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Introduction

This e-book was completed by a group of young LGBT and non-LGBT people in a series of workshops conducted as part of a two week Erasmus plus exchange programme in Ireland and Cyprus, created by Dundalk Outcomers and Accept-LGBT Cyprus.

As this e-book has been created by a group of young people, some of whom have been or are being affected by cyberbullying the aim is to provide helpful information and support for LGBT Young People.

Keeping in mind the importance and the seriousness of the potential effects of cyberbullying (psychological, physiological and behavioural), and recognising that the LGBT community are more targeted by cyberbullying than non-LGBT, we hope this e-book can be used as a "helping hand" towards anti-cyberbullying.

Remember you are not alone, ask for help.



What is LGBT Cyberbullying?

Bullying

Bullying can be defined as a negative, unwanted behaviour which is repeated over time and is conducted by one person or a group against another person or persons with the intention to hurt. It can be expressed in forms of verbal, psychological or physical aggression. This behaviour usually occurs in social environments (e.g. schools) and it is intentionally intimidating and aggravating. Some of the behaviours included in bullying may be: threatening, teasing, hitting and taunting.



Cyberbullying

Cyberbullying is bullying that uses ICT (Information Communication Technology) to achieve its effect. There are similarities between bullying in the physical world and in the cyber world, such as the bully wants power over the victim, and the bullying incidents are not sporadic but continual. However, there are also specific differences. While bullying is usually face to face, cyberbullying does not need to be because it uses ICT such as Social Media, IM, MMS, E-mail, Websites, etc. Using these avenues the Bully can harass, humiliate and target anyone and reach a wider audience, it may feel like there is no escape. The most important difference is that even if someone posts something about us once - in other words

that there is a single event - it can be viewed multiple times and by a much wider audience then intended, and in this way becomes a form of

repeated behaviour.

LGBT Cyberbullying

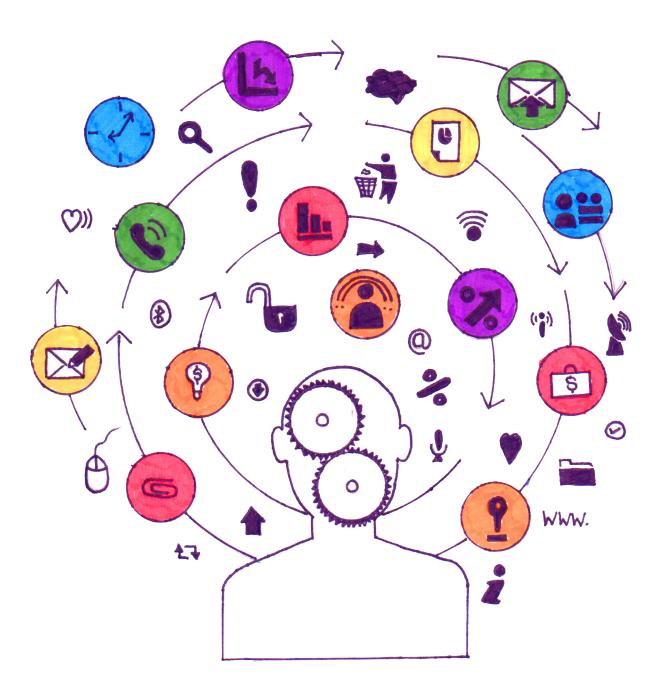
LGBT cyberbullying is cyberbullying where the victim of the negative behaviour is an LGBT person or the LGBT community in general. It can also be where the victim is thought to be LGBT. In other words the main reason for the harassment is the sexual orientation or gender identity of the victim.

It can happen from LGBT people to LGBT people, or from non-LGBT people to LGBT people. Also, because the bully may not in reality know the victim's sexual orientation or gender identity, it can happen from non-LGBT to non-LGBT.



Channels of Cyberbullying

There are many ways (channels) that cyberbullying can be conducted through. These include: phone calls, sms, mms, emails, websites, chatrooms, instant messaging, and social media sites.



Types of Cyberbullying

Here are the mainly psychological and emotional types of cyberbullying that can also lead to physical.

Flaming: Vulgar with an aggressive tone online messages that lead to a fight.

