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Xenophobia on social media? EVAM and the Red Clamor organized a Facebook event on how to identify and report hate speech and bullying

Following England's defeat at the European Football Championship, a swirl of racist comments was unleashed on social media against Afro players of the English team, particularly against the ones who missed their penalty kick. Witnessing this colossal flow of race-based insults prompted a statement from Marcus Rashford, one of the players targeted by these comments: "I can take criticism for my sporting performance... but I will never apologize for who I am and where I come from". Social media is the preferred channel for private and public communications. Comments can be positive, but also hurtful and degrading. It is essential to know how to handle them.

To provide training to associations of people in human mobility, teenagers and educational staff on how to identify and report content that incites hate and bullying, Red Clamor and EVAM organized a virtual event with Facebook Latin America on July 14, 2021. There were more than 230 participants on zoom and on the and almost 900 people watched the live video or viewed it the next day on the Scalabrinian Mission fanpage (still available using this link: <https://www.facebook.com/1615729248446794/videos/839740523346504>). The Scalabrinian Mission, together with the Jesuit Refugee Service and Pastoral Social Caritas, makes up the Red Clamor in Ecuador.

“Xenophobia on social media”: how to identify and report hate speech and bullying also brought together members of organizations working for migrants and refugees and representatives of the national rights protection system. The event covered rules of use, and Facebook Mexico's technical staff answered questions and gave tips to those who attended the event.

1. Jessica Espinoza and María Cristina Capelo – Facebook México, addressed the topic of community standards (content allowed on the Facebook platform):
 - Policies against hate speech: Freedom of expression is sought without affecting the protected attributes of individuals.
 - Anti-harassment policies: All content that includes any form of violence is removed.

- Based on the understanding of what content is and is not allowed, they explained the options for signalling violations of guidelines to Facebook. Reported content can include photos, posts, videos.
 - New tools for educating the would-be offender were mentioned.
2. Yina Grisales – Expert in social media, discussed respectful communication through online media:
- Creating e-citizens who know how to behave online and are responsible in their digital and in-person communication.
 - Online communication involves a range of decisions: from the content you create to the friends you add.
 - Positive discourse fosters respect, empathy and collaboration.
 - Regarding malicious interactions and dangers to be identified, there are several types of abusers, such as the bully, the troll, the scammer and the sexual predator, distinguishable by their specific characteristics.
3. Tips to prevent risky situations include:
- Do not befriend strangers
 - Keep your data private
 - Do not get involved with scammers, stalkers
 - Block and unfollow rude persons
 - Report misconduct as a way to prevent it from happening again.
4. The event concluded with Q&A on the topics addressed. The following documents were recommended:

Community standards

<https://www.facebook.com/communitystandards/>

Bullying prevention centre (resources available for teens, parents and educators)

<https://www.facebook.com/safety/bullying>

Safety centre

<https://www.facebook.com/safety>

This action was taken within the project "Support of the host communities for refugees in the border region of Colombia, Ecuador and Peru: Reduction of discrimination and Xenophobia in Education and Health and its effects on the population in human mobility in Northern and Southern Borders", funded by the German GIZ and the European Union.