



MODULE SIX



Developing Digital Safety Strategies For Your Organization



KEY LEARNING OUTCOMES



Learn how to develop a digital safety plan for your organization



Understand the different options your organization could pursue for developing a digital safety plan, including risk assessment, digital safety training, risk mitigation, policy development, and reporting options



Reflect on which strategies are best suited to your organizational needs

CONTENT WARNING

This module includes discussion of anti-2SLGBTQIA+ online hate targeting individuals and organizations.

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 module.

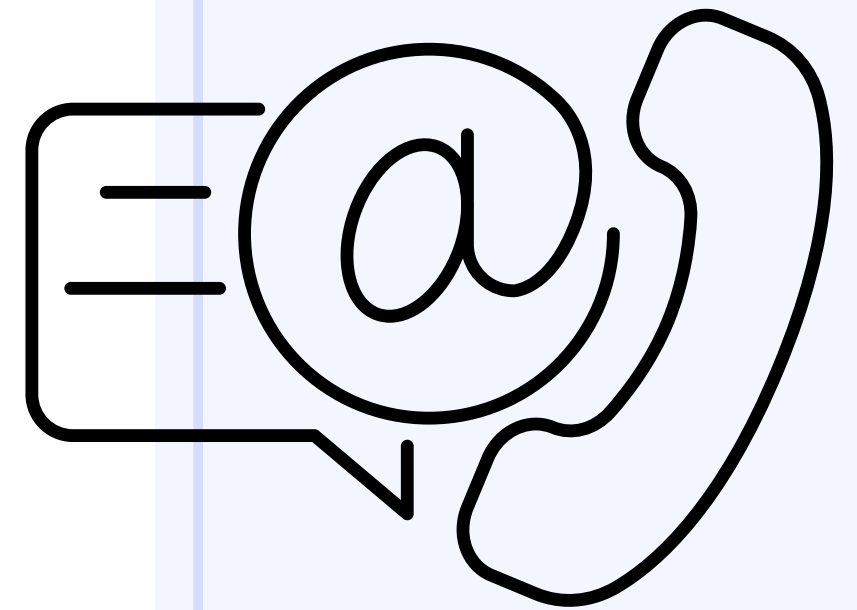
Assessment

Assess how anti-2SLGBTQIA+ online hate is impacting your organization. Ask staff, board members, volunteers, and service users:

- What are your experiences with online hate?
- Has this ever led to in person harassment?
- What supports have been helpful in the past? What additional supports would be helpful?
- Are there ways your role could be changed to reduce the harms of online hate?

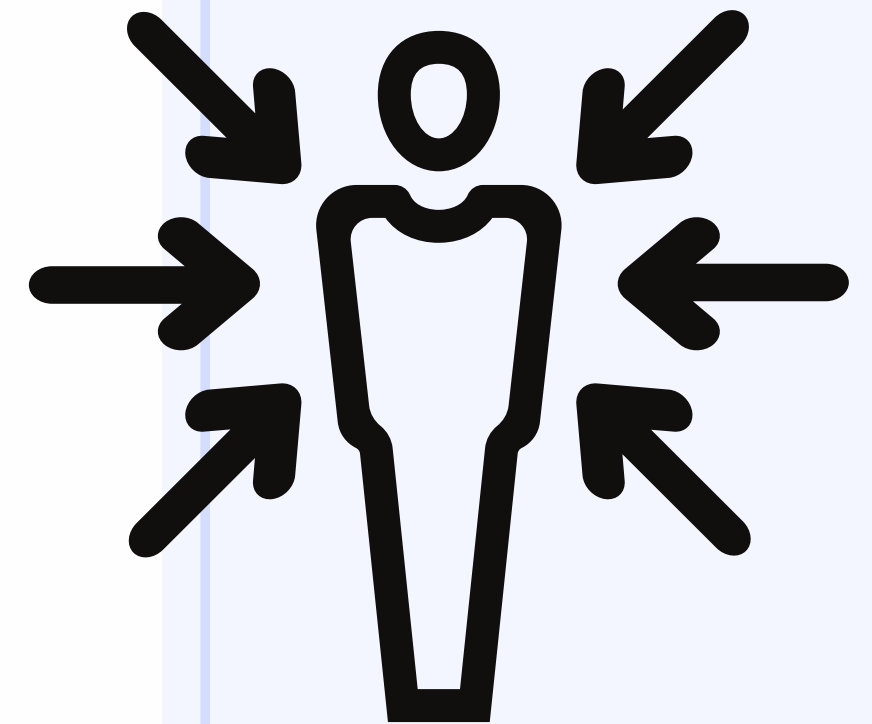
Contact Information

- In consultation with staff, consider whether contact info (e.g., emails, phone numbers) need to be publicly available
- Ask staff to periodically review their bios on your organization's website, and consider removing them if appropriate
- Consider using email filters