Harassment: Malicious, mean and meant to insult messages sent constantly.

Denigration: Online disrespecting of someone. When online messages and posts about you, such as rumours or gossip, are intentionally posted in order to harm your friendships and reputation.

Impersonation: When someone pretends to be you by posting, sending material with the intention to once again harm your reputation and friendships, get you in danger or even in trouble.

Outing: When someone discloses your secrets, personal (usually embarrassing) information or your images, online.

Trickery: When someone tricks you into getting your personal info, secrets or images in order to share it online.

Exclusion: When in the occasion of an online group, you are harshly excluded on purpose.

Cyberstalking: When someone severely and repetitively harasses and denigrates you, through threats with the intention of causing you significant fear.

Examples of LGBT Cyberbullying

Charlie

Charlie is sixteen. She has a crush on Kai, a girl from her school, and she decides to confide in her best friend, Taylor, about it. Taylor tries to help Charlie by taking Charlie's phone and texting Kai telling that she (Charlie) has feelings for her.

Kai is surprised to receive this message and she decides to screenshot it in an online study group of their class.

The following morning Charlie finds out that she is tagged on a post with the screenshot on Facebook which has over 400 likes. She doesn't have a clue of what this is all about.

While at school, Charlie keeps receiving notifications on the post, and at the same time people laugh at her and gossip.

As these behaviours continue she starts avoiding school and lying to her parents. As if this was not enough she finds out that some students created a website about her called "Where is Charlie?" after she has missed a few days of school.

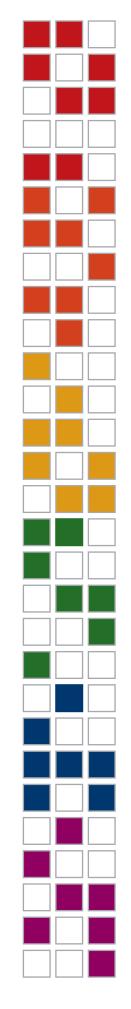
Charlie is in a pure state of confusion, desperate, afraid of her parents finding out that she is attracted to someone from the same sex, feeling that she has no way out.

Alex

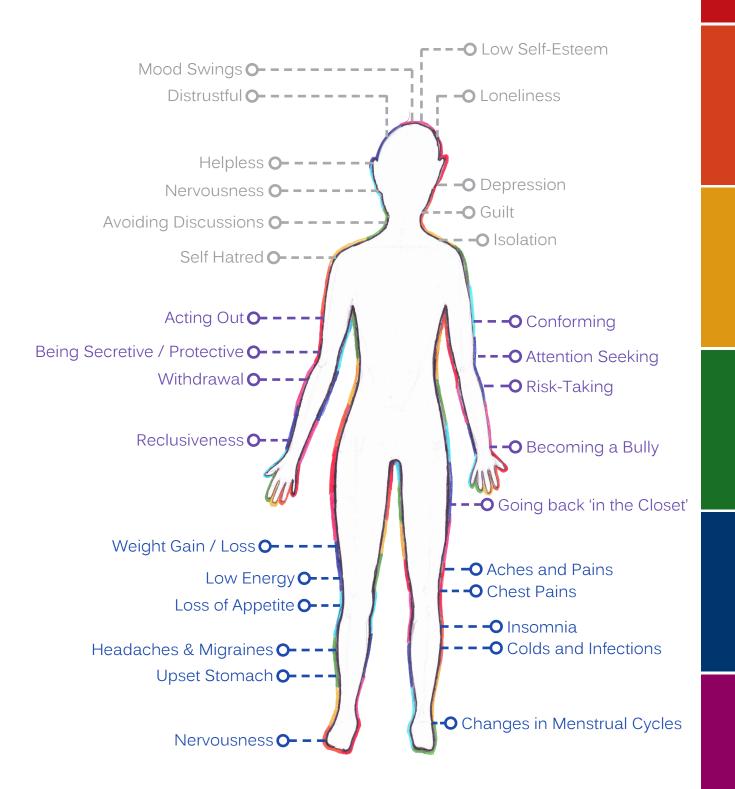
Alex is fifteen and has joined a social dating app for the first time. He is excited at the prospect of meeting someone. Before long, Alex receives his first message and begins responding. As the conversation progresses, Alex is asked to send a picture of his body. He decides to send the requested picture, however suddenly the messages stop.

