

Responding to Hate-Motivated Incidents



Great neighbourhoods start with you.



How to reach us

Neighbourhoods Team

✉ neighbourhoods@waterloo.ca ☎ 519.747.8772

Reconciliation, Equity, Accessibility, Diversity, and Inclusion Team

✉ diversityandinclusion@waterloo.ca

TTY

☎ 1.866.786.3941 (TTY)

E-news updates

Visit waterloo.ca/subscribe and sign up to receive monthly updates on all things neighbourhoods. Waterloo Neighbourhoods e-newsletter includes information about neighbourhood projects, grants, ideas, and what's happening.

Accessible formats

This material is available in alternative accessible format upon request. Please contact us a minimum of 3-5 business days before it is required.

Content warning

The information in this resource discusses experiences of racism, discrimination, hate symbols, mental health, and other areas that impact individual and community well-being. Some content may be difficult to read, and/or remind people of challenging personal experiences. We encourage all people to prioritize their own well-being when reviewing this information. If needed, please reach out to any of the following resources for support:



Counselling Collaborative of Waterloo Region - 519-804-1097

Here 24/7 - 1-844-437-3247 (HERE247)

Why this guide might support you or others

Supporting a diverse and inclusive community helps create a city where everyone feels a sense of belonging and connection. Hate-motivated graffiti and other hateful incidents are difficult for those impacted. Each person will process these experiences differently and may find varying supports helpful as a result of any act of hate. This guide is meant to assist neighbours to work through challenging times following nearby hate incidents. Each individual and neighbourhood should explore what is most useful to them and know that they are not alone. Please use this guide and other resources in your support networks to process, seek help, and show community care to those affected.

In this guide, you will find:

- Information on what hate and discrimination is,
- Ways to report hate incidents, and
- Ideas for neighbourhood action to help create an inclusive community.

What is hate and discrimination?

Definitions and explanations

2SLGBTQ+: 2SLGBTQ+ is a shortened form of an umbrella term that refers to the most commonly discussed queer identities and/or orientations: 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer/ Questioning. Both because there are many queer identities and orientations not covered by the 2SLGBTQ+ initialism and because the list changes and grows as our understanding evolves, we use the + to include all of the other identities not covered by the shortened initialism (Spectrum, 2023).

Anti-Asian Racism: in Canada, anti-Asian racism refers to historical and ongoing discrimination, negative stereotyping, and injustice experienced by peoples of Asian descent, based on others' assumptions about their ethnicity and nationality. Peoples of Asian descent are subjected to specific overt and subtle racist tropes and stereotypes at individual and systemic levels, which lead to their ongoing social, economic, political and cultural marginalization, disadvantage and unequal treatment. These stereotypes are rooted in Canada's long history of racist and exclusionary laws, and often mask racism faced by peoples of Asian descent, while erasing their historical contributions to building Canada. The term Asian encompasses a wide range of identities that the very term Asian can obscure. While all may experience being "otherized," specific experiences of anti-Asian racism vary. Some are constantly being perceived to be a threat, some face gendered exoticification and violence, some are more likely to be subjected to online hate and racist portrayals in the media, while others face Islamophobia and other forms of religious-based discrimination (Government of Canada, 2023).

Anti-Black Racism: prejudice, attitudes, beliefs, stereotyping and discrimination that is directed at people of African descent and is rooted in their unique history and experience of enslavement. Anti-Black racism is deeply entrenched in Canadian institutions, policies and practices, such that anti-Black racism is either functionally normalized or rendered invisible to the larger white society. Anti-Black racism is manifested in the legacy of the current social, economic, and political marginalization of African Canadians in society such as the lack of opportunities, lower socio-economic status, higher unemployment, significant poverty rates and overrepresentation in the criminal justice system (Government of Ontario, 2023).

Anti-Semitism: a certain perception of Jewish people, which may be expressed as hatred toward Jewish people. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities. It is expressed in speech, writing, visual forms and action, and employs sinister stereotypes and negative character traits (International Holocaust Remembrance Alliance, 2023).

Discrimination: the unequal treatment of people because of race, religion, sex or other personal and social characteristics. If discrimination is occurring at your workplace, housing, or in social interactions such as with a service provider, then legal civil action can be taken through Ontario Human Rights Tribunal. (Report Hate, 2023).

Exclusionary Behaviours: also known as “microaggressions” (a term no longer used, as the impact of these behaviours is not “small”), exclusionary behaviours are comments or actions that negatively impact individuals from an equity-deserving group. Exclusionary behaviours can be intentional or unintentional, and while they are more subtle than hate-motivated acts, they still have a major impact on a person’s mental health over time. An example from an article by Yetunde Hofmann is an insensitive comment or inappropriate use of a phrase; “My ideas fell on deaf ears” could be insulting and hurtful to a person who identifies as deaf (Hofmann, 2022).

Hate Crime: there is no specific “Hate Crime” charge in the Criminal Code of Canada, but there are three laws under the Criminal Code of Canada in relation to hatred: Advocating Genocide, Public Incitement of Hatred and Wilful Promotion of Hatred. Advocating Genocide is a person who advocates or promotes genocide. Public Incitement of Hatred is everyone who, by communicating statements in any public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace. Wilful Promotion of Hatred is everyone who, by communicating statements, other than in private conversation, wilfully promotes hatred against any identifiable group. Hate-Motivated Crimes and Hate-Motivated Incidents definitions below help describe ways to classify hate-motivated behavior (Government of Canada, 2023; Waterloo Regional Police Services, 2023).

