



OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA

*Working together for a safer community
La sécurité de notre communauté, un travail d'équipe*

Hate Crime Section Helping make Ottawa a **hate free** city

What is a hate crime?

A hate crime is a criminal offence committed against a person or property which is motivated by hate/bias or prejudice based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

Why do we have hate crime laws?

“The impact of such crimes is far reaching, extending beyond the physical and emotional trauma to the victim, to encompass other members of the groups and broader community. Such crimes can heighten the isolation and vulnerability of the victim’s group and cause stress for all members of the community. If unchecked, these crimes can result in an escalation in social tensions between different groups that can destroy communities, thereby furthering the aims and objectives of those in our society who promote hatred and intolerance.”

— Policing Standards of Ontario

What if my incident is not criminal?

Incidents such as workplace or school harassment, refusal of service by certain companies or landlords because of who you are should not be dismissed. You may have recourse. Human rights commissions and internal policies in institutions are often overlooked and can help you resolve issues before they become criminal in nature.

Why are victims of hate crimes reluctant to report?

Victims are often reluctant to report because of:

- fear of re-victimization or retaliation;
- fear of having privacy compromised;
- fear of law enforcement and its response;
- cultural and language barriers; or
- fear of immigration services.

Why should I bother to report?

Reporting hate crimes is an important step in stopping the cycle of hatred and preventing others from being victimized. It is also important for police to be aware of hate crimes so that analysis can be done to ensure appropriate actions are taken, including putting into place the resources to make our community safer.

What happens when I talk to the police?

The call taker will ask you for basic information about yourself, such as your name, address, date of birth and best way to contact you. A report will be completed and forwarded to the Hate Crime Section for investigation. An investigator from the Hate Crime Section will contact you. If suspects can be identified, a resolution will be sought. This can vary from criminal charges to mediation depending on the offence and persons involved.

Can I trust the police?

Police officers and civilian call takers are professionals. Your complaint will be taken seriously. Officers and civilians receive training on victim issues and in identifying hate crimes so they can help you.

Can my report be kept secret?

Information collected by the police is protected under freedom of information laws — your report is confidential. If charges are laid, some information becomes public. However, the investigator can discuss your concerns and explore options pertaining to resolution while balancing your needs for confidentiality.

Who can I call for information?

Ottawa Police Resources

Diversity and Race Relations Section	613-236-1222, ext. 2226
Hate Crime Section	613-236-1222, ext. 2466
Victim Crisis Unit.....	613-236-1222, ext. 5822 (TTY 613-760-8009)

Liaison Committee for the Gay, Lesbian, Bisexual, Transgendered Communities	613-236-1222, ext. 5867
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Provincial Resources

Provincial Victim Support Line.....	1-888-579-2888
Ontario Human Rights Commission	1-800-387-9080
Ontario Rental Housing Tenant Protection Act.....	1-888-332-3234

Federal Resources

Canadian Human Rights Commission	613-995-1151
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How do I report a hate crime?

Every call is important, but not all calls are life-threatening, and not all calls are police emergencies. Whatever the case, we're here to help. You have a role to play: "Make the Right Call."

Make the Right Call!

9-1-1

Life-threatening emergency
or crime in progress

613-230-6211

Other emergencies

613-236-1222

TTY  613-232-1123

Community Police Centres and
all other enquiries

613-236-1222 ext. 2466

If required you can contact the Hate
Crime Section and leave a message that
will be returned as soon as possible
by a Hate Crime detective.



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