



## DREAM TOOLKIT - APPENDIX

# IDEAS, RESOURCES AND PRACTICES TO REACT TO **INTOLERANCE AND HATE SPEECH**

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# WHAT CAN WE DO TO TACKLE INTOLERANCE?

*Some experiences from Bulgaria*

## In schools

The education system plays a central role in promoting tolerance, because this concept is formed from school age. Teachers are the means of promoting tolerance and peaceful coexistence. Schools can create a tolerant environment by helping young people to get to know, respect, and understand different cultures. In Bulgaria, in recent years there have been schools that have created and implemented teaching in a intercultural and inclusive environment in which children explore and grow together. The children had the opportunity in classrooms and / or during extracurricular activities - through optional subjects such as "Ethnic Folklore" - to get to know each other, to learn more about the different cultures around them, their stories, traditions and customs. This has led to increased participation of children in schools, reduced aggression, and improved academic achievement.

To promote tolerance, we propose some useful strategies that can be used as tools.

- **Intergroup contact:** there is evidence of incidental intergroup contact does not necessarily reduce intergroup tensions and may in fact deepen existing hostility. However, through close intergroup contacts, groups can base their opinions on each other on personal experience, which can reduce prejudice. To work, close intergroup contacts must be maintained for a week or longer.
- **Dialogue:** to improve communication between the two parties, dialogue mechanisms are implemented, such as group talks or problem-solving seminars, which provide opportunities for both parties to express their needs and interests. In such cases, the actors involved in the seminar or similar forums feel that their concerns are heard and acknowledged. Sharing personal experiences from everyday life, the past or what we think about the future can reduce prejudice. Contacts between groups must be organized and maintained for weeks or more in order to be effective.

## In our everyday life

Individuals must constantly focus on being tolerant to others in their daily lives. This includes voluntarily challenging stereotypes and assumptions that are commonly encountered when making decisions about others and / or working with others in a social or professional setting.

### *Hate speech on social networks*

Challenging hate speech is important, but it is not always effective - and sometimes it can even be counterproductive. It is very important to consider the context, the environment, and whether the perpetrators or their audience would be open to persuasion or are actively trying to trigger a response (a practice known as trolling). The perpetrator could be a bot - a fake profile - and without adequate safety measures you could become a target of hate speech and threats. So, it's important for you to evaluate the risks and take steps to mitigate them before challenging the haters.

- **Reporting**

If the comments are very hateful and offensive, it is also worth considering reporting either the comments or the person making them. Note, however, that it is highly unlikely that the social media platforms will go as far as taking down the perpetrator's accounts. Unfortunately, the typical response is to suggest that users block the offender themselves, and only take direct action in the most extreme cases or if it can be proven that the account itself is fake. On Facebook, if people manage multiple accounts that are in violation of Facebook's Community Standards, it is likely the company would take the accounts down.

If present, contact local associations involved in combating bullying or cyberbullying, like "Telefono azzurro" at 1.96.96 or via chat in Italy.

- **Safety measures - Personal information**

When challenging hate speech online, it is better to keep your personal information hidden from public view. On all platforms, you can choose what information to give and what information to display as public information. It's important to check on every platform, as in most cases the default settings are very open, meaning anything you put down as personal information will be public by default, which could include your address, phone number and other personal information. Once you publish something, this might be forever. Even if you delete a picture, remember that someone could have taken a screenshot to forward it.

- **Monitor the children's online habits**

Parents can also monitor their children's social networks and, if they see something offensive, they may report the offender's profile. After that, parents

should have a conversation with their children about how they feel, and to know whether there is a deeper conflict at school, or these are individual comments. If bullying continues at school, parents should talk to the school principal and take appropriate action.

With younger children, parents might even control their time spent online: including whether they have profiles on social networks, what sites they open, and with whom they communicate there.

### ***Useful Resources***

- Silence Hate. Media Education e Hate speech. <https://d21zrvtkxt6ae.cloudfront.net/public/uploads/2019/05/21112209/silence-hate-quaderno-di-lavoro.pdf>
- Media Literacy for Adults: [https://mediaguide.fi/mediaguide/wp-content/uploads/2020/08/KVS\\_media\\_guide\\_web\\_2020.pdf](https://mediaguide.fi/mediaguide/wp-content/uploads/2020/08/KVS_media_guide_web_2020.pdf)
- Introduzione alla Media Literacy (IT) [http://www.europacreativa-media.it/documenti/allegati/2015/A5\\_antennaMedia\\_web.pdf](http://www.europacreativa-media.it/documenti/allegati/2015/A5_antennaMedia_web.pdf)
- Quaderno di educazione ai media (IT) [https://www.zaffiria.it/wp/wp-content/uploads/2014/01/QUADERNO-DI-EDUCAZIONE-AI-MEDIA\\_REPORT-COMPLETO\\_per\\_web.pdf](https://www.zaffiria.it/wp/wp-content/uploads/2014/01/QUADERNO-DI-EDUCAZIONE-AI-MEDIA_REPORT-COMPLETO_per_web.pdf)

