



MODULE FOUR



# Impacts of Online Hate on 2SLGBTQIA+ Nonprofit Staff



## KEY LEARNING OUTCOMES



Gain a better understanding of the factors that can increase the amount of online hate 2SLGBTQIA+ serving nonprofits experience



Learn about the forms of online hate 2SLGBTQIA+ serving nonprofit staff are subjected to the colonial state of Canada



Learn where to access resources on safer ways to engage with technology, including social media platforms and Zoom

# CONTENT WARNING

This module includes descriptions of online hate 2SLGBTQIA+ nonprofits have been subjected to, including threats of physical violence and transphobia.

We encourage you to move on to the next module if engaging with this material doesn't feel like the right thing for you.

If you decide to continue with the module and need support, you can find resources in our resources section at the end of this mod

# What does online hate targeting 2SLGBTQIA+ serving nonprofits look like in the colonial state of Canada?

- Anti-2SLGBTQIA+ online hate can be directed at **individuals and organizations**.
- Online hate tends to be directed at the **most visible people**.
- Some 2SLGBTQIA+ serving nonprofits receive online hate primarily from **trolls**.

# What forms of online hate do 2SLGBTQIA+-serving nonprofits in the colonial state of Canada receive?

1. Some of the online hate 2SLGBTQIA+ serving nonprofits receive comes from **social media**, including public comments and private messages.



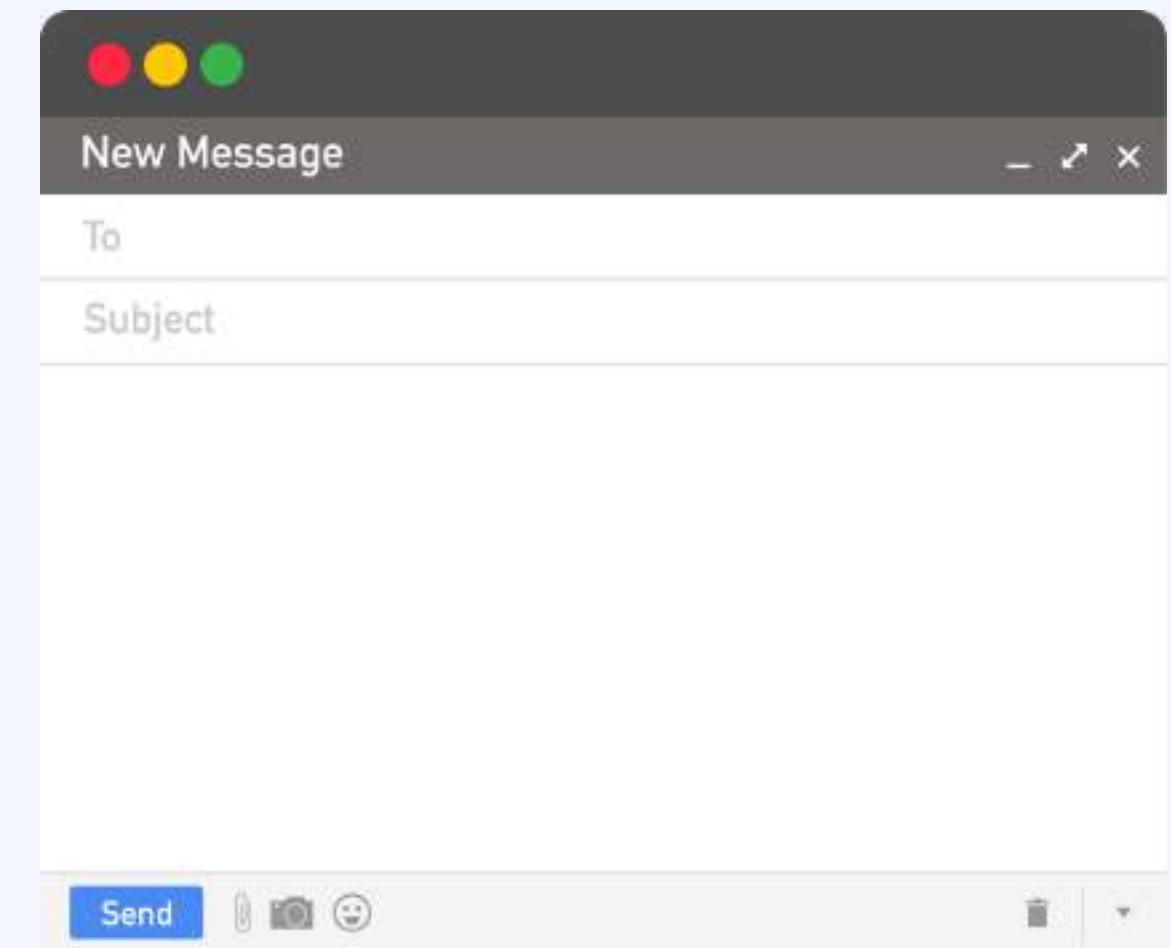
# What forms of online hate do 2SLGBTQIA+ serving nonprofits in the colonial state of Canada receive?