Hate Motivated Crimes: criminal acts resulting from things like Islamophobia, xenophobia, or racism. For example, physical assaults like hijab pulling, spitting, pushing or property damage because of hatred of a specific culture, race, or heritage. Police identify if an incident is hate related and if proven in court, there are consequences as determined by the judge (Report Hate, 2023).

Hate-Motivated Incidents: non-criminal acts motivated by things like Islamophobia, xenophobia, or racism. For example, someone shouting from the car “you terrorists”, or someone saying “I hate immigrants”. No legal action may be taken for a single incident but it still needs to and can be addressed in other ways. For example, in schools, we can work with teachers and principals to have some disciplinary actions in place so that it does not happen to young people (Report Hate, 2023).

Homophobia: feelings of hatred, fear, and/or disdain for people that are not heterosexual (Spectrum, 2023).

Islamophobia: irrational fear of, aversion to, or discrimination against Islam or people who practice Islam (Merriam-Webster, 2023).

Non-binaryphobia: feelings of hatred, fear, or disdain for gender identities that reject the binary (male/female) (Spectrum, 2023).

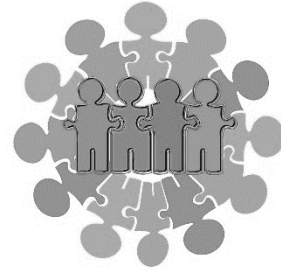
Racism: an ideology that either directly or indirectly asserts that one group is inherently superior to others. It can be openly displayed in racial jokes and slurs or hate crimes but it can be more deeply rooted in attitudes, values and stereotypical beliefs. In some cases, these are unconsciously held and have become deeply embedded in systems and institutions that have evolved over time. Racism operates at a number of levels, in particular, individual, systemic and societal (Ontario Human Rights Commission, 2023).

Restorative Justice: a way of addressing conflict and crime that engages the person who caused the harm, people who were affected by the harm, and the community (Community Justice Initiatives, 2023). It focuses on creating understanding, building accountability and restoring relationships. Restorative justice uses conversations and communication as a way to work through conflicts and address harm (Report Hate, 2023).

Transphobia: feeling hatred, fear, or disdain for transgender people (Spectrum, 2023).

Xenophobia: fear and hatred of strangers or foreigners or of anything that is strange or foreign (Merriam-Webster, 2023).

Visit the [Racial Equity WR webpage](#) to learn more about racism and discrimination in all their forms and access resources, tools and information to assist you in taking action to end racism in Waterloo Region (Immigration Waterloo Region, 2023).



Visit the [Spectrum webpage](#) to learn more about forms of 2SLGBTQ+ discrimination and access resources.

What is the difference between hate-motivated crimes, discrimination and hate incidents?

A hate-motivated crime is a criminal act that requires police involvement to end the harm and investigate. These matters are then addressed through lawyers in criminal courts. Learn more about how offences are classified with the Waterloo Regional Police Services [classifying hate and crime video](#).

Discrimination in five particular areas (work, housing, aspects of identity, contracts, or services) can be taken to the civil court known as Ontario Human Rights Tribunal.

A hate incident may not be able to be tried in the court system but there are avenues to deal with the impacts, such as through enforcement bodies or local organizations (Coalition of Muslim Women of KW, 2023).

While there are differences, all these acts are unacceptable in our community and should be reported. For details on reporting, [visit the ways to report section below](#).

What is hate-motivated graffiti?

Hate-motivated graffiti is a type of graffiti that targets and seeks to harm or spread hatred against a person or group or class of persons based on identity (race, color, ancestry, national or ethnic origin, age, religion, physical or mental disability, sexual orientation, gender or gender identity).

Examples of hate-motivated graffiti:

- A swastika is painted on a building
- Homophobic words or phrases painted on a sign in a community or neighborhood
- Property vandalized with xenophobic and/or racist messages
- Islamophobic slurs and sentiments spray painted on a mosque or the building of a Muslim organization

(Community Justice Initiatives, 2023)

Graffiti is a crime in Canada, and graffiti that includes hate speech or hate symbols can be considered a hate-motivated crime.

Hate symbols

Hate in the Criminal Code of Canada

Three offences in the Criminal Code of Canada are connected to hate. There are many other offences community members often talk about as hate crimes, however police may talk about these as hate-motivated or bias-motivated crime (Community Justice Initiatives, 2023). Seek out support and report incidents based on the [reporting section](#) below.

Understanding hate-motivated symbols is an important step to help when an incident happens. As shared by the Canadian Anti-racism Education and Research Society (2022):

What can we do about racist symbols when they are used to intimidate and harass? The first step in dealing with racist symbols is to be able to identify them. Some racist symbols such as the swastika or the iron cross are widely known. Others are relatively new or less well known.

Below are some resources to help identify these hateful items (content warning: hate symbols are shown when visiting these resources):

- The Anti-Defamation League (ADL) is a global anti-hate organization. The [ADL website](#) provides a hate symbols database that can be used to identify hate-motivated symbols, terms, slang, and logos. This can help you determine if something you come across is hate-motivated.
- The [Canadian Anti-Racism Network website](#) shares a number of racist symbols and dates to be aware of through their combating hate groups and guidelines for community action work.

Online hate

Online hate can occur through social media, messages, texts, websites, and more. This public or private form of hate can be reported.

In addition to reporting, please consider community supports and resources available on the [Reconciliation, Equity, Diversity and Inclusion webpage](#) to assist with identity-based harm, mental health, and counselling. Two youth-focused examples include Front Door (for youth) - 519-749-2932 and Kids Help Phone - call 1-800-668-6868 or text 686868.



Reporting

Ways to report

What should I do if I find a hate-motivated symbol or discover a hate-motivated incident?

