



# SUPPORTING VICTIMS OF HATE

**HAMILTON POLICE SERVICE**  
**VICTIM SERVICES BRANCH**  
[www.hamiltonpolice.on.ca](http://www.hamiltonpolice.on.ca)

## MESSAGE TO THOSE IMPACTED BY HATE

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We recognize this is a very difficult time for you. It is important for you to know that the Hamilton Police Service (HPS) is here for you. Hate should not be tolerated in Hamilton. Our duty is to bring a resolution to the case by conducting a professional and thorough investigation and provide you with the necessary information and resources to assist and support you.

Enclosed in this resource guide is information on hate-related investigations, as well as support options available to you. It can be overwhelming to look at a list of organizations and phone numbers and you may be confused as to who you should call first. Please know that this is normal. The Victim Services Branch with the Hamilton Police Service is a great starting point to offer support and help you find the best service match for your personal needs and situation. They can be contacted 24/7 at 905-546-4904.

We hope that the information in this booklet helps answer some of your questions and provides you with options of where to call to obtain additional assistance and support during this difficult time.

## VICTIM SERVICES BRANCH

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Established in 1992, Victim Services is a Branch of the Hamilton Police Service. It is the only 24 hour crisis intervention service for victims of crime and/or tragic circumstance in the City of Hamilton.

We respond to the immediate needs of people who have been victimized by crime and/or experienced a traumatic incident such as homicide, suicide, sudden death, assault, domestic violence, sexual assault, human trafficking, **hate crime**, traffic, workplace or fire fatalities, robberies, and harassment, among other circumstances. Individuals, families, businesses and organizations receive critical crisis intervention as well as support, information, and referrals to assist them in healing from the short-term and long-term trauma of the incident.

Accessing support from the Victim Services Branch does not require police involvement or a formal police report be made. If you choose, we can assist you in navigating the reporting process, as well as provide support throughout the investigation and beyond, as there are no time limits to access support through our branch.

If you or someone you know has been a victim of crime and/or experienced a traumatic incident and need someone to talk to, please call our 24/7 line at **905-546-4904**. We are here to support you.



## QUICK REFERENCE SUPPORT OPTIONS

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- ▶ Safety Planning
- ▶ Support with Reporting to Police
- ▶ Counselling
- ▶ Community Referrals
- ▶ Home & Community Safety
- ▶ Emotional Support



## QUICK REFERENCE DEFINITIONS

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**Hate Crimes** - are criminal offences where there is evidence to prove that the crime was motivated in whole or in part, because of a bias or prejudice, based on the victim's race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression or any other similar factor.

**Criminal Code Offences** motivated solely or in part because of hate can include, but are not limited to: criminal harassment, utter threats, assault, assault with a weapon or assault cause bodily harm, aggravated assault, and mischief.

In order for police to lay a hate motivated criminal charge, there are two things that must first occur:

- 1) A criminal offence must have occurred (e.g. an assault, damage to property, uttering threats etc.).
- 2) Hate or Bias toward a victim must have motivated the criminal offence (e.g. because of the victim's race, nationality, ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, etc.).

**Additional Hate Propaganda Criminal Offences:** Advocating genocide, Public incitement of Hatred, Wilful Promotion of Hatred, Wilful promotion of Antisemitism.

**Hate Incidents** - Can include any incident that involves hate or bias towards any member of the public because of their race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, gender identity or expression, or any other similar factor. These incidents may not meet the threshold of a criminal offence, or be proven to have been motivated solely or in part because of the person's bias/prejudice towards the victim, but include some type of hateful overtone.



## FREQUENTLY ASKED QUESTIONS

### Reporting Options

Reporting hate motivated crimes and incidents are important in stopping the cycle of hatred and preventing others from being victimized. It is also important for police to be aware of hate motivated crimes and incidents, so that appropriate actions can be taken such as investigations and putting resources in place to make our communities safer.

**Phone:** 911 (Emergency)  
or 905-546-4925 (Non-Emergency)

#### **In Person:**

Division 10 (24 hours) – 155 King William St.  
Division 20 (8am-8pm) – 2825 King St. E.  
Division 30 (8am-8pm) – 400 Rymal Rd. E.