2. 2SLGBTQIA+ serving nonprofits receive hate over **email**.



# Online Hate over Email

“We did get an email recently that was sort of like that, where someone was asking what resources we had for trans folks. And then I sent them some basic stuff and they replied something about keeping men out of women's sports like something out of left field.”



# What forms of online hate do 2SLGBTQIA+ serving nonprofits in the colonial state of Canada receive?

3. **Virtual events** 2SLGBTQIA+ serving nonprofits host are subjected to online hate (e.g., Zoom bombing).



# What forms of online hate do 2SLGBTQIA+ serving nonprofits in the colonial state of Canada receive?



4. 2SLGBTQIA+ serving nonprofits are subjected to online hate in **online public spaces** (e.g., in the comments sections on news sites).

# What forms of online hate do 2SLGBTQIA+ serving nonprofits in the colonial state of Canada receive?

5. Sometimes the online hate 2SLGBTQIA+ serving nonprofits receive includes **physical threats**. Physical threats are more likely to be directed against trans and gender non-conforming people, communities, and organizations.



# Online Hate Including Physical Threats

“One thing that I will say that we've noticed is that the only difference in the cyber violence [experienced by the cis and trans communities] is that it is translating to real violence towards the trans community, not the cis community ... We serve primarily trans youth and they will be the first to tell you that if you experience hate online, you're going to experience worse hate, physical hate, in the school.”

# What contributes to anti-2SLGBTQIA+ online hate?

1. **Anonymity** and a **lack of consequences** for online hate can embolden people who send or post hateful content.



# What contributes to anti-2SLGBTQIA+ online hate?

2. 2SLGBTQIA+ serving nonprofits received an influx of hateful comments when they posted on **days of significance**.

