



# **BUILDING DIGITAL RESILIENCE**

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## **Addressing Transphobic Online Hate Through Community-Based Research**

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# LAND ACKNOWLEDGEMENT

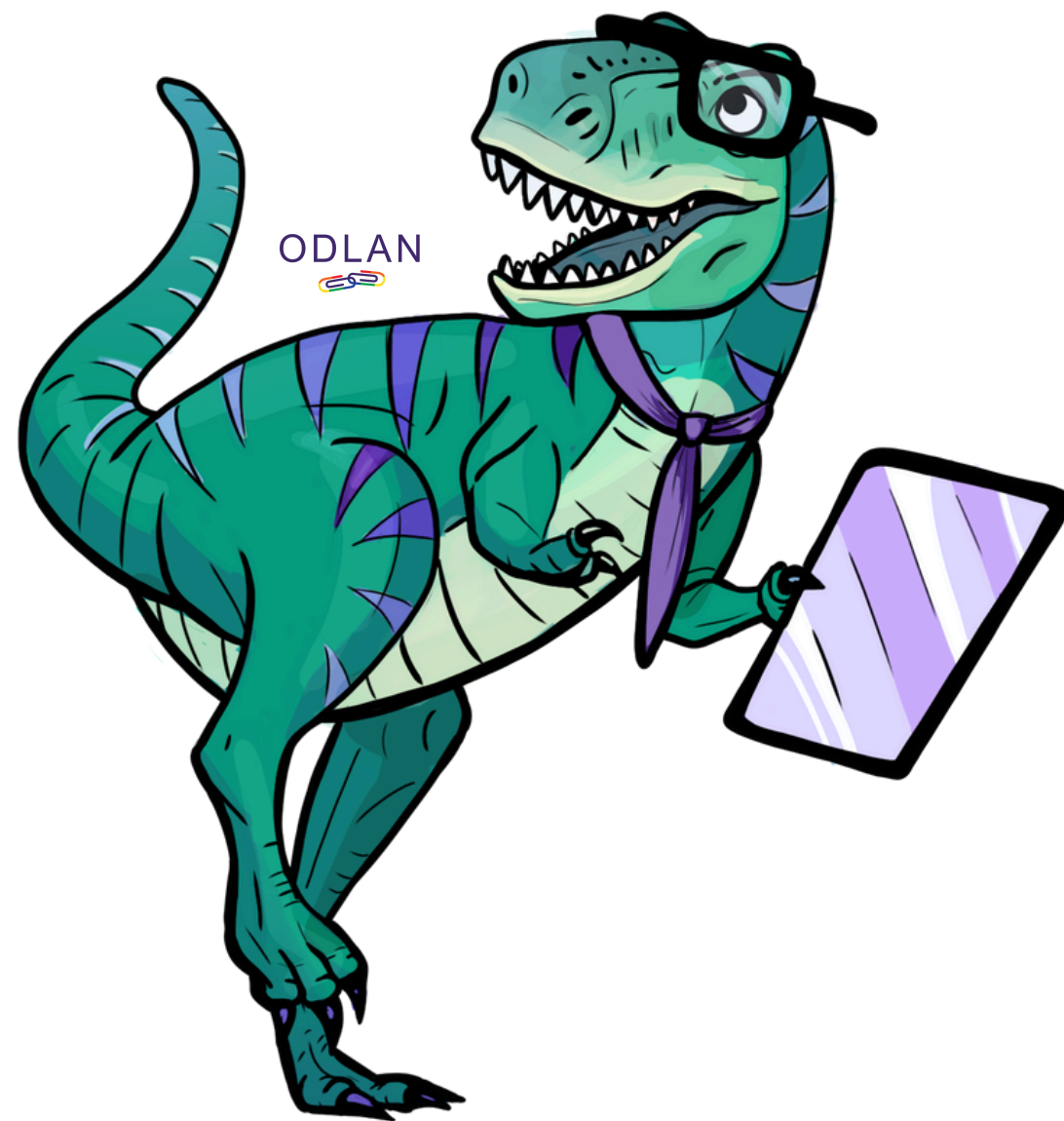
I am currently located on the land known as Tkaronto, which has been cared for by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat. It is now home to many First Nation, Inuit and Métis communities. We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region.



