



# Addressing Cyber Crime- Building Safer and Inclusive Online Communities (BSIOC)

Community Action Plan

[www.mwc.community](http://www.mwc.community)







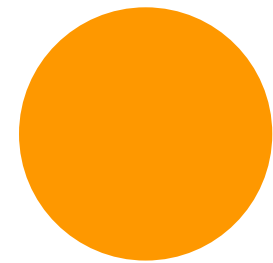
## About Malton Women Council

Founded in 2009, Malton Women Council (MWC) is a registered non-profit organization based in the Malton/Mississauga Community of Peel Region in Ontario. MWC's mandate is to mentor, motivate and mobilize women with the vision of 'empowered women, empowered communities'. The organization works to increase women's economic security and prosperity; to encourage women's leadership and democratic participation; and to end gender-based violence and discrimination (GBVD). MWC serves South Asian immigrant women from Peel and GTA who experience cultural, social, economical, legal, and systemic barriers to realize their full potential as members of the Canadian society.

In the last 14 years, MWC has provided opportunities, resources, and a strong platform for women to thrive and excel; to mobilize their skills and experiences in various capacities and to help them express their talents and abilities and see themselves as leaders.

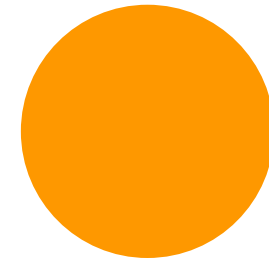
# Overview of Building Safer and Inclusive Online Communities Project (BSIOC)

Funded by Ontario Ministry of Solicitor General (under Safer and Vital Communities Grant), this 18-month project was implemented in the Region of Peel, during October 2022 to March 2024, and included the following components:



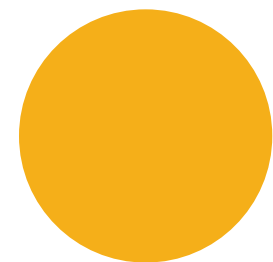
## Educational Workshops

Series of educational workshops were conducted on topics related to hate crime, cyber hate crime, cyber fraud, cyberbullying, counter speech, and Islamophobia.



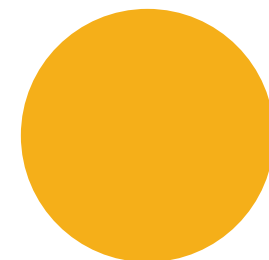
## Focus Group Discussions

Cross-sectoral focus group discussions were conducted to find community-based collaborative ways to address cyber hate crime and cyber fraud.



## Resource Development

Tip sheets and resources were developed to raise awareness on cyber hate crimes and cyber fraud.



## Community Action Plan

Findings of focus group discussions and feedback collected through educational workshop series were used to develop 'community action plan' to combat cyber hate crime and cyber fraud.





# • Project Highlights •





# Educational Workshops



## Engagement

- 16 educational workshops conducted across Peel Region.
- 283 workshop participants were engaged.



## Topics

- Hate Crime.
- Cyber Hate Crime.
- Cyber Fraud.
- Cyberbullying.
- Counter Speech.
- Islamophobia.



## Participant Demographics

- South Asian community in Peel Region.
- Newcomer and immigrants.
- Women.
- Seniors.
- Youth.
- Representative from local service providers and community organizations.



## Workshop Facilitators

- Peel Police.
- IT Professionals.
- DEI Experts.
- Community Workers & Animators.
- Health Care Professionals.
- Community Engagement Specialist.
- Youth Leader.



# Focus Group Discussions



## Topics

- Cyber Hate Crime.
- Cyber Fraud.
- Cyberbullying.



## Engagement

- 6 focus group discussions were conducted across Peel Region.
- 120 focus group participants were engaged.
- Focus groups were conducted in English, Hindi, Punjabi, and Urdu languages.
- Refreshments and gas cards were provided to the participants.



## Participant Demographics

- South Asian community in Peel Region.
- Newcomer and immigrants.
- Women.
- Seniors.
- Youth.
- Faith groups.
- Service providers.



# Commonly Experienced Issues



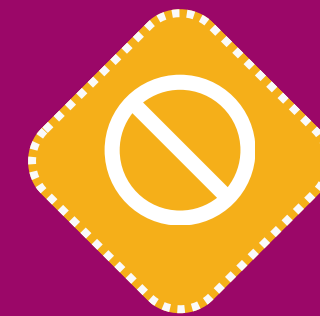
## Cyber Fruads

- Phishing.
- Investment Fraud.
- Online Dating/Romance Fraud.
- Emergency/Grandparent Fraud.
- Sweepstakes and Contest Scams.
- Extortion Scam.
- Charity Scam.



## Cyber Hate

- Hate messages on social media.
- Anti Islamic messages.