Waterloo Regional Police Services

Hate-motivated incidents can be reported to Waterloo Regional Police Services (WRPS). If you find something that includes hate speech or hate symbols, call police services and share that you want to report a hate crime or explore other details below based on the situation.

In case of an emergency, call 911.

- An emergency includes when a crime is in progress, a dangerous or unsafe situation, or a medical emergency.

Non-emergency reporting by phone at 519-570-9777.

- A non-emergency includes when a crime has occurred requiring police but the crime is not currently in progress, when you want to make a report, or for police information/advice.

Waterloo Regional Crime Stoppers anonymously at 1-800-222-TIPS (8477).

- Crime Stoppers is a way to provide information anonymously to police. There is no call display or call trace and you are not asked to identify yourself.
- Tips can also be submitted online through [Waterloo Regional Crime Stoppers](#).
- If you are a victim of crime, Crime Stoppers cannot proceed with your tip. Please contact your local police service and make an official police report.

Coalition of Muslim Women

Report hate incidents and/or discrimination motivated by Racism, Islamophobia, and Xenophobia through the Coalition of Muslim Women of KW.

- Online at <https://reportinghate.ca/>
- Call, text, or WhatsApp at 519-722-2449

City of Waterloo Municipal Enforcement

If the graffiti or damage does not appear to be hate-motivated, community members can contact municipal enforcement for reporting.

- Submit [an online report](#).
- Daytime phone at 519-747-8785 (Monday to Friday, 8:30 a.m. to 4:30 p.m.)
- Evenings, weekends and holidays by phone at 519-570-9777
- By email at municipalenforcement@waterloo.ca

Why report?

- Reporting the incident may prevent it from happening again to you or someone else.
- It helps to provide a more accurate picture of the state of hate-motivated incidents in Waterloo Region. Every report builds a picture of what is really going on in your local area, showing patterns of behaviour against a certain group or by particular individuals.
- Reporting hate becomes part of the movement to stop it. No matter how small or trivial you think the incident might be, it is important to the whole community to acknowledge and report hate in all forms.
- It builds awareness among local agencies such as police and councils to better educate, inform and protect everyone in the area.

(Coalition of Muslim Women of KW, 2023)

Tips for reporting

When reporting an incident, take note of important details, for example:

- Include an image, when possible.
- Specify the time you came across the hate-motivated item and any timeframes you may be aware of. For example, it was not there when you went for your evening walk the night before.

When sharing information outside of a formal report, consider the following:

- Do not share harmful and hate-motivated images within a neighbourhood or community setting, such as neighbourhood social media. Sharing photos can cause greater harm. Only share photos with organizations involved in direct reporting such as enforcement officials.
- If you would like to let neighbours know about a hate-motivated incident, describe it in a way that is respectful of the harm it could cause and be sure you are sharing for purposes of support, not further harm.
- Once the incident is reported and investigated by police, consider ways to share clean up assistance. If the hate symbol or language is on someone's personal property, consider offering help from yourself or neighbours to remove it. Paint, cleaning supplies, or help removing damaged items might be ways you can demonstrate support for this neighbour if they accept the offer.

What to expect when reporting

When reporting a hate incident, here are some things you can expect when connecting with different organizations:

Waterloo Region Police Services

- When calling the emergency number, reporting through the non-emergency number, or when calling [Waterloo Regional Crime Stoppers](#), you will receive guidance and support on next steps.
- Learn more about [calling 911 in your language](#) through Waterloo Regional Police Services.
- Your information will be taken as well as details about the incident.
- The call is actioned as soon as it is received.
- When contacting Waterloo Regional Crime Stoppers, the information provider is guaranteed anonymity. Information will go to investigating officer or specific unit that will investigate the tip received.

Coalition of Muslim Women

- You can report anonymously, for yourself, or for someone else, via email at report@cmw-kw.org or directly on the website www.reportinghate.ca.
- Reports can also be submitted by calling, texting, or WhatsApp to 519-722-2449.
- You can report in multiple languages.
- This is not an emergency number; in case of emergency please call 911.
- Someone from the Coalition of Muslim Women will connect with you within 48 hours.
- You can seek one-on-one support from the Coalition of Muslim Women KW like:
 1. Connecting you with the right service providers, such as Ontario Human Rights Tribunal, housing, school, healthcare, police, etc.
 2. Advocating for you with the right authorities.
 3. Joining you for your case meetings.
 4. Referring you to appropriate services, such as lawyers, municipal bylaw managers and more as needed.
 5. Helping you file complaints and write letters.
 6. Providing you culturally sensitive counselling.
 7. Solving neighbourhood conflicts/problems related to racism, Islamophobia, and xenophobia through Sulah (mediation).

City of Waterloo Municipal Enforcement

- If reporting online, your inquiry will be directed to a staff member on duty.
- If reporting by phone, after hours calls will be addressed the following business day.

Neighbourhood Action

Get help and support

As noted in the sections above, a hate-motivated incident can cause harm within your neighbourhood and beyond in many different ways. If a neighbour is in need of support, be caring and compassionate. Offering possible resources is one way neighbours might want to be supported during this time. A list of local resources is provided below.

Community Justice Initiatives: Identity-based harm mediation services

Sulah

Sulah offers restorative approaches to identity-based harm across conflict and crime when someone's identity or aspects of their identity underpin the harm. People come from a range of backgrounds and experiences, which informs or impacts instances of harm. Some examples of relevant identities to situations of harm include race, immigration status, age, socio-economic status, gender identity, sexual orientation, religion, and ability.

