concept and to know the impacts. This finding was through our volunteer group which comprised of 14 participants who took the intensive three day training together, received thorough orientation and ongoing guidance through bi-weekly meetings. They grasped the concept after several weeks of group affiliations,

repeating information, and sharing thoughts. After all this, the volunteers were ready and empowered to relate their stories and experiences.

3. Awareness takes repetition and diverse strategies. The same message needs to be repeated several time using different approaches. For example, we presented in mosque study circles, one on one on the phone or personally in small gatherings, workshops, through e-mails, facebook etc.
4. Due to recent events of parliament shooting, more people have started becoming concerned.

### **Challenges**

1. We found it challenging to engage the community as fully as we planned due to limited resources and time. Our Peer Support Service was not staffed regularly which decreased the commitment level.
2. Although people felt excited and realized the importance of this project, they were not open to share their personal experiences for the following reasons;
  - they were afraid how other people will respond if they know what happened to them
  - They were embarrassed to share because of the thinking that it happened to them because they did something wrong
  - They were scared to report to police or seek help from the larger community because of the fear that system won't help them
  - There was an attitude of acceptance for these types of incidents because of the fact that we live in a country where majority is different, so we can't stop it. "Just accept the reality and live with it".
  - Jeopardizing immigration status was another issue which made people feel uncomfortable in reporting the incident even-though complete assurances were given to protect their identity. There could also be an issue of trust as well. Some immigrants come from highly state controlled societies where the state is deeply pervasive in every segment of the society. For such cases, it takes a much longer time to accept assurances of confidentiality.
3. More time was spent on the project than originally stated because of the sensitivity of the project. The project volunteers took longer than expected to feel comfortable talking about the project and delivering it to the focus community. It was hard to bring up the issues of hate crimes and incidents specifically in the context of worldwide stereotypical views about Islam and Muslims in general.

4. It was a learning curve for everyone involved. It took time for us to navigate the various resources.

## **Recommendations**

1. We believe this project is critical for this community, particularly due to recent parliament shooting incident which has caused a spike in anti-Muslim sentiments. Up till now, the hate groups were relying on generating sentimental affinity with events that occurred out-side Canada, but now they can effectively exploit the sentiments using Canadian examples.
2. Project should continue on an ongoing basis and should be implemented on more professional level.
3. Project should be implemented at a much larger scale.
4. Support from other service providers should be increased.
5. Financial resources should be made available so that we are able to pay staff.
6. A recent study published by National Council of Canadian Muslims (NCCM) titled “2013 ODIHR Hate Crime Report” states that “only a fraction of actual hate crimes are reported to police authorities and a similar small percentage is reported to NCCM... NCCM’s experience indicates that crimes committed against Muslim institutions are likely more frequently reported to authorities than crimes against individuals.” Their report goes on to state that “the public discussion of the Charter and Quebec values might explain why, unlike previous years, the majority of hate crimes reported in 2013 were comprised of attacks against individuals with over 90% of attacks involving Muslim women wearing Islamic head-coverings. This trend towards attacks on Muslim women is also a departure from the general hate crime trends previously reported in Canada which identified young males as the most likely victims of hate crimes (see Allen, Mary & Boyce, Jilian, *Police-reported hate crime in Canada*, 2011, Canadian Centre for Justice Statistics).”

## **Conclusion**

The project achieved its (modified/updated) objectives and goals of creating awareness on how to recognize hate incidents, to differentiate between hate crimes and hate related incidents, how to respond effectively and how to heal. A critical group of Muslim women was empowered through this project which will have reverberating positive effect on the community as a whole. More education needs to be given as women are still not sure why are incidents happening to them.

This leads to internalization of these incidents to the effect that their sense of citizenship is compromised. Additionally, the fear and shame gets transferred to their children which stimes their thriving potential. Many have yet to realize how effective response by them will trigger the system to work for them. Despite these limitations, we have been able to collect significant number of incidents.