#### **Online:**

<https://hamiltonpolice.on.ca/report-crime/online-reporting/report-hate-crime-online>

\* Please note – all reports are reviewed by Hamilton Police Service Hate Crime Unit. Online reports are not for emergencies as follow up can take some time.

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## **Why should I report?**

It is important that all hate motivated crimes or incidents are reported so police can investigate and develop proactive strategies aimed at reducing hate motivated occurrences.

We recognize some community members may not be comfortable attending a police station or reporting directly to a police officer. The online hate motivated offences reporting tool allows citizens to report these incidents without having to attend a station.

Hamilton Police want to hear from you.

## **How do Police determine if my incident will be considered a hate motivated crime?**

Police must balance Constitutional Rights protected under the Charter of Rights and Freedoms with the Criminal Code of Canada (CCC), which can make investigations very complicated.

Hate Crime investigators will review each case to determine:

1. If this occurrence will be classified as a hate motivated crime or incident
2. Which identifiable group is impacted
3. If this occurrence is determined to be a hate motivated crime, then a request for a CCC 718.2 (a) (i) will be made, which requires the judge to take aggravating evidence that the offence was motivated by hate for sentencing purposes upon conviction

In some cases, police are required to conduct an investigation and provide documentation to the local Crown Attorney's Office to obtain consent from the Attorney General to lay any of the following charges:

Section 318 – Advocating Genocide

Section 319 (2) – Wilful Promotion of Hatred

Section 319 (2.1) – Wilful Promotion of Antisemitism



## WHAT YOU MAY EXPERIENCE

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### **Shock and Disbelief**

You may actually feel shock and disbelief that something like this has happened to you, that someone else in your community has been hateful towards you.

### **Sense of Violation**

Part of the shock of experiencing hate can be the sense of violation you may feel. This sense of violation can be emotional as well as involve financial loss if you have experienced property damage. Your privacy and sense of personal security and trust may feel taken away from you.

### **Anger and Frustration**

Anger at those projecting hate is a very common feeling. You may feel frustrated because you are not able to express this anger directly at those who have engaged in hate. You may also feel frustrated and angry with the police and the court system, especially, if police have not been able to find the people responsible or lay a hate crime related charge.

### **Fear**

After experiencing hate, you may feel that your home or community is not a safe place anymore. You may feel uncomfortable being alone. Many people fear that they will experience hate again. There can be supports available for you related to safety planning, counselling and community support.



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## Suspicion / Hypervigilance

Those that experience hate may find themselves suspicious about strangers, or hypervigilant about their surroundings. Police encourage citizens to phone the police about suspicious persons, activities or hateful behaviour.

## Stress

After experiencing hate, you may experience a lot of stress and you may develop physical symptoms, such as difficulty sleeping or eating. Anxiety and fear can add to the stress. Connecting with a support system can be very helpful, such as family, friends, a doctor, or community agency you are connected with. You can also call Victim Services 24/7 at 905-546-4904 to explore support options.



# FINANCIAL SUPPORT OPTION

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## Ministry of Children, Community and Social Services - Victim Quick Response Program+ (VQRP+)

The Victim Quick Response Program+ (VQRP+) offers assistance following a violent crime. The goal of the program is to increase the safety of victims of violent crimes and help prevent re-victimization, as well as to lessen the impact through immediate support services.

### Who may apply?

- ▶ A direct victim or immediate family member
- ▶ A parent or guardian of a victim who is under 16 years of age

### Examples of Eligible Crimes:

- |                     |                             |
|---------------------|-----------------------------|
| ▶ Homicide          | ▶ Sexual Assault            |
| ▶ Attempt Murder    | ▶ Elder Abuse               |
| ▶ Serious Assault   | ▶ Intimate Partner Violence |
| ▶ <b>Hate Crime</b> | ▶ Child Abuse               |
| ▶ Human Trafficking | ▶ Criminal Harassment       |

### Potential VQRP+ Support Options:

- |  |                                 |
|--|---------------------------------|
| ▶ Counselling  | ▶ Graffiti Removal              |
| ▶ Immediate Safety/Home Safety Items (e.g. locks, repairs, contact alarms) | ▶ Crime Scene Clean-up Services |
| ▶ Basic Needs (e.g. clothing, hygiene items)                               | ▶ Interpretation Services       |
| ▶ Meals & Groceries  | ▶ Transportation                |
|  | ▶ Serious Injury Support        |