Trained facilitators and mediators can support individuals and groups grappling with identity to come together. Sulah can support exploration and decision-making around a range of topics that may include: needs assessments, cultivating understanding, repairing harm, restoring relationships, facilitating the creation of plans for being in relationship, fostering accountability.

Who is Sulah for?

Sulah is for community members that:

- Have engaged, caused, or were involved in a circumstance characterized by identity-based harm.
- Have experienced identity-based harm.
- Are supporting those who have either engaged in or experienced identity-based harm.
- Are interested in preventing identity-based harm in their respective relationships and communities.

Sulah welcomes referrals from a variety of avenues that may encounter identity-based harm, including community members, Waterloo Regional Police Services, schools, and spaces of gathering like faith spaces or community centres.

What are Sulah's prevention services?

Sulah offers support to prevent identity-based harm through relationship building by making room for dialogue and conversations.

Establishing and building meaningful relationships with those we share spaces with can provide a foundation for acceptance and belonging. Communities can request Sulah's support to enter

facilitated conversations that invite the exploration of our perceptions/assumptions of each other and shift towards greater understanding of lived experiences. In these services, some of the activities may include: Dialogue Circles, facilitated learning, presentations etc.

Examples of instances where prevention services may be recruited include:

- Communities looking to further strengthen capacities for difficult conversations around identity.
- Organizations interested in unpacking identity in an effort to prevent work-related identity-based harm.

What are Sulah's intervention services?

Sulah offers restorative opportunities through intervention services in situations of conflict or crime where harm has occurred that is primarily related to identity.

With deep recognition that punishment will not undo or unlearn discrimination, Sulah is committed to non-punitive approaches to fostering communities of acceptance and belonging. Sulah sees interpersonal relations as critical for building understanding across difference. Sulah holds space for folks who may have contributed to identity-based harm, those that may have been impacted by it and/or others involved to access the types of support that may be best suited for them. Some potential facilitations used in intervention services include: face-to-face mediations, shuttle mediations, surrogacy mediations, one-on-one supports, Dialogue Circles etc.

Examples of instances where intervention services may be recruited include:

- Harm that resulted from a party targeting (impacting, causes something) a(n) individual(s) based on identity. Example: Someone feeling fearful when mocked on the street for wearing a Yamika.
- Consequences because of a reaction to comments or actions targeting identity. Example: Violent reactions to feeling unwelcome in a community because of neighbours' comments about immigrants.
- Symbols of a community are targeted, symbols of hate are used to threaten a community space, or actions symbolizing discrimination occur, highlighting how a community may not feel welcomed. Example: Defacing or removing Pride flags, a Swastika is drawn outside a Jewish prayer space, a racial slur used in a situation between youths as an insult but may not be targeting individual specifically.

To learn more about these services, please visit the [Sulah webpage](#) and/or contact: Kamil Ahmed kamila@cjiwr.com, 519-744-6549 ext. 205.

Coalition of Muslim Women

Support for survivors of hate crimes, hate incidents, and discrimination can help with:

- Contacting the right authorities to resolve concerns
- Support with advocacy with organizations like schools, police, etc.
- Support for human rights court cases
- Culturally sensitive counselling referrals
- Referral to Restorative Justice/mediation through Sulah

For one-on-one support, please contact: report@cmw-kw.org or call/text/WhatsApp on 519-722-2449. Support is available in many languages.

Well-being resources

The [Reconciliation, Equity, Diversity and Inclusion webpage](#) offers a list of local organizations and resources that might be helpful to support mental health and well-being needs during this time. Consider asking a neighbour if sharing the link or printing off a copy of these resources might help them explore their individual needs. Areas of support include:

- Mental health
- Wellness
- 2SLGBTQ+ organizations
- Counselling
- Multicultural organizations
- Indigenous organizations
- Disability organizations

See the [Reconciliation, Equity, Diversity and Inclusion webpage](#) for a full list or contact neighbourhoods@waterloo.ca if you have a suggested update or addition.



Long-term impacts

Seeking out support is important for coping with a traumatic occurrence. Help following an incident will look different for each person, and some people may require long-term support for post-traumatic stress disorder and other impacts. However a person is affected, help is available. Local organizations and professionals are listed throughout this document and on the [Reconciliation, Equity, Diversity and Inclusion webpage](#).

Graffiti clean-up

If hate-motivated graffiti or other messages are visible, report them to police to assist with starting steps for clean-up. Waterloo Region Police Services will advise when clean up can be done and contact property owners such as the City of Waterloo in a neighbourhood park or the Region of Waterloo on traffic light utility boxes.

If the graffiti is on a private property (like a home or apartment building), consider connecting with the owner to see how you might be able to assist. If a neighbour has been targeted with a hateful message, cleaning is just one of the things they will be working through. With permission of the property owner, consider if you or other neighbours can work together to remove hateful messages such as repainting a wall, washing surfaces, sanding a fence, or other actions you have the skills to do and property owner permission to act on.

Exploring neighbourhood connections when an incident occurs

When a hate-motivated incident occurs, a connected neighbour or neighbourhood likely wants to show compassion and care in the community. Do your best to support the neighbours impacted by the hate-motivated incident and encourage others to do this too.

Examples of ways you and your neighbours may want to connect:

- Go door-to-door to talk to neighbours to see if others were impacted and wanting support.
- Be clear this act is not welcome in the community and be genuine about your concern.
- Contact [Community Justice Initiatives](#) to consider a community circle.
- Host a community meeting to discuss possible ways to respond as an inclusive community. This could involve many different ideas, such as arranging neighbourhood talks, supports, fundraisers, or other actions. Consider creating a small group of volunteers to organize and prioritize next steps. The City of Waterloo [neighborhoods team](#) is available to help support steps involved in neighbourhood connecting.