**APPENDIX A**

**Workshop Evaluation Form**



**Hate Crime Awareness Workshop**

April 25<sup>th</sup>, 2013

**Thank you for taking a few minutes to complete this form. Your feedback will be anonymous, and will be used to improve this workshop for the future.**

**PART A: Background information:** *Please check the appropriate box*

- 1. How long have you been in Canada?  0-3 years       3 – 6 year       6 +years
- 2. Age Range (yrs):  18 – 24       25 – 35       36 – 46       47 – 57       58 +
- 3. Which language(s) do you speak? \_\_\_\_\_
- 4. How did you hear about this workshop?  
 Friend     Mosque     Newspaper     Email       Facebook     Other----- (please specify)
- 6. Have you attended any of CMW’s past events?     Yes     No

**PART B: General:** *Please circle the appropriate number for each row below.*

1. Speakers	Poor	Needs Work	Satisfactory	Good	Excellent
2. Content	Poor	Needs Work	Satisfactory	Good	Excellent

3. Childcare Services	Poor	Needs Work	Satisfactory	Good	Excellent
4. Location	Poor	Needs Work	Satisfactory	Good	Excellent
5. Schedule of the training	Very Poor	Needs Work	Satisfactory	Good	Excellent

**PART C:** For questions 1-4, please circle the appropriate choice.

1. I feel confident that I can identify a hate crime or hate incident if I saw it or heard about it.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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2. I feel confident that I would report a hate crime or incident to Waterloo Regional Police Services and that I understand the procedure to file a report.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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3. I feel confident that I will speak out against incidents or hate crime or hate incidents in our community

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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4. I am aware of the community resources that exist in our region that can provide assistance if a hate crime or hate incident occurs and I would be able to refer others to these services.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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5. What is the most important thing/message you will take away from today's session?

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6. What could we do to improve? Do you have any other suggestions or comments?

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**Thank you for your feedback**

**Please fill out the ballot below, cut it and put it in the draw box**

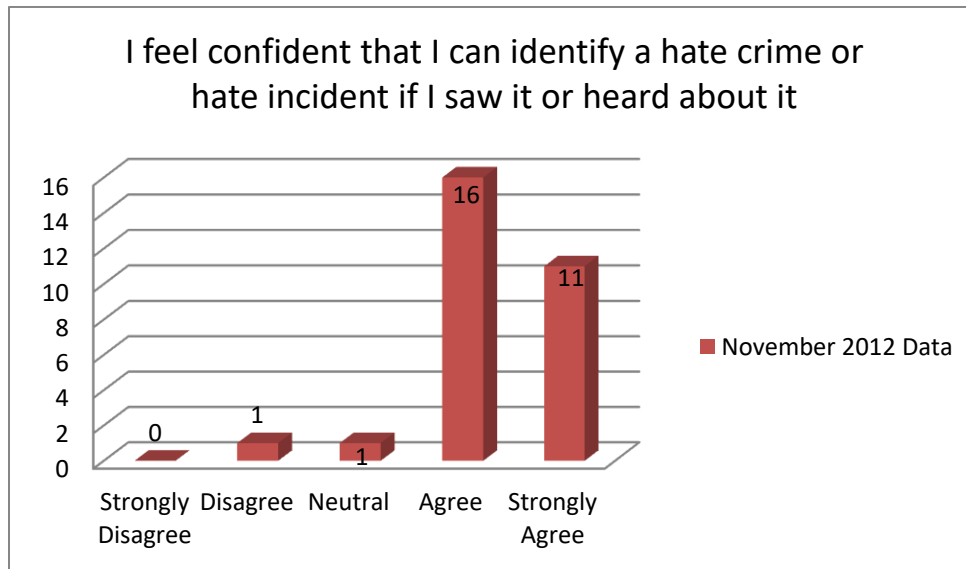
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Name: \_\_\_\_\_ Phone: \_\_\_\_\_