## Cyberbullying

- Bullying during online video games.
- Catfishing.
- Extortion.
- Romance scam.





# Insights

**90%**

Workshop participants reported increased knowledge related to cyber frauds, cyber hate crime, cyberbullying, and Islamophobia.

**90%**

Focus group participants reported direct or indirect experiences related to cyber fraud and cyber hate crime.

**18**

Community partners and stakeholders engaged during the project.

**10**

Diverse sectors engaged:

1. Police.
2. Educational Institutions.
3. Faith Institutions.
4. Health Care.
5. Social and Community Service Providers.
6. Local and Ethnic Media.
7. Financial Institutions.
8. Legal Aid.
9. Community Groups.
10. Local Business

**23**

Team members engaged as:

- Consultants.
- Trainers.
- Facilitators.
- Notetakers.
- Translators.
- Project Lead.

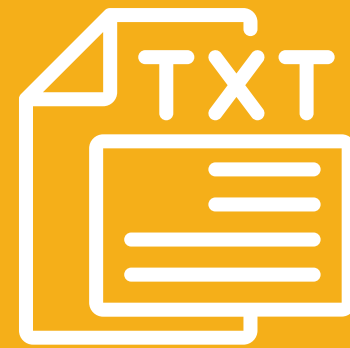


# Resource Development



## Topics

- Hate Crime
- Cyber Hate Crime
- Cyber Frauds
- Cyberbullying
- Counter Speech
- Islamophobia



## Format

- Printed Booklets
- Audio Tip Sheets
- PDF Tip Sheets
- 6 Languages: English, Hindi, Punjabi, Urdu, Gujarati, and Tamil



## Access

- MWC website
- Sound Cloud





Malton Women Council

Hindi - Addressing Cyber Crime-Building Safer & Inclusive Online Communities



- 1 Hindi - What Is Cyber/Online Hate?
- 2 Hindi - How To Report An Online Hate Incident?
- 3 Hindi - What Is Cyber/Online Fraud?
- 4 Hindi - How To Report Cyber/Online Fraud?
- 5 Hindi - What Is Cyberbullying?
- 6 Hindi - Steps To Take If You Are Cyberbullied
- 7 Hindi - Tips To Protect Yourself From Cyberbullying
- 8 Hindi - Islamophobia
- 9 Hindi - How To Collectively Act Against Islamophobia?
- 10 Hindi - What Is Counter-Speech?



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Addressing Cyber Crime-





# Community Recommendations



# Community Recommendations

A total of 6 focus groups were conducted over a span of 18 months, engaging 120 group participants. The feedback shared was compiled in the form of session notes and further analyzed and classified into 4 broader categories.

## 1-Education & Awareness

- A need was identified to conduct ongoing education and awareness sessions on topics related to cyber fraud, cyber hate, cyberbullying, and Islamophobia. These sessions should include information about available community resources to get help, preventative strategies to keep safe and process to report such incidents. Schools should include these topics as part of the learning curriculum.
- The participants focused on the need to have customized sessions to cater diverse audience, such as, seniors, adults, youth.
- Furthermore, it was emphasized to include a variety of learning tools such as storytelling, videos, discussion case scenarios and possible solutions, sharing personal experiences etc.
- The participants recommended the use of various social media platforms to raise awareness on issues related to cyber fraud, cyber hate, cyberbullying, and Islamophobia.



## **2-Accessibility of Resources**

- Information sessions should be conducted in languages which are reflected of the local demographics.
- Multilingual resources should be developed to ensure reach to the diverse populations.
- Variety of learning tools/resources should be made available, such as, online sessions, educational videos, print media, shows on local and ethnic media, social media campaigns etc.

## **3-Cross-Sectoral Engagement**

- Cross sectoral approach is recommended amongst service providers, community organizations, social workers, schools, law enforcement agencies, faith institutions, media, to raise awareness and advocate at systems level.
- Engaging faith-based organizations and leaders was emphasized as they can facilitate the process of raising awareness by organizing educational workshops/sessions on these topics. It was suggested that the faith institutions should invite subject matter experts including local police to deliver sessions on these topics.
- Local and ethnic media should be leveraged to raise awareness on these topics.
- Local banks should be involved in educating people as they are associated with financial knowledge, expertise and security.



## 4-Systemic Change

- The participants emphasized that enhanced policies and laws related to cyber security, hate crime, and cyber hate crime should be implemented.
- Furthermore, the need for improved privacy and security measures by banks and policies by social media companies, were realized.
- It was suggested to launch cyber fraud helplines for seniors.
- The importance of reporting and raising voice on these issues was shared.

**“Raise your voice, never hesitate to talk to anyone, learn self-defense, spread awareness, never tolerate crime because if you tolerate it once, they’ll commit it again”. FGD Participant.**

**“Don’t be a bystander. Take action”. FGD Participant.**





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<https://mwc.community/resources>