Supporting an inclusive neighbourhood

While hate-motivated incidents can happen at any time, what you do as a neighbourhood everyday can impact the support and connection each member feels within the place they call home. Being proactive about creating welcoming and inclusive connections helps the neighbourhood respond when something bad does happen.

Ideas to help your neighbourhood be an inclusive space year-round:

- Celebrate holidays from different faiths and cultures and offer inclusive food options at events.

- Educate yourself on times when community members might be fasting and how that might impact neighbourhood activities planned.
- Offer supports that might allow community members facing barriers to attend meetings or events, such as child-friendly meetings, hybrid meeting options, or events at a variety of times.
- Encourage new neighbours to share their voices and get involved. The more voices heard throughout the planning process, the more inclusive the event or project will be! Volunteering takes time and commitment, so be sure to let neighbours know the value of their contributions and check-in with new members when possible.
- Offer translation of neighbourhood materials. Reach out to the [neighbourhoods team](#) to see how we might be able to help with costs and processes for neighbours this may support meaningfully.
- Support youth to participate in leadership and planning. Youth are affected by hate crimes and incidents too, and should be empowered to be part of an inclusive community and share their ideas for making their neighbourhood a welcoming place.
- Consider accessibility at your events. Examples could include the physical set up of an event or consideration of the lights and sounds throughout an event. Encourage neighbours to reach out if they are willing to share ways an event could support their participation.
- Share resources, such as this guide, to support neighbours to report hate and speak out against hate-motivated occurrences.



For more ideas, review the [Supporting and encouraging an inclusive community how-to guide](#).

In addition to supporting inclusive actions on a regular basis, as outlined above, consider coming together for action items or projects that might further encourage your neighbourhood to be a place where diversity, equity, and inclusion are an important part of community life.

Ideas for diverse and inclusive neighbourhood projects:

- Start a Little Free Diverse Library in your neighbourhood. This allows community members to share books that amplify the voices of Black, Indigenous and racialized authors, as well as writers from other historically marginalized groups (2SLGBTQ+, those with disabilities). [KW Little Diverse Libraries](#) is a great resource, with the goal of the project to help educate, inspire and encourage and promote anti-racism across the region.
- Host a movie night that features a film with diverse representation - the plot, directors, actors, and other areas that celebrate diversity are important to highlight.

- Run a book club that focuses on racialized authors and historically marginalized groups.
- Hire a local artist that is racialized, Indigenous, or from an equity deserving group to bring neighbourhood art to the community. This can take many different forms such as theatre, music, visual art, and more! The City of Waterloo has an [Artists in Neighbourhoods](#) program that can support funding and help connect neighbours with local artists based on a community idea.
- Empower neighbours to celebrate their own culture, heritage and traditions. Consider hosting a meet up that aims to encourage neighbourhood leaders to share their interests in hosting these celebrations and offer supports the neighbourhood has available (such as association funding, mentorship, connection to the neighbourhoods team for grants, and more).
- Order welcoming signs to provide a physical reminder that your neighbourhood cares. For example, signs can be requested through Heart Beats Hate and a variety of resources are available on the [Heart Beats Hate webpage](#).
- Organize a fundraiser to support organizations that work with equity deserving community members in Waterloo Region.
- Volunteer as a neighbourhood to support a local project, program, or organization supporting black, Indigenous, racialized, 2SLGBTQ+, persons with disabilities, and other equity seeking communities. Be sure to contact local organizations to learn how to best support their efforts as a group and do so well in advance of planning involvement. [Volunteer Waterloo Region](#) offers a group volunteering search category if you are looking to explore current opportunities.
- Host a community workshop to support learning and development in your neighbourhood. Hire organizations or individuals who have lived experience and expertise on topics. Examples could be [Rainbow Diversity Training](#) from Spectrum, Becoming an Active Bystander, [Sulah](#) community-building circle, or [Network of Neighbours Violence Intervention Training](#).

If you have additional resources to suggest supporting Waterloo community members, please reach out to neighbourhoods@waterloo.ca.

This guide was last updated in August 2023.

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Appendix A: Community Wellness Supports

The purpose of this document is to support community members to access treatment by providing a diverse listing of available wellness supports and resources. We encourage neighbours to explore the list of resources for themselves or others.

When should individuals look for professional help?

You should seek professional help if your problem starts to affect your life. For example, a mental health problem may cause difficulties with families, friends, or work. If left untreated, it can affect your ability to enjoy life. It is natural to feel ‘off balance’ at times, but if these kinds of feelings get in the way of your daily life over a long period of time, they may become a problem.

How much do outlined supports cost?

The cost of supports varies greatly depending on whether a program is government funded, not-for-profit or a private clinic. When selecting a support, it is important to inquire on pricing from the onset to ensure that the support is financially feasible. There are free resources available.

Al-Anon/ Alateen Waterloo Region

Help and hope for families and friends of persons with an alcohol use disorder.

- Website: <https://www.alanonwaterlooregion.ca/>
- Phone: 519-896-5678 [Kitchener/Waterloo]
 - 519-658-8222 [Cambridge]
 - 226-486-2420 [Guelph]

Anxiety Canada

Provides self-help resources, programs and services for children, youth, adults and educators, to help people better understand and manage anxiety – and find the relief they need.

- Website: <https://www.anxietycanada.com/>

Autism Ontario – Central West Region (Waterloo)

A reliable source of information and support for all citizens who have a connection to autism including families, children, adults, caregivers, support workers, and teachers

- Website: <https://www.autismontario.com/chapters/central-west-region>
- Phone: 416-246-9592 ext. 391

Boots on the Ground

Anonymous peer support for First Responders, including retirees.