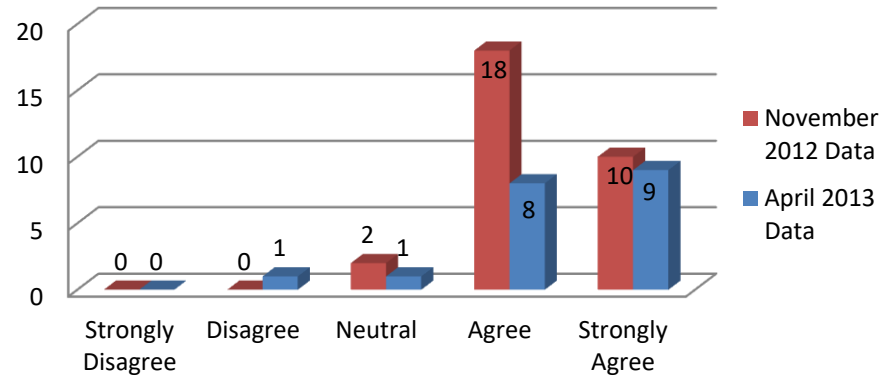
Email: \_\_\_\_\_

### APPENDIX B

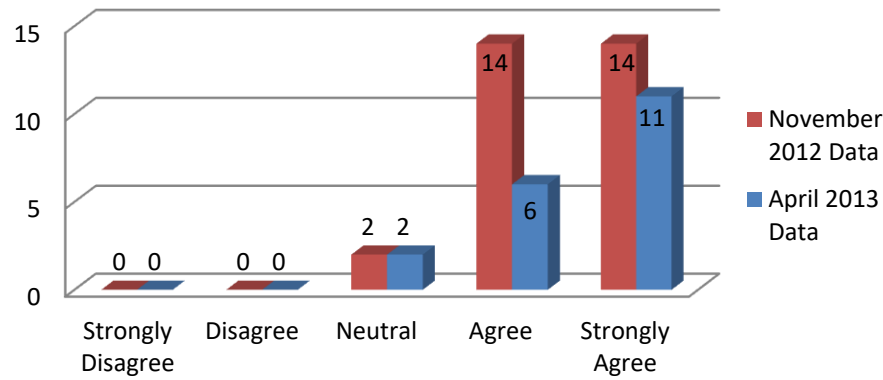
#### Workshop evaluation Graphs



### I Feel Confident to Report a Hate Crime and Understand the procedure to File a Report

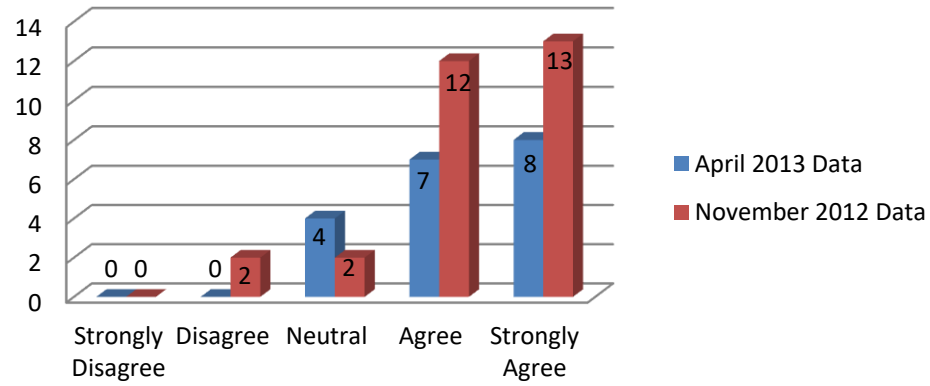


### Feeling Confident to Speak out Against hate Crimes





**I am aware of the community resources that exist in our region that can provide assistance if a hate crime or hate cident occurs and I would be able to refer others to these services**



## APPENDIX C

### Comments and Suggestions

Question: What is the most important thing/message you will take away from today's session

Workshop 1 (Nov 2012)

- Report Incidents - get any details-relevant-Time-location-??
- Knowledge of what a hate crime is, and how to report it
- The need for respect amongst all cultures, religions
- It is important to report if you see a hate crime
- Understanding exact meaning of hate crime, the situation that we can face.
- Do not little or ignore things that might turn out later to be a life altering situation
- All of the sessions were important, but I would use the services from community resources, Chatter Ahuja ( Victim Services) or do reffer others to these services
- Be brave and --- the responsibility being citizen. No matter what report even the smallest hate incidence.
- that reporting incidents and crimes is important in order for the police to have record of occurances in the community
- to report, report, report! Not to remain quiet
- report any hate crime or incident of any type
- we are all a victim of hate incidents. We need to report incidents that we experience or see/witness
- speak out against incidents
- distinguish between hate crime and hate incident
- if you see it/experience it and do nothing then you condone the behavior. Make a change - stand up for what is right
- it is very important to report hate crime and hate incidents
- report any sort of crime to further prevent expansion of crime
- it is important to understand the impact of hate crimes/incidents and prevent them by reporting them
- the question and answer - but could be better in we can ask right after the presentation
- differences between hate crimes/incidents - importance of community involvement
- learnd difference between hate crime/incident
- that hate incidents are worth reporting, that victim services will assist in determining when how to report

Workshop 2 (April 2013)

- resources for report, what are crimes. Protect ourselves and our community from crimes.
- take action, don't stay quiet

- self awareness is important. Contribute as muslims
- never do a hate-related incident and what it is
- being called a hate related incident
- i speakout against hate-crime
- there are services available! Be proactive, respond
- i know about what i can do if there any crime.
- in order to prevent possibilities of hate incidents you must become involved with your community
- contact the authorities to report to hate crimes
- speak up, don't let the pattern continue!
- a lot of information and really helpful
- that reporting hate related incidents is necessary
- so many caring individuals!
- reporting is important
- i have learnt the important of reporting hate crime incidents and speaking against of it

Question 2: What could we do to improve? Do you have any other suggestions or comments?