Preparing for Attacks on Individuals

- Encourage individuals to review publicly available info about themselves on their personal social media/websites, including photos
- Encourage individuals who are likely to be targeted to develop crisis plans, and provide time during work hours to do so
- Consider creating a buddy system



Crisis Planning

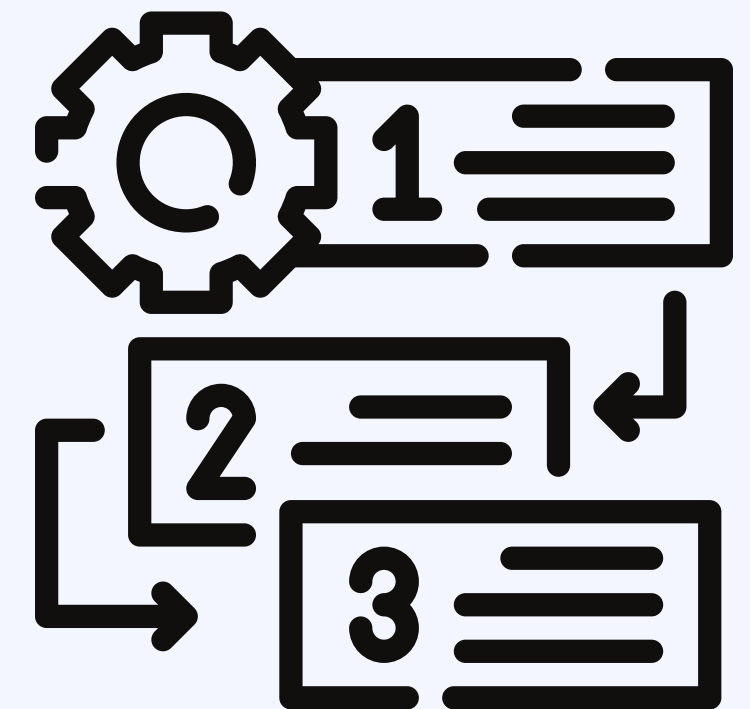
NOTE: Staff should not have to share their crisis plan with the organization, but encourage them to let you know if there are supports the organization can provide as part of the plan.



How to Make a Crisis Plan

Outline worst case scenarios and the supports that would help you get through them. This can include:

- Supports you need from your organization (e.g., flexibility to work from home, funding for therapy, support from colleagues)
- Other supports you need (e.g., from friends, family, partners, community groups)



Crisis Planning

For more details and ideas, you can check out Fae Johnstone's webinar, where she discusses a transphobic online hate campaign targeting her and her suggestions for preparing for such attacks.



Digital Safety Training

Consider providing staff, board members, volunteers, and service users with digital safety training, which could help prevent some forms of online hate.

Right To Be (US-based nonprofit) created a Digital Safety How To Guide (linked in the resources section) that can be a useful starting point.



Social Media Assessment

Consider:

- Deleting accounts that are difficult to moderate
- Limiting social media use to platforms with better reporting processes
- Making accounts private
- Preventing users from leaving comments and sending DMs
- Blocking users who are intentionally causing harm and deleting hateful comments and messages