- Website: <https://www.bootsontheground.ca/>
- Phone: 1-833-677-BOOT (1-833-677-2668)
- Email: info@bootsontheground.ca

Bounce Back Ontario

Free skill-building program managed by the Canadian Mental Health Association (CMHA), designed to help adults and youth (15+) manage low mood, mild to moderate depression and anxiety, stress or worry

- Website: <https://bouncebackontario.ca/>
- Phone: 1-866-345-0224

Breakwater Institute

Multidisciplinary organization providing specialized mental health services to those in high-stress occupations, including first responders, military members, and veterans, and their families.

- Website: <https://breakwaterinstitute.ca/>
- Address: 149 King St W, Cambridge
- Phone: 519-884-6226
- Email: info@breakwaterinstitute.ca

Cambridge Memorial Hospital (CMH) - Mental Health and Addictions Program

Providing trauma informed and recovery oriented care to individuals with mental health and addictions to residents of Cambridge and North Dumfries.

- Website: <https://www.cmh.org/programs/mental-health-services>
- Address: 700 Coronation Blvd, Cambridge
- Phone: 519-740-4900
- Email: information@cmh.org

Canadian Mental Health Association (CMHA) – Waterloo Wellington

Provides a full care system for those with addictions, mental health and developmental needs in Waterloo-Wellington, Ontario. Their programs help individuals and families to lead lives filled with meaning and promise.

- Website: <https://cmhaww.ca/>

Camino Wellbeing + Mental Health

Specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

- Website: <https://www.caminowellbeing.ca/>
- Address: 400 Queen Street South, Kitchener (Head Office)
- Phone: 519-743-6333

Community Living Cambridge

Supports people with developmental disabilities as they seek to realize their citizenship and aspirations, advocates for supports, and serves nearly 350 people in their work, volunteer, recreation, social, and supported living needs.

- Website: <https://communitylivingcambridge.ca/>
- Address: 160 Hespeler Road, Cambridge

- Phone: 519-623-7490

Connex Ontario

Provincial service that aims to connect people in Ontario to mental health, addictions, and problem gambling services. Refer to [HERE](#) 24-7 if you live in Waterloo-Wellington.

- Website: <https://www.connexontario.ca/en-ca/>
- Phone: 1-866-531-2600

Extend-A-Family Waterloo Region

Building partnerships, encouraging friendships and promoting a community that ensures the full rights of all individuals for families in Waterloo region who have a son or daughter with a disability living at home.

- Website: <https://www.eafwr.on.ca/>
- Address: 91 Moore Ave, Kitchener
- Phone: 519-741-0190
- Email: info@eafwr.on.ca

Family Care Centre – Parents for Children’s Mental Health Waterloo Chapter (PCMH)

Resource hub for parents and caregivers of children and youth with mental illness from a volunteer group of parents who have used or are currently using the mental health services of Ontario and want to improve services and access information in the Region.

- Website: <https://www.family.cmho.org/>
- Address: 1855 Notre Dame Dr., PO Box 190, St. Agatha
- Phone: 519-746-5437
- Email: waterloo@pcmh.ca

Family Counselling Centre of Cambridge & North Dumfries (FCC)

Family counselling specialized in anxiety and depression; grief, loss and coping; youth in transition; and, interpersonal relations.

- Website: <https://www.fccnd.com/>
- Address: 18 Walnut Street, Cambridge
- Phone: 519-621-5090
- Email: info@fccnd.com

Family and Children’s Services of the Waterloo Region

Authorized under the Children, Youth and Family Services Act to respond to concerns about children in the Region and supporting families to get the help they need to care safely for their children at home.

- Website: <https://www.facswaterloo.org/>
- Phone: 519-576-0540 [Kitchener/Waterloo]
 - 519-623-6970 [Cambridge]

First Responders First

Offers resources and services for the First Responder community to understand the various steps of a PTSD program, from managing crisis through to implementing best practices into an existing program.

- Website: <https://www.firstrespondersfirst.ca/>

Front Door Mental Health

The starting point for accessing child and youth mental health services and supports in Waterloo Region. Part of Lutherwood's mental health services.

- Website: <https://www.frontdoormentalhealth.com/>
- Address: 35 Dickson St., Cambridge
- Phone: 519-749-2932

Frontline Forward

A support and education wellness center focusing on frontline professionals to prevent and manage symptoms from PTSD and other occupational stress injuries.

- Website: <https://www.frontlineforward.com/>
- Address: 45 Shirley Ave, Kitchener
- Phone: 519-742-5409

Good 2 talk

Provides professional, confidential and anonymous counselling and mental health supports to post-secondary students within Ontario.

- Website: <https://good2talk.ca/ontario/>
- Phone: 1-866-925-5454
 - [Text] GOOD2TALKON to 686868

Grand River Hospital (GRH) - Mental Health and Addictions

Supports patients of all ages with the goal of instilling hope and fostering recovery for people who have a mental illness as well as their families.

- Website: <https://www.grhosp.on.ca/care/services-departments/mental-health-addiction>
- Address: 835 King Street West, Kitchener
- Phone: 519-749-4310

Here 24/7

Your front door to the addictions, mental health and crisis services provided by 11 partner agencies across Waterloo – Wellington. All you need to do is reach out and Here 24/7 does the intake, assessment, referral, crisis, waitlist and appointment booking work for these important programs.

- Website: <https://here247.ca/>
- Phone: 1-844-HERE247 (1-844-437-3247)
- TTY: 1-877-688-5501

Hope Spring Cancer Support Centre

Community-based organization committed to empowering those whose lives are impacted by cancer to improve their emotional, physical and spiritual well-being.