Workshop 1 (November 2012)

- Make quality contact with criminal, who often is not aware that they really harm the victim. Frequently education - getting to know the people they are harming can solve the problem.
- Brochures for capturing 1) Saliha's hate crime/incident definitions 2) victim services, 3) "How to" guide a.

In--? B. Identity, c. Who to call, what to say

- Reporting when you see something that is wrong
- Interact with this and don't neglect it, and reported to police and talk
- Doing this kind of workshop more often for everyone it does not matter if the particepents speak English or Not
- Everything else was excellent
- Please invite Mosque leader to ask them what they are doing for these issues and how important they take in consideration for having women participation.
- Have the questions right after the presentations
- nothing - it was a good event
- more material to go home with
- from time to time bring some speaker to the community to speak about it
- need more examples

- more education and awareness to schools, public and private about different cultures/religious/ hate crimes
- easy report
- spread the words and educate others
- have the training on weekday
- more time for the speakers so that they explain more
- more take home information, especially on safety planning, reporting, victim impact

#### Workshop 2 (April 2013)

- workshop like that should be continued.
- maybe different topics such as islamic topics. Something all ages can learn from. Thankyou
- reach out to non-muslims and create awareness
- great job
- make education about hate crime and started with young people
- it was great. Have more presentations throughout the year
- do this for teenagers
- more frequently workshops
- i need presentation for our youth through this shaikh (imam)
- please continue to hold these awareness sessions for muslim women! Thank you very much
- the location if possible to be somewhere easy to reach
- make workshops more interactive
- keep providing workshop... We learn, we take the info into the community! Wonderful workshop, thankyou
- keep doing these kind of awareness and workshop

Have you ever dreamed of helping your Muslim sisters combat Hate incidents?

**WAIT NO MORE !**

Coalition of Muslim Women of KW



Now is your chance.  
Sign up for **FREE**

Coalition of Muslim Women of KW presents:

# Hate Crimes Training

Monday, Tuesday and Wednesday  
September 23rd, 24th and 25th 2013  
9:30 am until 2:30 pm

**Kitchener Downtown Community Health Centre (KDCHC)  
44 Francis St South**

- Increase awareness about hate crimes, their prevention and reporting among Muslim women
- Provide one-to-one support and assistance to victims
- Build bridges between victims and social service agencies

**For Registration: Wisam Osman 519-884-0000 ext 263,**

## APPENDIX E

### Hate Crimes Training

#### Coalition of Muslim Women of KW

##### Agenda for Day 1 - Sept. 23<sup>rd</sup>

- 9:30am Registration
- 9:45am Welcome and project introduction
- 10:00am 'Role of the Volunteers' by Ghazala Fauzia
- 11:30am Break
- 12:00pm 'Hate Crimes – Introduction & procedures' by Sharifa Khan, National Council of Canadian Muslims

##### Agenda for Day 2 - Sept. 24<sup>th</sup>

- 9:30am 'Introduction to Victim Services' by Victim Services
- 10:00am 'Providing Emotional Support' by Rose Rabidoux
- 12:00noon Break
- 12:30pm 'Introduction to Crime Prevention Council' by Chris Sadeler, Executive Director
- 1:30pm 'Introduction to Community Justice Initiative' by Chris Cowie, Executive Director

##### Agenda for Day 3 Sept. 25<sup>th</sup>

- 9:30am 'Public speaking' by Georgina Green, DTM
- 11:30am Break

12:00noon 'Understanding your Role as a Public Educator for Hate Crimes Project' by Fauzia Mazhar

1:30pm 'Self-care' by Keghani Mardikian, MSW, RSW. Counsellor

2:10pm Assessment, Certificates & Closing remarks

**APPENDIX F**



**Hate Crime Training for Volunteers**  
*Sept. 23 -25, 2013*  
Feedback Form

[The Coalition of Muslim Women (CMW) would like you to kindly take a few minutes to complete this form. Your feedback is greatly appreciated and will be used to improve CMW future training. All information is kept confidential.]

