



## Responding to Hate: A Resource Guide for HRCs

This guide is written for Commissioners or anyone working with a Human Relations Commission, Human Rights Commission, or any other similar human relations body that has a responsibility in responding to hate. As a commission or body representing a city government, you have both a responsibility and a unique opportunity to take specific steps in the fight against hate. This guide will highlight some of the most important elements to consider.

### 1) Assess Priorities

- Invite law enforcement to your meetings and ask them to report on hate activity
- Invite community organizations to report on hate
- Assess patterns and priority areas

### 2) Send a Strong Message

- Agree on a Resolution
- Promote and communicate the resolution across various platforms to spread the message and ask others to do the same (HRC and city websites as well any social media accounts)
- Invite media and communicate the message (issue a press release)
- Organize a march or rally to promote the message
- Challenge youth and the public to find creative ways to promote the message such as through art (in-person and virtually on social platforms)
- Recognize the efforts of youth, the public, and of organizations
- Use social media as a tool to denounce hate

### 3) Listen to Your Community

- Organize a listening session or dialogue
- Use your commissioners to facilitate small group dialogues
- Identify threats, fear dynamics and assess priorities, and ask for recommendations from your communities
- Don't forget to include youth and school leadership

### 4) Identify Ways to Support Your Community

- Cross promote, provide presence and create force multipliers by supporting anti-hate events by your community partners
- Ask faith leaders and civic organizations about how you can best address community fears

- Ask partner organizations for tabling opportunities (provide presence)
  - Partner with victim rights, local counseling, or family centers to offer resources to victims of hate
- 5) Encourage the community to report hate and hate crimes**
- Designate a local capture system to keep track of patterns and help identify priority areas to focus on
  - Coordinate with other larger organizations that keep track of data so they can add it to county, state, or federal databases or hate crimes tracking.
  - Alternatively, ask the public to report hate with California versus Hate, a hotline and online portal established to support individuals and communities targeted for hate: <https://calcivilrights.ca.gov/ca-vs-hate-page/>
- 6) Identify and engage other city departments, or even external stakeholders and nongovernmental bodies forming working groups to address concerns of institutional discrimination or hate**
- Convene representatives
  - Identify and agree on goal and objectives to combat hate or discrimination
  - Identify actionable steps to study and address the challenge
  - Be inclusive and include vital stakeholders (internal and external)
- 7) Ask Law Enforcement to form a task force or designate a hate crimes coordinator and/or investigator to specialize in the topic**
- 8) Identify Training and Education Opportunities for the City and the Public, such as:**
- Unconscious bias
  - Bystander
- 9) Organize community events**
- Encourage connections between communities
  - Educate and Message
- 10) Identify Opportunities to Increase and Promote Internal Inclusion** through routine feedback systems with city employees, as well as through HR data collection and analysis (Hiring, Promotion, Retention).
- 11) Communicate and promote your progress and success**

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3

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