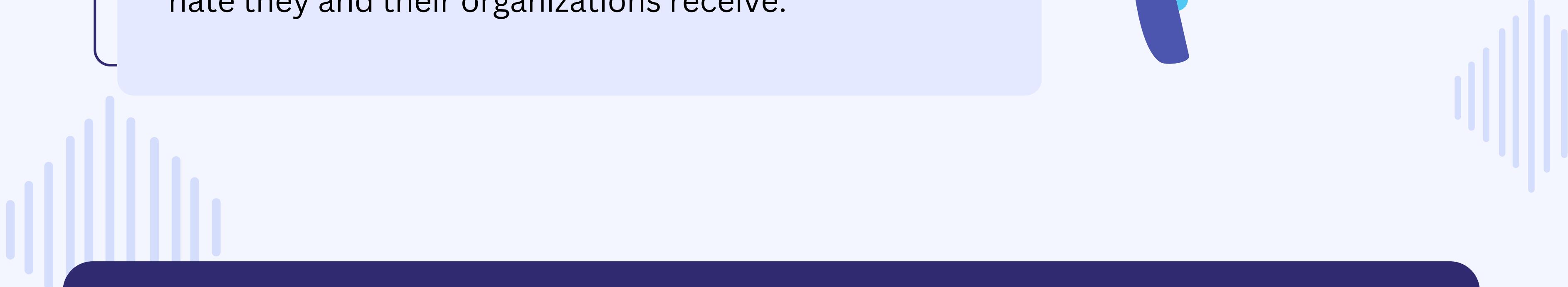


# What contributes to anti-2SLGBTQIA+ online hate?

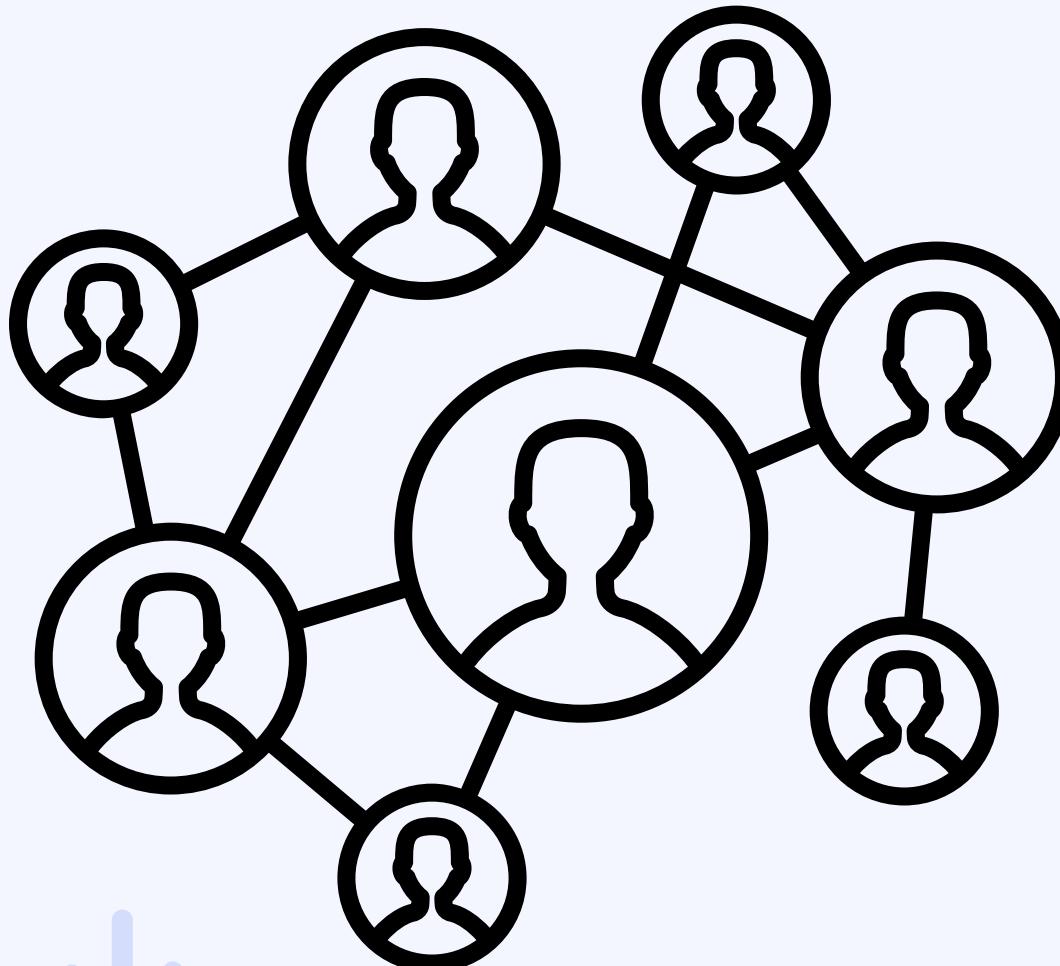
“I think what happens is that, more often than not, the hate that we see is targeted at those who are, you know, LG, and then everybody afterwards is targeted with those forms of hate. You know, we see on, you know, bi visibility day we see biphobia, we see aphobia on aromantic and asexual visibility days. And we see transphobia during the times when we had our vigil and when we had, it just recently passed was, Trans Day of visibility ... And, yeah, we get the targeted attacks on those days. And more often than not, it's those parts of the community that haven't been as accepted by the hegemonic parts of our society.”

# What contributes to anti-2SLGBTQIA+ online hate?

3. 2SLGBTQIA+ serving nonprofit staff told us that making **formal statements** online on issues impacting 2SLGBTQIA+ communities or responding online to anti-2SLGBTQIA+ events has increased the level of online hate they and their organizations receive.



# What contributes to anti-2SLGBTQIA+ online hate?



4. 2SLGBTQIA+ serving nonprofits are more likely to be subjected to online hate when their **content or work is made visible outside of their usual network** (e.g., by boosting posts, receiving support from public figures).

# What contributes to anti-2SLGBTQIA+ online hate?

“I find that if I boost your post or create like a social ad that's going outside of our followers or outside of people that already like our page, that is when that sort of like hate speech is, or I guess that like invites folks who don't follow us to comment, and that's when I find those those comments or even like private messages.”

# What contributes to anti-2SLGBTQIA+ online hate?

“A lot of time that we get ‘shit’, for lack of a better term ... there are a few local, very out and proud queer politicians in [our region] that are very supportive of us and really attend our events and they always post about how they're supporting us and that always leads to a flood of conservative hate.”

# What contributes to anti-2SLGBTQIA+ online hate?

5. 2SLGBTQ+ nonprofit staff told us they saw an increase in online hate when **anti-2SLGBTQIA+ celebrities or influencers** visit their region.