The next day at school, Alex notices people are laughing and pointing at him. Feeling confused and not knowing what is going on, he runs to the bathroom. There to his surprise, the image he sent yesterday is now hanging on the walls of the bathroom. The picture has been edited and now contains the phrase "Alex is a Fag" across it.

He doesn't know what to do!



Effects of Cyberbullying



Physical stress

- Low energy: One may lose the energy to go through their daily life, activities and things they enjoy doing, due to physical stress.
- Loss of appetite: One may lose their appetite for food and refuse to eat.
- Headaches and migraines caused by stress: This makes daily life difficult for the person and could affect their concentration and mood.
- Physical stress may cause nausea, diarrhoea, constipation and generally a feeling of upset stomach.
- Changes in your menstrual cycle: This change could be on the dates of the cycle, the frequency or the termination of the menstrual cycle, resulting from physical stress.
- Your muscles may be tensed with aches and pains, day or night.
- Insomnia or sleep disturbances: One may have difficulty in falling asleep or remaining asleep. This may leave people feeling tired and frustrated.
- Nervousness and shaking of parts of the body and/or ringing in the ear.
- Persistent physical stress can lead to: chest or heart pain, rapid heartbeat, a weakened immune system, weight loss or weight gain.

Behavioural stress

- Mood Swings: A change in mood might lead to something bigger such as becoming easily agitated, becoming increasingly anxious and as a result of this one can become frustrated and moody.
- A young person who experiences cyberbullying can feel overwhelmed easily: This might lead to losing control or trying to take control of things impulsively.
- Having difficulty relaxing and quieting your mind: One can be having a hard time taking things easy which can lead to the feeling of uneasiness and not being able to relax; finding it difficult to empty their mind.
- Being nervous and jumpy: This causes becoming obsessed when getting an instant message, text, or email. One can experience panic attacks when they get messages, texts, emails, etc while online.
- Avoiding discussions about computer or phone activities: Someone who is being cyberbullied may be too ashamed or afraid to tell someone.
- Increased feelings of loneliness and being alone: This can get more serious and one can be afraid of spending the day alone or might be in constant need of the approval of others.
- Feeling bad about yourself (low self-esteem), worthlessness and depression: Someone who goes through the effects of cyberbullying can experience depression which can affect one's everyday life immensely.
- Feeling guilty: A sense of guilt can be a developed aftermath of cyberbullying.
- Feeling like you cannot trust anyone: Someone who is bullied online could have a hard time trusting others. For LGBT people this can seriously delay 'coming out' and/or seeking support.
- Self-hatred: The victim may internalize the bullying, leading them to self-loathing which can include physical and psychological harm. They may focus this on the LGBT identity, leading to internalized homophobia or transphobia.

Emotional/Psychological Effects:

- Being secretive or protective when using ICT: One may feel the need to hide and act secretly when using ICT due to behavioural stress and feelings of embarrassment. This can be heightened if someone is not 'out' as LGBT, or they are afraid of being identified as LGBT.
- Withdrawal from family members, friends and activities: Behavioural stress may cause one to distant themselves from people close to them or activities they enjoy.
- Reclusiveness/Social isolation: One may avoid social environments, such as school and other group gatherings.
- Poor concentration: Behavioural stress may lead in difficulties in concentration and the ability to complete school activities and other tasks, which in turn can lead to low school achievement.
- "Acting up": One may experience anger outbursts at home or school and they could become sarcastic or defensive.
- Engaging in risky/dangerous behaviours: One may engage in risky behaviours as a way to overcome the difficulties resulting from the behavioural stress. Some of those behaviours could include drug and alcohol abuse or promiscuity.
- Attention seeking: Acting in a way that draws attention to yourself for false reasons.
- Changing who you are to fit in: One may feel the pressure to change themselves and conform in a behaviour they don't like so they can fit in a group.
- "Going back to the closet": LGBT people who experience bullying or cyber bullying after "coming out of the closet", may feel the need to "go back to the closet again" as they feel they are not accepted by others or they feel guilty for their decision.

