



Acts of hate do not happen in isolation. They are part of broader systems of oppression targeting communities based on race, religion, disability, gender identity, sexual orientation, sex, family status, and other identities.

In these moments, victims and survivors often carry the weight of not only the harm, but also the burden of not being believed, protected, and supported. In supporting victims, your role is not to fix, interrogate, or minimize. It is to show up with presence, care, and humility. Culturally responsive and trauma-informed support means recognizing that survivors of hate may be retraumatized by inaction, silence, or by hearing the wrong words.

A commitment to care

Supporting victims of hate means supporting them in ways that reduce harm, not add to it. Your presence, compassion, and willingness to listen without judgement can be a powerful counter to the isolation and disbelief they may face. When we respond with care, humility, and respect for their autonomy, we help create a culture where healing is possible and solidarity is real.



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

Learn more at
durham.ca/Anti-Hate



Supporting victims of hate



**Canadian
Race Relations
Foundation**

Offer support through:

- **Active listening:** Stay fully present, allow the person to speak without interruption. Listen not just to respond, but to truly understand what they are experiencing.
- **Validation** ("You didn't deserve this," or "I believe you."): Acknowledge the harm that occurred and affirm that their reaction is legitimate. This is especially important in a society that often denies or minimizes the pain of racialized, marginalized, and targeted people.
- **Care-based, nonjudgmental response:** Offer support without assumptions, blame, or critique.
- **Empowerment, not control** ("You're not alone," or "I'm here for you."): Let the person affected guide what they need and how they want to move forward.
- **Respect consent:** Respecting a victim's choice in how they move forward is essential to ethical support and empowers them to lead their own healing process. Full and informed consent ensures that the victim remains in control, allowing care to align with their needs and pace. ("How can I support you?" or "How can I help you feel safe?")

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



Supportive responses:

"Are you okay?"

"I see you. I hear you."

"You're not alone."

"You didn't do anything wrong."



Harmful responses:

"Just ignore it."

"They didn't mean it."

"You're overreacting."

"Why didn't you stop it?"

These responses dismiss real harm and reinforce silence.