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# VIDEOS

## **Porrajmos: The Romani and the Holocaust with Ian Hancock - Holocaust Living History**

<https://www.youtube.com/watch?v=tAEJb-p6SOE>

The Holocaust claimed anywhere between 500,000 and 1.5 million Romani lives, a tragedy the Romani people and Sinti refer to as the Porrajmos, or “the Devouring.” Notwithstanding the scope of the catastrophe, the Romani genocide was often ignored or minimized until Ian Hancock and others exposed this misfortune. A Romani-born British citizen, activist, and scholar, Hancock has done more than anyone to raise awareness about the Romani people during World War II. Now a professor at the University of Texas at Austin, Hancock is presented here as part of the Holocaust Living History Workshop, a partnership between Judaic Studies at UCSD and the UC San Diego Library.

## **Roma communities in Romania**

<https://www.youtube.com/watch?v=HfcGYtNLG2o>

These images were shoot in Ferentari (a Roma dominated ghetto area in Bucharest) and in Ocolna (a Roma inhabited village near Craiova in the south of Romania) where people struggle to make a living on less than one dollar per day. Depicting tragic life stories of these people, the clip on living conditions raises serious concerns regarding the public authorities failure to efficiently tackle Roma marginalization.

## **Roma in Romania. DW-TV reporter Karin Kails visits Romania to see how the Roma are marginalized by society.**

<https://www.youtube.com/watch?v=q0KM1YJfoLM>

In January, European Union restrictions on Romania and Bulgaria were lifted, meaning citizens of those countries were free to travel and work throughout the EU. This inspired anger in wealthier countries like the UK, where people anticipated a flood of migrants looking to take advantage of relatively generous welfare systems. This anger was directed most fiercely at the Roma.

## **The Struggle for Survival of the Roma People: Europe's Most Hated**

<https://www.youtube.com/watch?v=ALdlphTYdi4>

Europe's largest ethnic minority – also known as gypsies – has long endured bigotry and abuse. This year, they've been a boon to rightwing politicians who've used them to garner support for anti-immigration policies and achieve significant electoral victories. VICE News examines the so-called "Roma influx" by visiting a Roma community in northern England, then traveling to Romania to meet a group of Roma who have just been evicted from their homes and don't have the money to leave the country to seek out better lives.

## **Istoria Uitata a Romilor**

<https://www.youtube.com/watch?v=NJwyy0xB6ww>

## **Talk Show about Roma children - What will they become when they grow up?**

<https://www.youtube.com/watch?v=4iXdTHES08Y>

Social experiment 2011 - Talk show on the street, in three of the most important cities in Romania (Bucuresti, Iasi, Cluj-Napoca), regarding the Romanian majority perception on Roma children's future. Anti discrimination campaign "Roma Professionals in medical field" - Roma children dream of the things we let them dream of. ActiveWatch anti discrimination campaign developed by Propaganda.

## **Young Roma for activism**

<https://www.youtube.com/watch?v=gkskAynBK0o>

Under the motto Empowerment and Mobilization of Roma Youth, Amaro Drom e.V. and Roma Active Albania invited 50 Roma youth activists from 17 countries to Berlin Schmöckwitz. The partnership-building seminar, financed by the Youth in Action Programme of the European Commission, aimed to strengthen the co-operation and networking of Roma youth organizations. The involvement was not limited to European Union member countries: besides Bulgaria, Czech Republic, Germany, Hungary, Italy, Kosovo, Lithuania, Poland, Romania, Slovakia, Spain and



Sweden also representatives from South East Europe (Albania, Bosnia, Kosovo, Macedonia, Montenegro and Serbia) participated in the seminar.

[www.romayouth.com](http://www.romayouth.com)

### **Rom 21. Roma youngsters. Empower yourself**

<http://www.rom21.eu/es/>

### **PECAO Peer Education to counter antigypsy online hate speech**

<https://www.fagic.org/pecao/>

### **PEER. Participation, experience and Empowerment for Roma youth**

<https://www.peeryouth.eu/country/es/fundaci-privada-pere-closa-2>

### **Io, la mia famiglia Rom e Woody Allen [Laura Halilovic,2009] - Italian**

<https://www.youtube.com/watch?app=desktop&v=2aho96I-HzQ>

### **Dove cadono le ombre (Valentina Pedicini, 2017)**

<https://www.mymovies.it/film/2017/jenish/>