# What contributes to anti-2SLGBTQIA+ online hate?

6. 2SLGBTQIA+ nonprofit staff told us that **misinformation** and **disinformation** contributes to anti-2SLGBTQIA+ online hate.



# What contributes to anti-2SLGBTQ+ online hate?

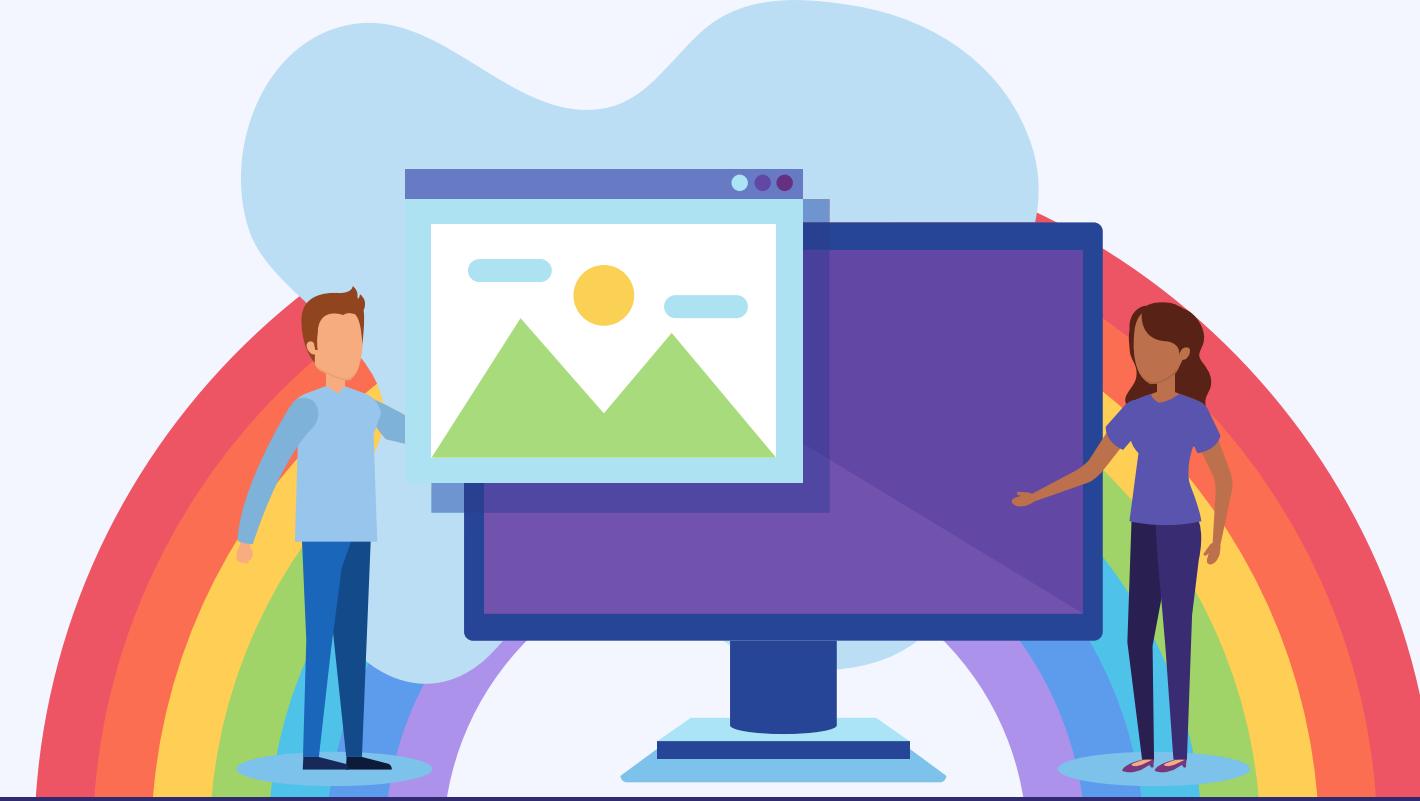
“I think one thing that I have not heard thus far is dis and misinformation ... I'm talking about purposely crafted disinformation even to the point of being op-eds and TERF blog articles that are written in order to specifically misinform about certain things in order to, you know, chip away at someone's credibility.”



## Reflection

Based on what you've learned, when do you think your organization is most likely to receive anti-2SLGBTQIA+ online hate?

What steps can your organization take to better prepare staff for incidences of online hate?



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