- Website: <https://www.hopespring.ca/>
- Address: 475 King. St. N, Tower Suite, Waterloo
- Phone: 519-742-4673

House of Friendship – Addiction treatment

Committed to providing support to individuals with addiction.

- Website: <https://houseoffriendship.org/how-we-help/addiction-treatment/>
- Address: 51 Charles St. E, Kitchener
- Phone: 519-742-8327 x 216

Huron Perth Addiction & Mental Health Alliance

Provides services to individuals with addiction and mental health needs, and their families, through the Huron and Perth communities.

- Website: <https://hpamhalliance.ca/index.php/home>
- Phone: 1-888-829-7484 [24/7]

IAFF Center of Excellence for Behavioral Health Treatment and Recovery

Offers treatment for successful recovery from substance abuse, PTSD and other co-occurring behavioural health issues exclusively for IAFF members.

- Website: <https://www.iaffrecoverycenter.com/>
- Phone: 1-855-539-0349

Interfaith Community Counselling Centre

Strengthens the fabric of the community by empowering individuals, couples, and families to realize their emotional wellness and triumph over life's challenges.

- Website: <http://www.interfaithcounselling.ca/>
- Address: 23B Church St., New Hamburg
- Phone: 519-662-3092
- Email: admin@interfaithcounselling.ca

KidsAbility Centre for Child Development

Empowering children and youth with special needs to realize their full potential.

- Website: <https://www.kidsability.ca/>
- Address: 500 Hallmark Drive, Waterloo
- Phone: 519-886-8886
- Email: info@kidsability.ca

Kind Minds Family Wellness

Counselling provided by licensed and trauma-informed professionals who are racially, culturally, and spiritually aligned with Black persons.

- Website: <https://kindmindsfamilywellness.org/>
- Phone: 226-336-1988
- Email: info@kindmindsfamilywellness.org

Kitchener Waterloo Alcoholics Anonymous

A fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

- Website: <https://kwaa.ca/>
- Address: 22 Madison Ave N, Kitchener
- Phone: 519-742-6183

K-W Counselling Services

A multi-service agency providing individual, family, group and outreach supports to the community that is inspired by a deep commitment to social responsibility and optimism in the power of relationships.

- Website: <https://www.kwcounselling.com/>
- Address: 480 Charles St. East, Kitchener
- Phone: 519-884-0000

K-W Multicultural Centre

Specialized services provided to newcomers to Canada including interpretation and translation, career advice, newcomer youth focused education, settlement services and more.

- Website: <https://kwmulticultural.ca/>
- Address: 715 Fischer-Hallman Road, Suite 401, Kitchener
- Phone: 519-745-2531
- Email: home@kwmulticultural.ca

Langs

Committed to ensuring that every person will have a place to call home for health, wellness and community support in their neighbourhoods.

- Website: <https://www.langs.org/>
- Address: 1145 Concession Road, Cambridge (main location)
- Phone: 519-653-1470

Lutherwood – Children’s Mental Health Services

Provides a range of services to assist children, youth and their families coping with mental health challenges.

- Website: <https://www.lutherwood.ca/mentalhealth>
- Address: 165 King Street East, Kitchener (Foundation Office)
- Phone: 519-884-1470

Marigold Whole Life Centre

Provides a holistic approach to mental health, considering the delicate balance within the body. Combines theological training with advanced training in psychology and psychotherapy in order to provide a whole person approach to supporting people in reaching their health and wellness goals.

- Website: <http://marigoldwholelife.ca/>
- Address: 38 Grand Avenue S. in Natures Vibe Cambridge
- Phone: 519-267-7900

Mood Disorders Association for Waterloo Region

Offers free support and recovery programs to people across Ontario living with depression, anxiety or bipolar disorder including: drop-in peer support groups, recovery programs, family and youth clinical support, and online tools.

- Website: <https://moooddisorders.ca/>

Muslim Social Services Waterloo Region

Offers spiritually and culturally sensitive humanitarian and social services to the Muslim and non-Muslim communities of Waterloo Region.

- Website: <https://www.muslimsocialserviceskw.org/>
- Address: 65 Hanson Ave, Kitchener
- Phone: 519-772-4399 ext. 2707
- Email: info@muslimsocialserviceskw.org

OK2BME

Support services for lesbian, gay, bisexual, transgender or questioning (LGBTQ) kids and teens in Waterloo Region.

- Website: <https://ok2bme.ca/>
- Address: 480 Charles St. East, Kitchener
- Phone: 519-884-0000
- Email: ok2bme@kwcounselling.com

Pioneer Youth Services

Provides residential treatment for children and youth with severe emotional, mental health, developmental and behavioural needs.

- Website: <http://www.pioneeryouthservices.ca/>
- Address: 41 Laurel Street, Waterloo
- Phone: 519-884-3909
- Email: pioneerkw@pioneeryouthservices.ca

Sexual Assault Support Centre of Waterloo Region

Provides support to survivors of sexual violence by listening, facilitating healing and celebrating resiliency.

- Website: <https://www.sascwr.org/>

- Address: 300-151 Frederick St, Kitchener
- Phone: 519-571-0121
- Email: info@sascwr.org

Shalom Counselling Services

Provides counselling and consultation for a broad range of concerns, to people from all walks of life, backgrounds and belief systems.

- Website: <https://shalomcounselling.org/>
- Address: 9 Avondale Ave. S, Waterloo
- Phone: 519-886-9690

Sikh Family Helpline

Peer-to-peer non-emergency helpline service to the Sikh Community in Canada. Languages spoken: Punjabi and English

- Website: <https://www.sikhfamilyhelpline.com/>
- Phone: 1-800-551-9128

St. Mary's Counselling Services

Private rehab center specialized in the treatment of mental health, substance, drug, and alcohol abuse.