Important Note: Any of these effects can be linked to stress, and could be caused by cyberbullying. They can also be a sign that something else is wrong. If you are experiencing any of these effects continuously, please tell a healthcare professional or trusted adult.

Why do people Cyberbully?

There are many reasons why someone might cyberbully. It may be unintentional or it may not... however it is still cyberbullying.

The following are some of the reasons:

For power over others: The bully may have a lack of control in their life and are seeking control in other areas. They may invent an online persona to establish control in their life.

To make themselves feel better: A bully can bully others for the reason that they themselves have low self-esteem.

Take attention away from themselves: The bully may be a member of the LGBT community and is not ready to reveal themselves, so they target others to take any attention away from themselves.

For revenge: An unintentional or intentional comment may be taken personally. The victim may then reply with an aggressive response to right the wrong that was done to them.

Wants attention: The bully may want to seek approval from their peers/friends and target someone who differs from them.

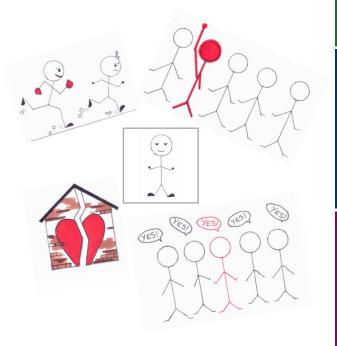
Peer pressure: Peers in their circle of friends may be targeting a suspected LGBT member and expect you to join in.

For fun: The bully may want to have a joke with someone but end up taking the joke too far, resulting in harmful effects for those on the end of the joke.

From isolation: Feelings of loneliness can result in pent up emotions. The person's only emotional release may be expressed through cyberbullying.

Upbringing: Problems in the personal life such as home and family relationships may end up teaching the bully that it is okay to express themselves in a negative manner.

Accidental: It is possible to cyberbully without meaning to, or in defence of yourself or someone else. Always be aware of how you act or what you post online, and how it could effect others. See page 19 of this e-book for some advice on how to behave online.



Who is involved in Cyberbullying

For homophobic or transphobic cyberbullying to happen, we have a number of people involved, any of whom can belong to the LGBT community or the non-LGBT community.

The key actors are:

- The Bully (or bullies)
- The Victim
- Bystanders

The **Bully** is the person(s) who uses different methods and behaviours to attack, harass, humiliate and target the victim. He/ She can be an LGBT person or an non-LGBT person, and may have even been a victim themselves in the past.

The **Victim** is an LGBT person who experiences the negative effects of the behaviour and actions of the Bully which make him/her vulnerable and in need of help.

Bystanders are people who witness cyberbullying taking place, whether through seeing it, reading it and/or hearing it. We can group them in two categories:

Hurtful bystanders

A hurtful bystander is a person that encourages the act by laughing, cheering, making comments or even joining in, thus encouraging the bully. You can also be a hurtful bystander by choosing to do nothing.

Helpful bystanders

The people who take positive action when they see or hear about cyberbullying incidents. By that action, cyberbullying can be stopped or even prevented. Defending the victim by approaching the bully or by giving help and support to the victim, can help ease the problem and put it under control.

Bystanders can also be identified within the Cyber Community (such as online friends, friends of friends and online groups) and the Non-Cyber Community (such as family that do not have access to the Internet).

It is important to mention that even though the victim is the first to experience the negative effects of cyberbullying, it is possible that ALL bystanders can be affected and feel the same as the victim or the bully.

What to do if you're Cyberbullied

Remember; it's not your fault if you're being cyberbullied!

Firstly consider if it is cyberbullying, or just someone's badly worded negative opinion. If it is a case of CB, take some time (at least 5 minutes) before deciding if you want to respond to or not.