\* Options listed above are not exhaustive. To explore all support options and to find out if you are eligible, please call the **Victim Services Branch at 905-546-4904.**

# RESOURCES OPTIONS

## 24/7 Help Lines

COAST (Crisis Outreach and Support Team)	905-972-8338
Barrett Centre for Crisis Support	905-529-7878
Assaulted Women's Helpline	1-866-863-0511
Fem'aide: Francophone Women's Support Line	1-877-336-2433
Kid's Help Phone	1-800-668-6868
Mental Health Helpline	1-866-531-2600
Victim Services Branch	905-546-4904

## Women's Shelters and Crisis Lines

Interval House of Hamilton	905-387-8881
Good Shepherd Martha House	905-523-6277
Good Shepherd Mary's Place	905-540-8000
Mission Services Inasmuch House	905-529-8600
Native Women's Centre	1-888-308-6559

## Men's Shelters

Good Shepherd Centre	905-528-9109
Mission Services	905-528-7635
Salvation Army Booth Centre	905-527-1444

## Medical

Emergency	911
Ambulance NON-EMERGENCY	905-574-1414
Hamilton Health Sciences	905-521-2100
Hamilton General Hospital	
Juravinski Hospital	
McMaster Children's Hospital	
St. Joseph's Hospital	905-522-4941

## Urgent Care Centres

Hamilton Health Sciences	905-521-2100
St. Joseph's Ambulatory Care	905-573-7777
Rainbow Health Ontario	416-324-4100
Refugee Newcomer Health	905-526-0000

## Police

Emergency	911
NON-EMERGENCY	905-546-4925
Professional Standards Branch (complaints)	905-546-4776/4777
Ontario Provincial Police	1-888-310-1122
Victim Services Branch	905-546-4904
TTY (Deaf and Hard of Hearing)	
Emergency	911
Police, Fire, Ambulance NON-EMERGENCY	1-800-855-0511
Ontario Provincial Police	1-888-310-1133

## Legal Supports

Victim/Witness Assistance Program	905-645-5272
Crown Attorney's Office	905-645-5260
Hamilton Community Legal Clinic	905-527-4572
Legal Aid Ontario	1-800-668-8258
Family Law Information Centre	905-645-5252 ext. 2554
Hamilton Detention Centre	905-523-8800
Probation	905-521-7527
Parole Office (Provincial)	905-549-9977
Parole Office (Federal)	905-572-2695

## Counselling Services

De dwa da dehs nyes>s - Aboriginal Health Centre	905-544-4320
Hamilton Regional Indian Centre	905-548-9593
Centre de santé communautaire Hamilton/Niagara	905-528-0163
The Afro-Canadian Caribbean Association of Hamilton and District	905-531-2107
Compass Community Health	905-523-6611
Positive Health Network	905-528-0854
The Women's Centre of Hamilton	905-522-0127
Flamborough Women's Resource Centre	289-895-8580
Good Shepherd Women's Services	905-523-8766
Native Women's Centre	905-664-1114
YWCA Immigration and Settlement Services - JOIN Program	905-536-1930
Hamilton Urban Core Community Health Centre	905-522-3233
YMCA Immigrant Services	905-526-8452
Trans Lifeline Canada	1-877-330-6366
Nisa Mental Health	1-888-315-6472

## Child and Youth Supports \*In addition to above

Lynwood Charlton Centre	905-389-1361
CONTACT Hamilton	905-570-8888
Hamilton Child and Family Supports	905-522-1121
Catholic Children's Aid Society	905-525-2012
Lesbian Gay Bi Trans Youth Line	1-800-268-9688
Living Rock	905-528-7625
The Hub	365-833-7854
AFFIRM	905-667-4852
Black Youth Helpline	1-833-294-8650

## Housing Supports

Housing Help Centre	905-526-8100
Access to Housing (Subsidized)	905-546-2424 x.3708
Wesley	905-540-4646

\*\* Please note - this list does not cover all resources available in Hamilton. The Victim Services Branch is available 24/7 to assist you with additional options. Police involvement is not required to access support.



**FOR MORE INFORMATION CONTACT:**

**VICTIM SERVICES BRANCH  
905.546.4904 (24/7/365)**

Hamilton Police Service  
Central Police Station  
155 King William Street  
Hamilton, Ontario L8R 1A7



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