

IS THERE A SERIOUS PROBLEM ACROSS DURHAM WITH HATE? OR HAS IT BEEN OVER POLITICIZED?

Durham - Just this week. At Clarington playground... Someone decided to paint hateful words against a group of people.

Without much investigation and during an election year. Decided to jump the gun and put out this release: Mayor's statement on hate in Clarington

Clarington Mayor Adrian Foster has issued the following statement.

"We are seeing a rise in personal attacks, hateful rhetoric, and threatening behavior, both online and in our community.

This is not debate or dialogue. These comments are meant to harm. They spread disinformation, target individuals, and are designed to create fear and divide our community.

Clarington residents and staff – our friends and neighbors – have been doxxed and subjected to racist, discriminatory, and threatening posts. This is unacceptable.

Harassment and hate undermine the values we stand for. If we ignore it, we allow it to grow. Enough is enough. Everyone in Clarington deserves to feel safe and welcome. Our community is built on respect, fairness, and inclusion. Each of us has a responsibility to uphold those values.Choose respect over hostility. Speak up when you see hate. Get your facts from a trustworthy source. If you see hate, speak up and report it. Defend the victims. Hate has no home in Clarington."

In June - Whitby Mayor Elizabeth Roy said she is "deeply alarmed" by the "onslaught" of anti-Muslim hate in response to a post by her on social media.

"Within hours, the post attracted hundreds of comments. The majority were racist, anti-Muslim, demeaning, and threatening. Some targeted the Muslim women in the photo because of how they were dressed or questioned whether they belong in Canada. Some mocked their faith and culture. Many crossed the line into outright hate speech," said the mayor.

"Unfortunately, this was not an isolated incident," she pointed out. "Over the past two years, Whitby has experienced several disturbing incidents of hate, including anti-Muslim graffiti, repeated acts of antisemitic vandalism, and — just weeks ago — hateful online rhetoric directed at Muslim Welfare Home in Whitby. While these actions may represent a small minority of voices, their impact on those targeted is significant."

On March 22, 2025 - The victim of the Islamophobic attack at Ajax Public Library spoke out about the trauma the unprovoked incident has caused her. Suffering at a time her husband is away on business, she expressed fears for her daughters who wear a hijab (Islamic head covering). The victim alleged racial slurs and threats and even a scissor and some metal objects being thrown at her before the assailant tried to rip off her hijab and set it on fire.

Prime Minister Mark Carney has condemned the incident.

On June 2, 2026, Toronto police layed hate charges against five people, including a Whitby man, after an incident at a protest that officers say promoted hatred toward the Jewish community. The protest happened on Sunday, March 15 near Bathurst Street and Sheppard Avenue West around 1:15 p.m. Both protesters and counter-protesters showed up.

Police say the five suspects all went to the demonstration with other pro-Palestinian protesters and they either held up or handed out antisemitic signs.

Members of Toronto police's Counter Terrorism Security Unit carried out a number of searches on Sunday, May 31 in Durham and Toronto. They seized clothing and devices.

Syed Hussaini, 43, of Whitby was arrested and charged with wear disguise with intent, wilful promotion of hatred and public incitement of hatred. Hate has many faces and many races. Politician appear to jump on the pity wagon to quickly without investigating the root causes that they are elected to resolve..



Customer Service Is the Most Underrated Public Service

By John Meloche

Municipal Candidate for Ward 2 in in Pickering

When people think about municipal government, they usually think about roads, parks, taxes, garbage collection, or development.

Rarely do they think about customer service. They should.

The quality of a city's customer service shapes how residents feel about their government more than almost anything else. A pothole is frustrating. A delayed permit is inconvenient. But what often leaves people feeling truly unheard is when they report a problem and then... nothing.

No response. No update. No indication that anyone even received the message. That silence creates something far more damaging than dissatisfaction—it erodes trust. Good customer service isn't about always having the right answer. Sometimes the answer is no. Sometimes a repair has to wait. Sometimes funding simply isn't available. Most reasonable people understand that governments, like businesses, operate within real constraints. What people struggle to accept is uncertainty. They want to know someone is listening. They want to know their concern has been recorded. They want to know who is responsible. They want to know what's happening next. In other words, they want to be treated like valued customers.

This is where technology can fundamentally change the relationship between residents and their local government. For years, many municipal processes have depended on disconnected emails, phone calls, handwritten notes, spreadsheets, and individual departments managing requests independently. Dedicated staff work incredibly hard within these systems, but the systems themselves often make it difficult to provide consistent communication and visibility.

Modern technology offers a better way.

Imagine reporting a broken playground, a damaged sidewalk, a fallen tree, or a malfunctioning streetlight through a simple online portal.

Instead of wondering whether your message disappeared into an inbox, you immediately receive confirmation that your request has been received.

You can see its status in real time through a dashboard. You know which department is responsible. You receive updates as work progresses. When the repair is completed, you're notified automatically. The city benefits just as much as the resident. Every request becomes valuable data.

Instead of relying on anecdotal complaints, municipal leaders can identify patterns. They can see which neighbourhoods generate the most service requests, which issues are recurring, where response times are slowing down, and where additional resources may be needed. Decisions become driven by evidence rather than assumptions.

Transparency improves naturally because information is shared instead of hidden.

Accountability improves because every request has ownership. Efficiency improves because duplicate reports are identified, priorities become clearer, and staff spend less time searching for information and more time solving problems. Most importantly, residents feel informed throughout the process. Technology should never replace the human side of public service. A friendly conversation at the service counter, a returned phone call, or a staff member taking the time to explain a situation will always matter. Great customer service is built on empathy, professionalism, and respect. Technology simply removes the friction that prevents good people from delivering great service. It allows staff to focus on helping residents instead of managing paper work.

It gives elected officials and senior administrators better insight into what their communities are actually experiencing. And it gives residents confidence that their voices matter.

The private sector learned this lesson years ago. Businesses discovered that customers are far more understanding when they are kept informed, even if the solution takes time. Expectations are managed through communication, not silence.

Government should be no different.

At the end of the day, municipalities don't exist to process paperwork or manage databases. They exist to serve people.

Every interaction is an opportunity to strengthen confidence in local government—or to weaken it. Excellent customer service isn't a luxury or an afterthought. It's one of the most important services any municipality provides because it influences how residents experience every other service the city delivers.

When government is responsive, transparent, and accountable, trust grows. And when trust grows, communities grow stronger alongside it.

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