



## Who is a bystander?

A bystander is someone that witnesses a hate-motivated incident but refrains from intervening. The bystander's inaction can reinforce the conditions that enable the perpetrator's behaviour, further contributing to the isolation of the person being harmed.

## Who is an upstander?

An upstander is someone who recognizes hate-motivated, discriminatory behaviour in real time and takes action to intervene using bystander intervention strategies. Upstanders actively work to protect individuals and strengthen their communities by confronting incidents of hate as they happen.

# Choose to be an upstander

Silence allows hate to grow. Speaking up—even in small ways—can stop harm and show that hate has no place in our community. Your actions matter. Together, we can make upstanding the norm.



If you require this information in an alternate accessible format, please contact 311 or the Accessibility Coordinator at [accessibility@durham.ca](mailto:accessibility@durham.ca) or 1-800-372-1102, extension 2009.

Learn more at  
[durham.ca/Anti-Hate](http://durham.ca/Anti-Hate)



# Witnessing and responding to hate activity

## How to be an upstander



Canadian  
Race Relations  
Foundation

# The five Ds of bystander intervention



In this section, you'll learn strategies for safely intervening in the face of hate, helping you become an upstander and make a difference when it matters most.

Scan the QR code to complete the **Together Against Hate Durham** Community Feedback Survey



## 1 Direct

Speak up—if it's safe. Be calm, clear, and respectful.

Example:  
"That's not okay. Let's keep this a respectful space."

## 2 Delegate

Get help. Ask staff, security, or others nearby to step in.

Example:  
In a library, notify staff to contact security or authorities.

## 3 Delay

Support the person afterward. Let them know they are not alone.

Example:  
"I saw what happened. That was not okay. How can I support you?"

## 4 Distract

Interrupt the situation without confrontation.

Example:  
Start a casual conversation or ask a question to redirect attention.

## 5 Document

If someone is already intervening and it's safe, record or take notes. Always ask the person affected what they want done with the footage. **Never share without consent.**