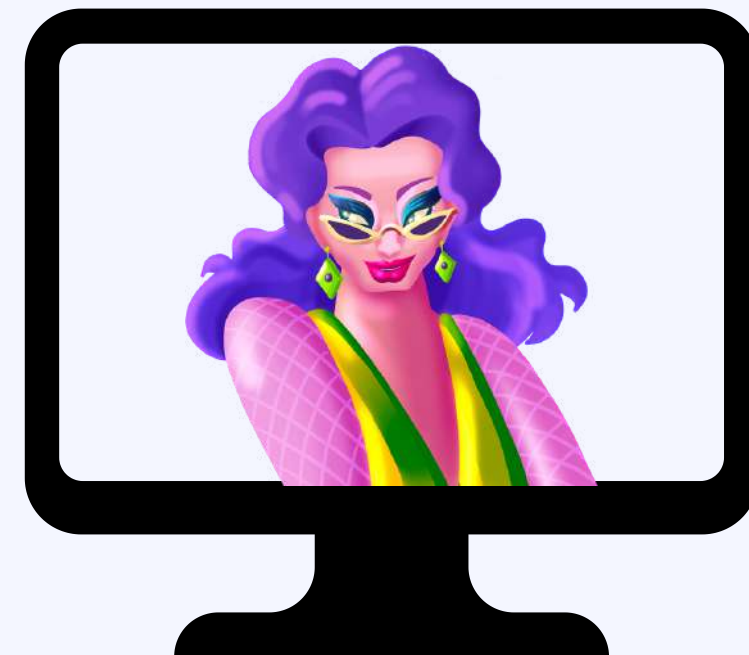
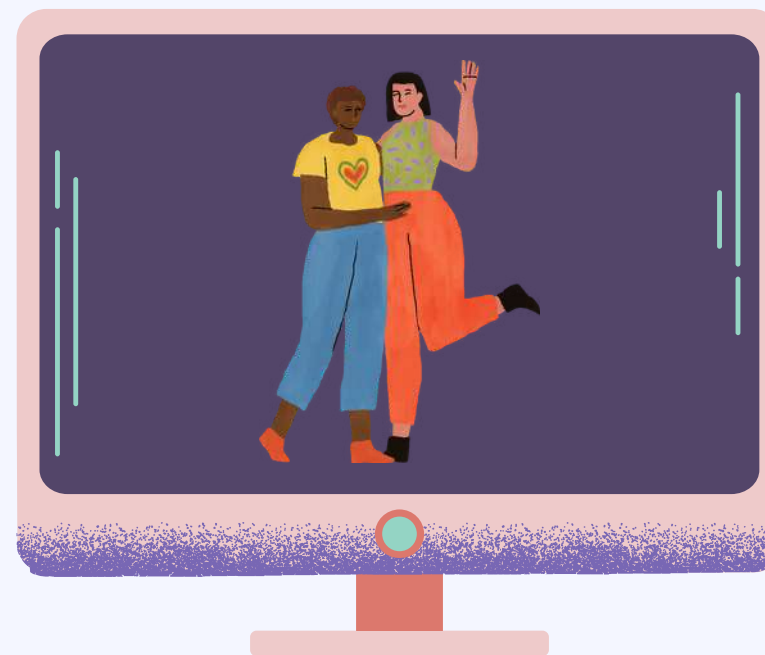
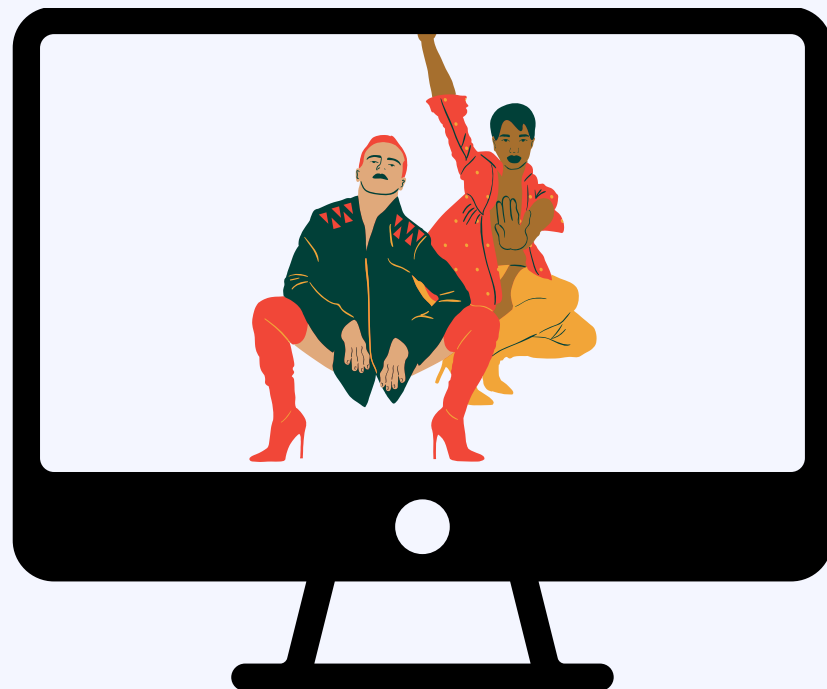
Hide Location Information

- Use a VPN
- Turn off location info on social media
- Ensure resumes shared on LinkedIn don't include your address or phone number



Online Events and Programming

- Set up a registration process
- Have a moderator who can remove people quickly if needed
- Use a waiting room if available



News Media

- Craft positive stories about your events to share with media
- Make a public statement if news agencies publish mis/disinformation about your organization
- Ask publishers to remove information about your staff from news stories if staff are being attacked after a story is published