1. Are you?             CMW member                       CMW Volunteer
2. AGE:                       25 & under    26 – 30    31 – 40    41 – 50    50 & above
4. Educational/ Professional Background:  High school    College or University    Master/PhD
5. How did you hear about the training?    Friends    E-mail                       Facebook  
 Flyers/Posters    Other   \_\_\_\_\_
6. Your first language? \_\_\_\_\_

**7. How did you find the presentations?**

Day 1

Topic	Poor	Satisfactory	Good	Excellent
Volunteer Role, Responsibilities & ethics				
Hate Crimes, Introduction, Procedure & Reporting				

Day 2

Introduction to Victim Services				
Effects of Trauma, Active listening and Communication				
Introduction to Crime Prevention Council				



Introduction to Community Justice Initiative				
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**Day 3**

Public Speaking				
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Understanding your Role as a Public Educator for CMW				
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Self Care				
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**8. How did you find overall arrangement?**

Time				
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Location				
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Food				
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Childcare				
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MC's of the training				
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9. Did this training increase your understanding about hate crimes/incidents, procedures to report and knowledge about resources?  
 Not at all      some t       Very much     

10. What new skills and tools did you learn from this training that can help you in supporting the victims? \_\_\_\_\_

\_\_\_\_\_

11. Any comments/suggestions for improvement?

[Please feel free to write on the back of the page for further comments. We appreciate your feedback.]

## APPENDIX G

# Hate Crimes Training Training Assessment

**Name:** \_\_\_\_\_

1. True or False? As a volunteer, it is important that you are aware of your biases and beliefs?
  - True
  - False
2. True or false? Part of your responsibility as a volunteer is to make decisions for victims.
  - True
  - False
3. Do you know the difference between hate crimes and hate incidents?
  - Yes
  - No
4. True or False? You must not reveal information obtained during your volunteer training.
  - True
  - False
5. True or False? As a crisis response volunteer, it is important that you are able to give good advice to victims.
  - True
  - False
6. Do you agree that self-care is important in one-o-one crisis assistance work
  - Agree

- Disagree

7. Do you know of any agencies that provide service to victims of crimes? Please list the names.

APPENDIX H

# CERTIFICATE OF TRAINING

The *Coalition of Muslim Women of K-W* certifies that

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**Has successfully completed the Hate Crimes Training**

*Ghazala Fauzia*, CMW: \_\_\_\_\_

*Date of Completion*: 25<sup>th</sup> September, 2013



## APPENDIX I

### GOALS OF THE PROJECT

Increased awareness of hate incidents including prevention and reporting

Developing community capacity to speak out against hate crimes and incidents in Waterloo Region