If you know the person(s) involved, before reacting or replying, you can ask politely for the behaviour to stop or post to be removed. Keep a record/screenshot of your request, and of their response;

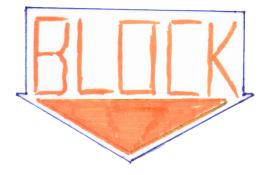
Do not respond to aggressive messages – there's a good chance it will only make things worse, and if you become aggressive in response then you could be accused of cyberbullying too;

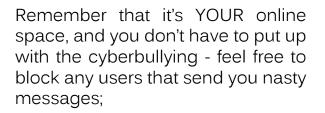
Do not forget to always save the evidence! Save and print out any bullying messages, posts, pictures or videos you receive or see. Remember, you don't need to look at them repeatedly – it's not necessary to upset yourself further. It's enough to know you have a record of the cyberbullying;

Make a note of dates and times of bullying messages, along with any details you have about the sender's ID and the URL:



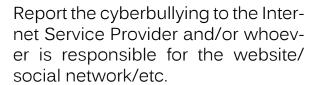








Tell what is happening to someone you trust: an adult, family member, teacher, co-worker. If you do not want to tell someone who knows you - maybe because the bullying relates to your LGBT identity - contact an LGBT support service (there's a list of them in this e-book);





Do not be afraid to report it to the police. Forms of harassment, bullying and hate speech are against the law in member states of the European Union, and LGBT people are protected under anti-discrimination legislation.

For a list of some popular sites and providers and how to report to them, see our website www.lgbtcb.org

Support Services

LGBT organisations

Ireland

Outcomers.org; Email: youth@outcomers.org;

Tel: (00353) 42 9329816

• LGBT.ie; Tel: 1890 929 539

BeLonG To.org; Tel: 01 670 6223

Cyprus

Acceptcy.org; Email: info@acceptcy.org;

Tel: (00357) 99 812343

- Facebook.com/pages/Queer-Cyprus-Association
- Facebook.com/RainbowYouthCy

Cyberbullying

Ireland

- bully4u.ie; Email: info@bully4u.ie
- www.barnardos.ie/cyberbullying

Cyprus

- Cyberethics.info
- Cybercrime.police.gov.cy

Other support organisations

- ISPCC.ie
- spunout.ie
- Childline.ie; Tel: 1800 666 666, text 'bully'
- NCPC.org (stop bullying before it starts)
- Wiredsafety.com
- Stopbullyignnow.com
- Iglyo.com glbtq youth

^{*} It is important to note that there are NO LAWS governing the internet. There are some aspects of cyberbullying that can be covered by stalking and harassment laws, particularly when the people involved are over 18. Also, any cyberbullying with a sexual nature falls under the Child Sexual Abuse Act.

More CB Examples

Kyle is a bisexual person who has recently joined the LGBT society of the university. It was decided by the society members to use instant messages in order to brainstorm ideas about their LGBT Pride event. In the conversations, Kyle notices that nobody responds to his suggestions and he feels that he is being ignored. The next day there is another online planning session, but nobody tells Kyle that it is happening. Feeling excluded, he decides to tell the president of the LGBT society, who assures him that he will take care of the issue.

The next morning, Kyle receives many emails from society members with some really nasty comments about his sexuality. Comments like "We didn't trust you before because you're bi... and we certainly don't trust you now that you run and tell tales". Kyle feels totally marginalised and not accepted. He can't understand why this is happening to him.

Sam has broken up with her girlfriend Anne. Anne has not taken the break up very well as she thought they were both in love. Over the next few days, Anne keeps calling Sam wanting them to get back together. Sam explains in a kind way that their relationship is over. As the days go by, Sam receives threatening phone calls from Anne, some even with threats of violence. Later on, Sam receives mobile notifications from her email. She discovers over 20 threatening emails from Anne.

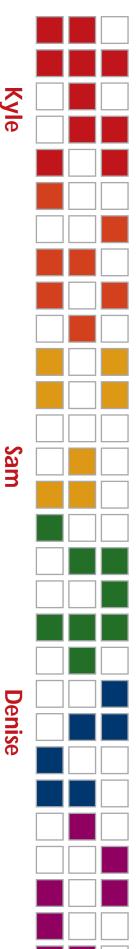
She feels scared and trapped. Sam doesn't know where to turn to!

Denise is a young woman who is really into Anime and Manga chatrooms. From her time spent there, she develops some relationships that mean a lot to her.

Denise decides to share her gender identity dysphoria with her online chatroom friends and tells them that she will undergo surgery for full transition, from male to female. She starts receiving continuous disturbing messages saying things like "Hey she/man you're a freak!" from the people she thought were her friends.

