

## ODIHR Webinar

### Ensuring sensitive and respectful treatment of hate crime victims

Thursday, 20 March 2025, 11:00-12:30 CET

#### *Concept Note*

Hate crimes are acts of marginalization and a manifestation of discrimination and intolerance that send a clear message of exclusion to the community sharing the identity of the victim and society as a whole. These crimes have a significant impact on victims, thus establishing a robust hate crime victim support structure is critical to ensuring that victims of hate crime have access to justice and the protection and support they need. This requires putting victims' needs and rights at the heart of any action, therefore avoiding socio-emotional and psychological distress and subsequent secondary victimization.

The response and behaviour of the criminal justice agency representatives and professionals in supporting institutions, including medical and psychological services, lawyers and legal services, social workers and civil society victim support services can have a critical impact on victims of hate crime, especially those communities facing deep-rooted challenges. It is crucial that all those who work with hate crime victims have the skills and resources necessary to respond to their needs or the knowledge to refer victims to the right support, thus promoting effective, community-centred outcomes.

With the aim of promoting sensitive and respectful approaches to hate crime victims, ODIHR, in close cooperation with the National Office for Combating Hate Crimes in Spain (ONDOD), will organize a dedicated webinar with insights offered by leading experts and practitioners in the field. This event will focus on the importance of adopting a comprehensive, practical and multi-faceted approach on how to work with hate crime victims, prevent their secondary victimization, create sustainable solutions and shape the conditions that support positive change.

The speakers will discuss:

- Community and societal impact of hate crimes, as well as the needs of victims of hate crime;
- The essentials of sensitive and respectful treatment upon contact with a hate crime victim; and
- Communication best practices and trust-building measures between hate crime victims, civil society organizations, law enforcement agencies and national authorities.

The event will promote a victim-centred approach in dealing with and responding to hate crimes based on an individualized approach to each hate crime victim, taking into account the nuances of intersectionality. This approach looks at the victim's personal circumstances, the material and immaterial impact of the crime on the victim, victims' specific needs and referrals and specialist support provision.

The webinar is aimed at experts and professionals working to protect and support hate crime victims, including specialist support providers, representatives from national and local authorities, law enforcement and criminal justice sector (police, prosecutors, judges and lawyers), researchers and

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Este seminario web forma parte de la iniciativa de cooperación entre la OSCE/ODIHR y la Comisión Europea "Support to the Organisation for Security and Co-operation in Europe (Office for Democratic Institutions and Human Rights) for knowledge sharing and standard setting on hate crime including hate crime victim support" (CERV-2023-IM-CRAC/RIGH/2). Está financiado por la Unión Europea y el gobierno de Bulgaria, e implementado por la OSCE/ODIHR.

experts in the field of hate crime, minority rights and hate crime victim support, as well as civil society organization professionals.

The event will be held in Spanish, with simultaneous interpretation to English.

### Introduction

- **Tomás Fernández Villazala**, Chief of Service of the National Office for Combating Hate Crimes in Spain (ONDOD)

### Guest Speakers

- **Sara Giménez Giménez**, General Director, Secretariado Gitano
- **Daniel Moreno Gómez**, Chief of the Women and Minors Team (EMUME), Judicial Police Technical Unit of the Civil Guard
- **Ana Isabel Sánchez Valle**, Chief Inspector, Responsible for the EVO Team (Violent Extremism and Hate) of Algeciras
- **Miguel Ángel Aguilar**, Coordinating Prosecutor, Hate Crimes and Discrimination Unit, State Attorney General's Office

### Host and Moderation

- **Mikaela Christiansson**, OSCE/ODIHR, Tolerance and Non-Discrimination Department
- **Lara Gutman**, OSCE/ODIHR, Tolerance and Non-Discrimination Department

*Please note: The webinar will be recorded and published through the ODIHR website accessible to the general public. The recordings will also be used for future reference, including for awareness raising and training purposes.*

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This webinar is part of the co-operation initiative between OSCE/ODIHR and the European Commission “Support to the Organisation for Security and Co-operation in Europe (Office for Democratic Institutions and Human Rights) for knowledge sharing and standard setting on hate crime including hate crime victim support” (CERV-2023-IM-CRAC/RIGH/2). It is funded by the European Union and the government of Bulgaria, and implemented by OSCE/ODIHR.



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