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# ABOUT ODLAN



ODLAN is a nonprofit organization that works to remove digital literacy and access barriers 2SLGBTQIA+ people and communities face on the internet. ODLAN creates resources, hosts training sessions, and conducts research to work toward more equitable online experiences for 2SLGBTQIA+ people.

# ACKNOWLEDGMENTS

*Digital Resilience: Addressing the Rise of Transphobic Online Hate through Community-Based Research*

Partnership between the Open Digital Literacy and Access Network (ODLAN) and Wisdom2Action (W2A)

Funded by the Digital Citizen Contribution Program



Funded by the  
Government  
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Canada



# KEY TERMS

- **Online hate**
- **Transphobic online hate (TOH)**
- **2STN+** stands for Two Spirit, trans, nonbinary (2STN+), inclusive of gender nonconforming and intersex



# PROJECT OVERVIEW

- An online survey and one-on-one interviews with 2STN+ professionals
- 2STN+ Research Advisory Committee
- An online peer support group for 2STN+ professionals
- A feasibility study on developing a reporting tool for anti-2SLGBTQIA+ online hate



# OBJECTIVES

- To determine how TOH impacts 2STN+ professionals
- To uncover the strategies that 2STN+ professionals and/or their organizations use to mitigate and respond to TOH
- To develop recommendations for organizations to address TOH



# ONLINE SURVEY

- Eligibility:
  - Identify as 2STN+
  - 18 years of age or older
  - Work for a Canadian organization that serves 2STN+ and/or 2SLGBTQIA+ communities
- 31 questions
- 56 respondents
  - 47 complete, 9 partial