Policies & Procedures



- Review and update policies and procedures about online activity
- Ensure people who've experienced online hate are involved in decision making
- Outline organizational responses to possible scenarios
- Research the policies other organizations have developed

Rapid Response Team/Person



- Designate a team or person who online hate will be reported to
- Ensure response team/person is trained in trauma-informed support
- Create a documentation process
- Consider preparing a statement of support

Legal Options

- Decide in advance if there are any circumstances in which your organization would contact police
- If so, have a plan to protect staff, board members, volunteers, and service users from police violence and discrimination
- For more, see Rosel Kim's (Women's Legal Education and Action Fund) webinar on the limitations of the legal options available for addressing online hate in Canada



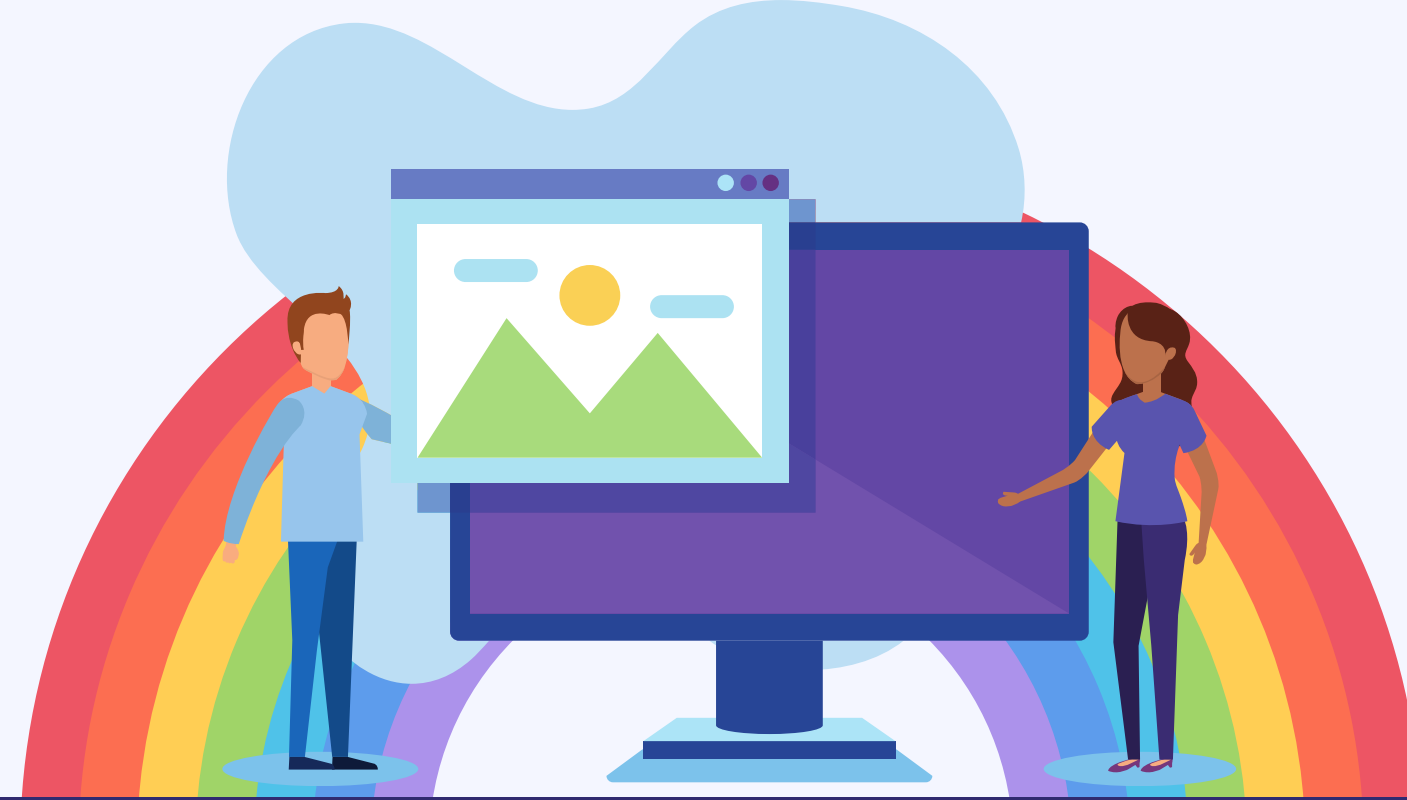
Reflection



Which of the options we've presented do you think would work well in your organization?

What would the process be for implementing these changes?

What barriers do you think you might encounter when trying to implement these changes?



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