

# FAQ

## Is ideology and hate-motivated conflict the same as a hate crime?

No. While the two can overlap, the major difference is that a hate crime involves a criminal offense being committed. Hate-motivated conflict, on the other hand, means that there is a disagreement between individuals or groups.

## Is participation mandatory?

No. ReDirect is a voluntary program. Youth do not have to participate if they don't want to, and they can also leave the program at any time if they wish to do so.

## What do youth do during their time with ReDirect?

Every youth's journey with ReDirect looks different based on their individual needs. However, some activities include working with youth to engage more proactively in school, find employment, participate in social and recreational activities, and develop life skills that will help them avoid ideological and hate-motivated conflict.

## How long are youth generally in the program for?

Depending on the needs of the youth, they can work with ReDirect for 3-18 months.

## How are caregivers involved with the process?

Natural supports play a major role in helping youth learn and practice the skills needed to avoid conflict with others. During the intake process, the team meets with caregivers to discuss how they can best support the youth with completing activities and accessing resources. Caregivers also receive regular communication from the ReDirect team regarding the youth's progress and any challenges that may arise.



## MAKE A REFERRAL:

<https://www.calgary.ca/cps/youth-programs-and-resources/youth-intervention/redirect.html>

## CONTACT US:

[redirect@calgarypolice.ca](mailto:redirect@calgarypolice.ca)



**REDIRECT**  
Resilient youth. Reduced conflict.

**Addressing ideological and hate-motivated  
conflict among youth**



## WHAT DOES REDIRECT DO?

We work with youth and their families to build resiliency through education, awareness, and case management. Some of this work includes:

- Facilitating connections to social networks and recreational activities
- Connecting youth to mental health and well-being resources
- Providing journaling activities to identify and address patterns of negative thinking and behaviour
- Helping youth develop life skills that promote independence and productivity
- Teaching youth how to appropriately resolve conflicts

## ABOUT REDIRECT

The ReDirect program provides education, awareness, and case management services for youth aged 12-18 that are at-risk of, or engaged in, ideology or hate-motivated conflict with others.

The program is a partnership between The City of Calgary and the Calgary Police Service, with funding provided by the Calgary Police Youth Foundation. Teams are made up of a social worker and a police officer.

## WHAT IS IDEOLOGY OR HATE-MOTIVATED CONFLICT?

**Ideology** generally refers to a set of opinions or beliefs held by an individual or group. When people have a strong ideology, they may react positively towards others that share that ideology, and negatively towards others that don't.

**Hate**, on the other hand, refers to strong emotional dislike towards certain people, things, or ideas. Hate is often motivated by bias, prejudice, discrimination, or what the targeted person/thing/idea represents.

**Conflict** is defined as a serious disagreement or argument about something important. It can take many forms, including verbal violence or physical violence, threats, and/or property damage, and can take place in-person or online.

The ReDirect program works with youth that are engaged in conflict with others due to ideological or hate-based thoughts or actions. The program can support youth that are initiating the conflict as well as youth that are victimized or impacted.

## WHO CAN BE REFERRED TO REDIRECT?

All referrals are reviewed and assessed by the ReDirect team to determine if the youth is a fit for the program. However, there are some standard eligibility requirements:

- Aged 12-18 at the time of referral
- Willing to participate, as the program is voluntary
- Be proficient enough in speaking, reading, and/or writing in English to participate in written assignments and face-to-face mentoring sessions
- Exhibiting at least one of the following risk factors:
  - Has made hate-motivated statements directly to others in-person or online
  - Has expressed intolerance, hatred, or rejection of people or groups
  - Feels victimized or marginalized by others due to personally held beliefs or exhibited behaviour
  - Has confrontations with people based on ideological ideas or behaviour
  - Has been asked to leave groups or activities due to intolerant views

## WHO CAN MAKE A REFERRAL TO REDIRECT?

Referrals can be made by anyone, including family members, educators, law enforcement, community groups, youth-serving agencies, and even the youth themselves. See the back of this brochure for information on how to make a referral.