- Address: 30 Duke St W, Unit 600, Kitchener
- Phone: 519-745-2585

Sunbeam Developmental Resource Centre

Offers a range of professional and support services to individuals of all ages with a developmental disability and/or an autism spectrum disorder (ASD).

- Website: <https://www.sdrc.ca/>
- Address: 205-1120 Victoria St. North, Kitchener (main office)
- Phone: 519-741-1121

Talk4Healing

Help, support and resources for Indigenous women, by Indigenous women, all across Ontario. Services are fully grounded in Indigenous culture, wisdom and tradition. Languages served: Ojibwe, Cree, Algonquin, Inuktitut, Mohawk, Oneida, Odawa, Potawatomi, Micmac, Black Foot, Anishinaabe, Moose Cree, Swampy Cree, English

- Website: <https://www.talk4healing.com/>
- Phone: 1-855-554-HEAL (4325) [24/7]

Talk Suicide Canada

Non-judgmental services to reach when in crisis- experiencing suicidal thoughts or behaviours.

- Website: <https://talksuicide.ca/>
- Phone: 1-833-456-4566
 - [Text] 45645

Telecare Cambridge Distress Centre

Provides emotional support, crisis and suicide intervention, community information and referrals.

- Crisis Line: 519-658-5455

The Delton Glebe Counselling Centre

A not for profit, multi-faith counselling agency committed to strengthening emotional and spiritual well-being. Individual, children, couples counselling. Art & Play Therapy Available.

- Website: <https://glebecounselling.ca/>
- Address: 177 Albert Street, Waterloo
- Phone: 519-884-3305
- Email: glebecentre@wlu.ca

Thresholds Home and Supports

A recovery-oriented, community-integrated agency that focuses on improved quality of life and enhanced independence for people experiencing mental health issues by providing access to affordable housing and flexible, individualized support.

- Website: <https://www.thresholdssupports.ca/>
- Address: 236 Victoria St N, Unit 2A, Kitchener
- Phone: 519-742-5232
- Email: info@thresholdssupports.ca

Together for Perinatal Mental Health

Offers services to families struggling with perinatal mental health in Waterloo Region.

- Website: <https://togetherwaterloo.ca/>
- Email: info@togetherwaterloo.ca

University of Waterloo – Centre for Mental Health Research and Treatment

Offers a full range of psychological services for children, adolescents, adults, and families from the area.

- Website: <https://uwaterloo.ca/mental-health-research-treatment/>
- Email: cmhrtintake@waterloo.ca

Victim Services of Waterloo Region

Provide immediate crisis intervention, emotional support and referrals to individuals affected by crime and tragic circumstances.

- Website: <https://www.vswr.ca/>
- Address: 200 Maple Grove Rd. PO Box 3070, Cambridge
- Phone: 519-585-2363

Waterloo Region Family Network

Provides resources and trusted voices for families with special needs in Waterloo Region offering personal guidance and lifelong support.

- Website: <https://wrfn.info/>
- Address: 500 Hallmark Drive, Waterloo
- Phone: 519-886-9150
- Email: info@wrfn.info

Waterloo Region Suicide Prevention Council

Community-based non-profit organization aiming to increase awareness of, and engagement in, suicide prevention within the community to ultimately reduce suicide and its impact.

- Website: <https://wrspc.ca/>
- Address: 285 Benjamin Road, Waterloo
- Phone: 519-884-0422
- Email: wrspc-admin@wrspc.ca

Wellness Together Canada

Free resources for mental health and substance use support.

- Website: <https://www.wellnesstogether.ca/en-CA>
- Phone: If you are in distress, [Text] WELLNESS to 741741 for Adults or 686868 for Youth

Wilmot Family Resource Centre

Responding to the needs of individuals and families within Wilmot and Wellesley communities through resident-centered planning and the provision of innovative programs, services and supports.

- Website: <https://wilmotfamilyresourcecentre.wordpress.com/>
- Address: 175 Waterloo St. Unit 1, New Hamburg
- Phone: 519-662-2731
- Email: info@wilmotfamilyresourcecentre.ca

Wings of Change – Peer Support

Peer support meetings across Canada directed to all First Responders, Law Enforcement Personnel, Correctional and Communications Officers, Members of Military, Healthcare and Child Protection Providers, Animal, Funeral and Judicial Service Workers along with any other profession, who are exposed to work related trauma.

- Website: <https://www.wingsofchange.ca/>
- Email: wocpeers@gmail.com

Woolwich Counselling Centre

Provides caring services of highly trained, registered therapists to help navigate through life's challenges.

- Website: <https://woolwichcounselling.org/>
- Address: 65 Memorial Ave, Elmira
- Phone: 519-669-8651

Wounded Warriors Canada

Helping Canada's Veterans, First Responders and their families feel safe, supported and understood.

- Website: <https://woundedwarriors.ca/>
- Phone: 1-888-706-4808
- Email: info@woundedwarriors.ca

YMCA of Three Rivers – Waterloo Region- Early On

Committed to working collaboratively with community partners to provide welcoming, high-quality, play-based learning experiences for children, parents and caring adults across the community.

- Website: <https://earlyyearsinfo.ca/>
- Phone: 519-741-8585

Youth Line

Confidential, non-judgmental and informed LGBTTTQQ2SI Peer Support.

- Website: <https://www.youthline.ca/>
- Phone: 1-800-268-9688
 - [Text] 647-694-4275