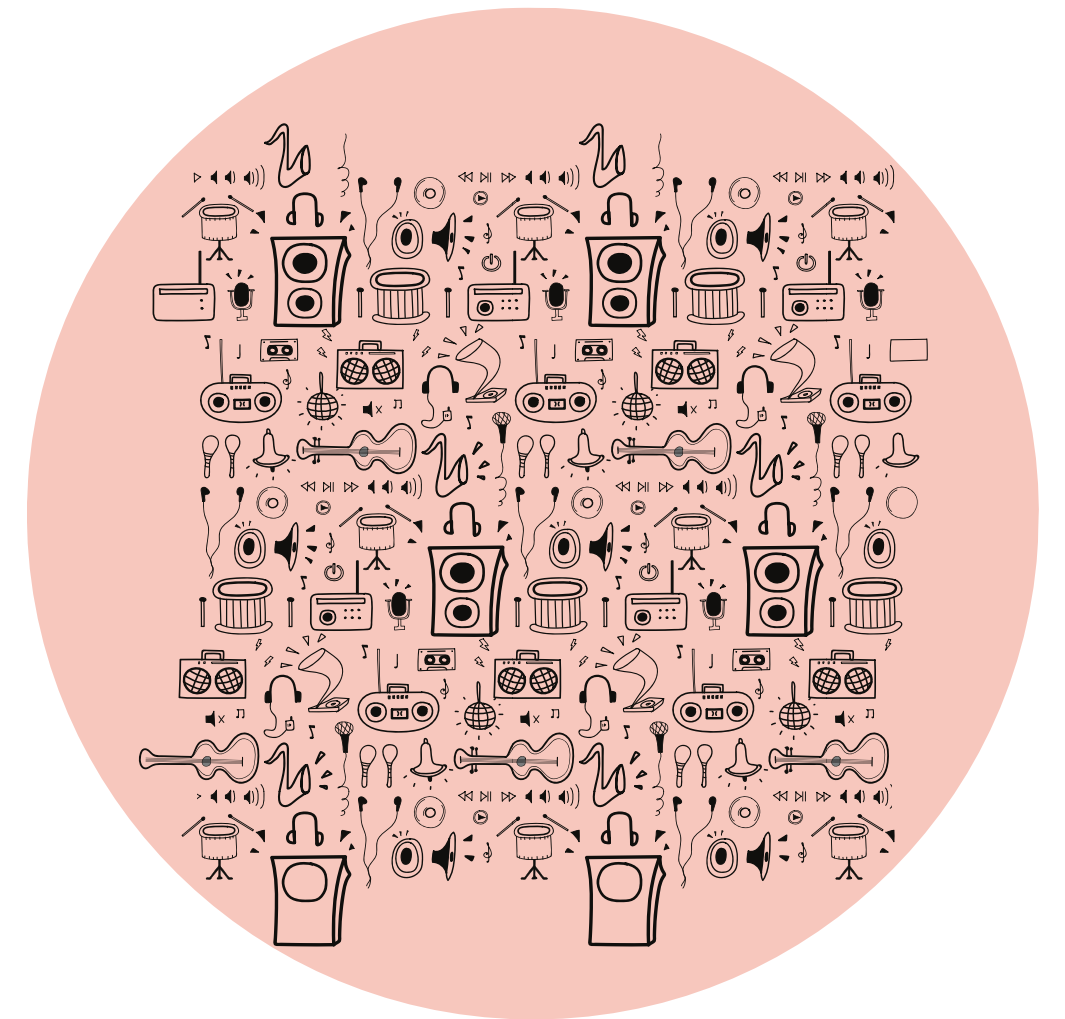
# ONE-ON-ONE INTERVIEWS

- Eligibility:
  - Identify as 2STN+
  - 18 years of age or older
  - Work for a Canadian organization that serves 2STN+ and/or 2SLGBTQIA+ communities
  - Have experienced TOH in a professional context
- 17 questions
- 12 participants



# KEY THEMES

1. Experiences of Transphobic Online Hate
2. Impacts of Transphobic Online Hate
3. Responses to Transphobic Online Hate



# 1. EXPERIENCES OF TOH

- Forms of Transphobic Online Hate
- Prevalence and Primary Targets
- Precipitating Events and Contributing Factors
- Sites of Transphobic Online Hate
- Transphobic Discourses and Attributed Rationales