She becomes anxious and changes to a different chatroom platform. She enjoys her time in this new chatroom, until she receives yet another disturbing message "Hey she/man, thought you could hide from me?" Message after message, her inbox is flooded with similar nasty comments.

Denise feels completely helpless and alone!



When Online...

- Always Respect Others: Treat others online how you would like to be treated yourself. Even the people who may annoy you.
- Respect Yourself.
- Keep Your Passwords Secure: Don't share them. Always, always make sure that you log out when you leave a site and un-tick the "remember me" icon.
- Do not give personal information about yourself or your family.
- Use Nicknames/First Names On Your Profile: It's not a good idea to give away online who you are and where you are at the same time.
- Edit Privacy Settings: Many sites allow you to decide which parts of your profile can be accessed by others. Assume that everything is public unless you are sure that it isn't. Opting for 'private' doesn't always mean that only your friends can see it.
- Know Your Friends: The amount of 'friends' you have on a social networking site is not a sign of your popularity. If you do not know someone in real life, have clear reasons why you want to be their 'friend' online.
- Are they who they say they are? People online are not always who
 they say they are. Be careful what you share, especially, with someone you don't know in real life.
- Think Before You Post. Or send. Or share. What goes on the internet, stays on the internet. Forever.
- Check Your Wall: If people can post comments on your profile, check them regularly.
- Block Aggressive, Mean or Nasty People: Don't accept aggressive behaviour. Don't pass on negative messages about others this makes you as bad as the cyberbully who posted them first.
- Report bullying: Don't be a bystander. If you don't stand up for someone who is being picked on, you may as well be doing the bullying yourself.
- Do not contribute to spam/chains.
- Don't Open E-mails from People You Don't Recognise: Always check that the 'subject' makes sense to you. If you do open an e-mail and it includes a link you don't recognise, don't open it.

'Netiquette'

Never forget that the person reading your mail or posting is a real person, with feelings that can be hurt. Avoid mailing or posting anything you wouldn't say to your reader's face.

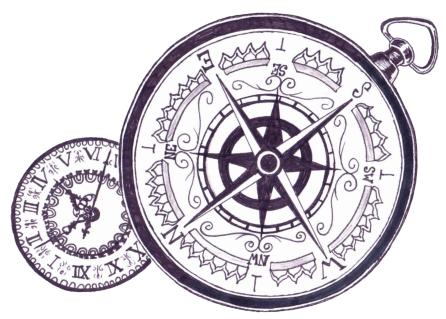
Remember that we are all humans. Act the same way online that you would in real life.

Be ethical and look before you send. It's fine to think that what you're doing at the moment is the most important thing in the world, but don't expect everyone to agree with you. Check the discussion first to see if you're posting in the intended group. In the case of something private, send it to the person in private message/ E-mail.

Respect other people's time and place. When sending messages or e-mails: identify yourself by ending with your name; try to include a subject title in the message header; send the message only to relevant people. Keep in mind that spams (i.e. junk emails/chain mails) are not appreciated. Gain consent from the email's author before forwarding to others.

Use the right emoticons (e.g.:)) and acronyms (e.g. lol) where and when appropriate in your message.

Choose your words carefully in terms of your language. Don't curse or use sarcasm unless you know for certain the person won't mind.



Have you CB?

Do you believe you have cyberbullied in the past or you're doing so now and you are seeking help to stop?

The following tips will help you change or prevent your behaviour:

- Stop and think before you say something that could hurt someone.
- If you feel the urge to be mean to someone, find a healthier way to deal with it. For example play a game, watch TV or keep yourself busy with something pleasurable.
- Talk to an adult you trust. They can help you find ways to be nicer to others.
- Respect other people by keeping in mind that everyone is different. Not better or worse. Just different.
- If you think you have cyberbullied someone, the first step would be apologizing and then taking steps in removing any related content. Everyone will feel better.
- Take responsibility and become empathetic. Treat others the same way you would like to be treated.
- If you have a fight or a disagreement with someone, think before you post something mean online. It would be wiser to take deep breaths before you do something you will regret or cause harm to that person.
- · Remember you can always change your behaviour!

For further help and information you can always contact: stopbullying.gov www.meganmeierfoundation.org helpguide.org

The strong! Michael you are good enough. A Message

from Us to You

STAY STRONG, Things will get better.