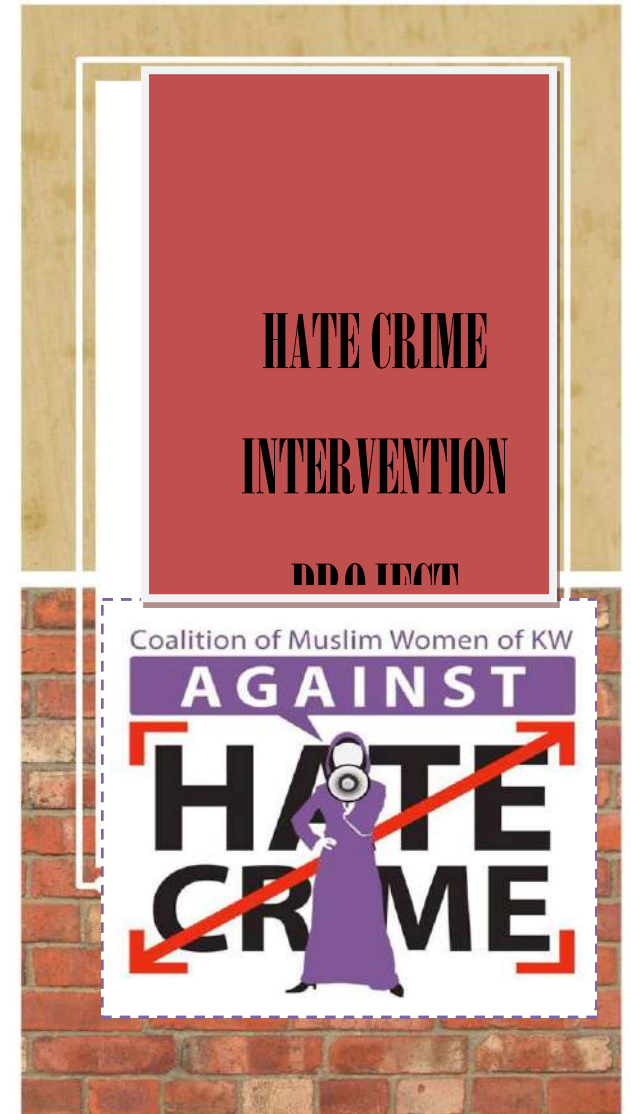
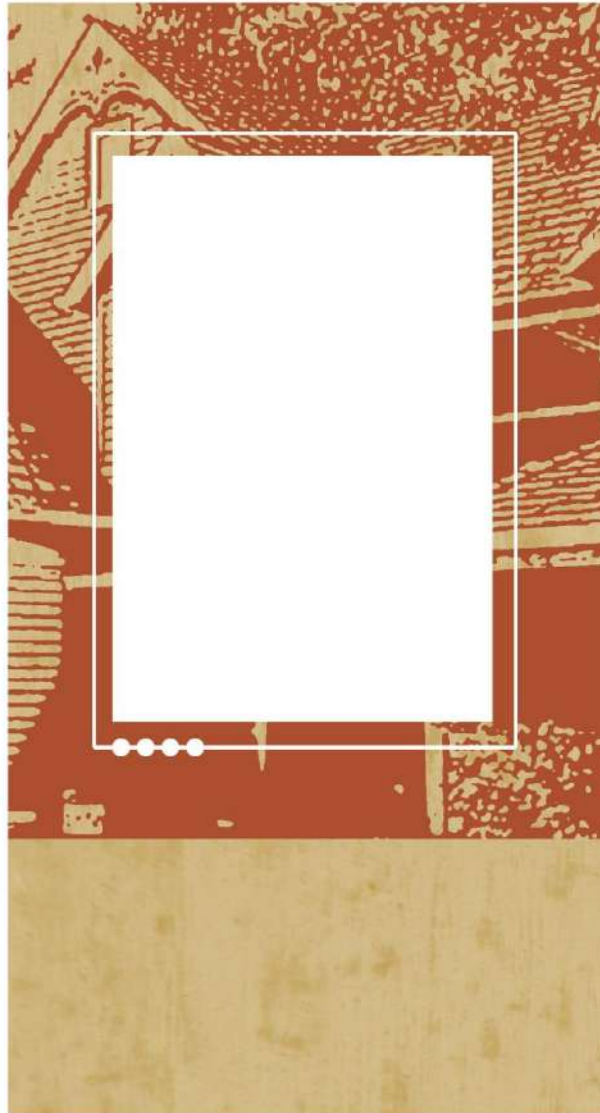
Building stronger, safer communities

*In 2009, Kitchener-Cambridge-Waterloo reported the highest rate of hate crime in Canada.*

*If you are a Muslim woman and you have experienced discrimination or harassment, please do not hesitate to contact our service. We can help.*

### SERVICES

- One to One peer support for Muslim women victims navigating the system
- Referral to provincial and community resources
- Documentation of incidents for statistical purposes
- Public education seminars for schools, workplaces and community agencies



TELEPHONE: 519-884-0000 EXT.263

EMAIL:  
peersupportservice\_hci@hotmail.com

ADDRESS: 480 Charles St E, Kitchener O

## APPENDIX J

### Peer Support Workers Feedback

Q. How has this project increased your personal understanding about hate crimes/incidents, procedures to report, knowledge about resources, dealing with situations etc?

- Before doing the hate crime project, I did not have much information about how to report the incident and what services available to me. After having the training I got to know that there are many available services such as crime prevention and victim services. I also learned how to empower muslim women who face hate incident to report and seek help.
- How I am aware that we shouldn't stay silent and keep the anger inside. We should talk about that and there are many organizations and people care about solving the problems like victim services and crime prevention.
- I learnt about the emotional impact and how to deal with victims who have been affected. There are many victims out there who are dealing with hate crimes and incidents without reporting them. They are suffering emotionally!
- More awareness, more background, and more about resources.