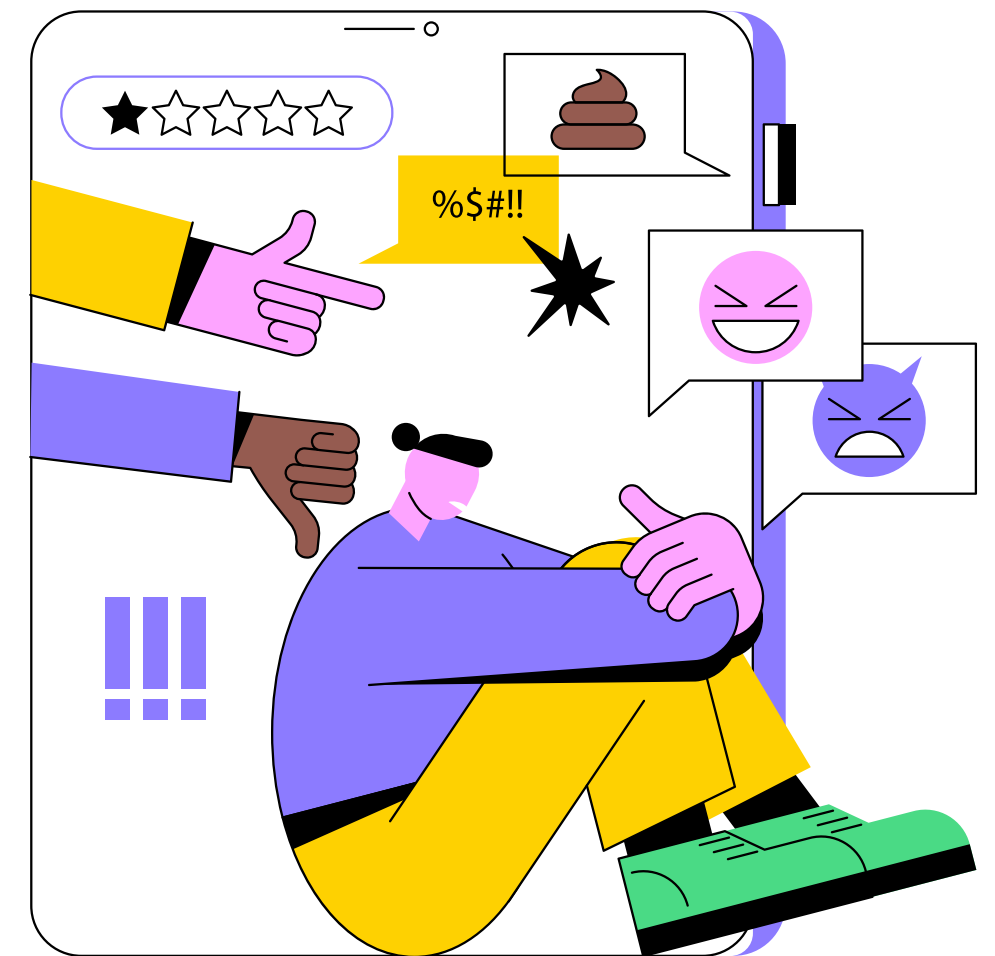


***“We have received many emails and comments in regards to trans people...either [not] deserving a space within the LGBT community, or that we are encouraging people to go against their, to use their quotes, ‘God given nature.’” -- Interview participant***

## 2. IMPACTS OF TOH

- Impacts of TOH on 2STN+ Professionals
- Individual Methods of Coping with TOH

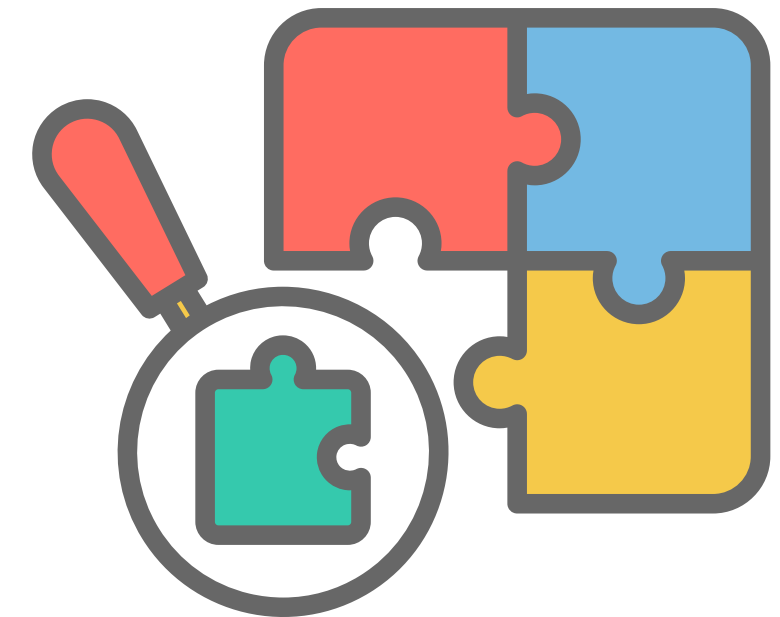
***"I am afraid of success because it means more exposure and more risk."*** – Survey respondent





### 3. RESPONSES TO TOH

- Organizational Strategies, Resources, and Policies
- Gaps and Limitations in Addressing TOH
- Desired Responses to TOH



***“Making clear guidelines/processes... would be the best way to support, as this directly intervenes with the problem. I also feel that a greater attention to care work and healing is always needed.” – Survey respondent***

# RECOMMENDATIONS

- Based on our analysis of project data
- Founded in the principles of intersectionality, anti-racism, and anti-oppression
- Meant to help 2SLGBTQIA+ organizations address TOH and support their 2STN+ members
- Meant to be practical and feasible



# RECOMMENDATIONS

1. Develop and implement formal policies, including anti-discrimination and sexual harassment policies, privacy policies, and social media and online hate policies.
2. Engage in frequent and consistent communication of the policies, strategies, and supports provided by the organization.
3. Provide all members of the organization with training and resources on topics related to TOH, such as how to mitigate and respond to TOH, how to promote digital safety and online security, how to support victims of TOH, and how to be sensitive to 2STN+ people's experiences with harm.

# RECOMMENDATIONS

4. Provide resources and support for 2STN+ members impacted by TOH, including access to mental health supports.
5. Partner with other organizations to provide additional support for marginalized members, especially if adequate support cannot be provided internally.
6. Create a safety plan for in-person and online events, activities, etc. hosted by the organization to ensure everyone is prepared to address TOH if, or when, it happens.



# LIMITATIONS

- Narrow criteria to participate
- Seeking input from marginalized people, working in an under-resourced and over-burdened sector
- Not representative of all 2STN+ people and 2SLGBTQIA+ organizations across Canada
- Overrepresentation of organizations from Ontario





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