Remember... you where Don to stand out not

Stuart, 18

Being sad is not a weakness. It is a strength of character. you are strong.

Emma, 19

Jarious social redia Were with Jamous Social not be therefore to Copper bally times but the safety

I was experbullied. You are not alone! Chrysanthi It is over and I'm ok.

Theo, 25

Don't let vour "demons"

break you dawn, break them down

Stephanie, 24 years old

Do NOT LEt CB be another Lock on your CLoSet - Nio

YOU BEING YOU 13 ENOUGHD CURALEENE

Never let fear of striking out Keep you from playing the game!

Zoe, 24

Nobody should feel bad for The they are everyone is different...
and difference should be celebrated!

Bolieve horfward there.

Chae you replace negative thoughs with positive ones, you'll start having positive Tesults In 27

Embrace your of yourself!

Embrace provid sommy, 24

Never blame yourself and don't let anyone make you doubt yourself. You are wonderfully unique! Elena, 26

FIND A PLACE INSIDE WHERE THERE'S JOY, AND THE JOY WILL BURN OUT THE PAIN. FRANK 22

Do one can judge you! Be yourself withour caring about what others

I have been there. I'm still have, 3 I'm stronger with aussure ppl beside me.
You will like better times. Just stry
strong? We can make it Zgether.

Bete, 24 come out the other Jynda, 26 yook. You can doit!

Never allow yourself to be a victim." If people are bying to bring you down, it only means that you are above them." Be strong! Maria, al

Bullying, in any form, is awful. If you experience it, know that 1st: is not your fault, and, 2nd: you must NOT accept it. Reach out for help and speak up.

ps: Bullies need help too.

Andreas, 23

Acknowledgements

Working on the Guide has been a fulfilling experience - to say the least - for Accept-LGBT Cyprus.

Fighting against homophobic cyberbullying is of the greatest importance at the moment, as it currently presents an immediate threat to the LGBTI community's well-being, and especially to its younger members. We strongly believe that addressing the matter through a guide for LGBTI young people, derived directly from LGBTI youths, is one of the most useful tools we could arm our community with.

We are very proud to have been part of this project and have been infinitely inspired by the enthusiasm, devotion and hard work of all the people involved.

Thank you everyone for your open-mindedness, your sensitivity and your passion for a better world for all of us. Each and every one of you has been a great inspiration which translates loud and clear throughout the guide. Many thanks to the trainers who worked with us with patience and enthusiasm and guided us through all the processes, step-by step. Your passion and energy has been of fundamental importance.

And last, but not least, thank you to Dundalk Outcomers for offering us the opportunity to collaborate on this project and become part of such an eye-opening experience.

We are very proud to see the Guide depart on its journey. Accept-LGBT Cyprus will be cheering and supporting it throughout, with all our might.

All the Members of the Board of Accept-LGBT Cyprus Nicosia, December 2014

Acknowledgements

Historically the LGBT community have been fantastic in rising up to challenges within our own community. No better example of this was in the 80's and 90's: the AIDS epidemic in the USA - when people were afraid of catching the disease it was LGBT people who came to the aid of sick and dying gay men. All through the 70's, 80's and to the present day the LGBT community were out on the streets demanding equality, trying to make a difference for all of our community, those who are out, and those who can't come out for whatever reason.

We now have another epidemic in our community: homophobic bullying, and in particular bullying on line. This act has the ability to take the life of another person in many different ways. You can still be alive but your mental health is being battered by words and threats you read every day. It erodes your confidence, your ability to enjoy your youth, and creates a fear of judgement by your peers and family and leads you in to a world of loneliness and isolation. When taken to extremes it can, and has, lead many young LGBT people to end their lives too soon and so needlessly.

Again the community has come up with many ways to support young people to know they are not alone, that people will stand up with them against bullying, convince them that things will get better. This e-book is another part of that armoury, and it fits the pattern so well: it is LGBT people providing support for others in our community who may be a bit more vulnerable and not have anywhere to turn. The added bonus to this project is that non-LGBT young people have also stepped up to contribute.

I would like to thank all of the people who have worked tirelessly over the past year to make this project a reality.

To our partners Accept LGBT Cyprus: we could not have picked a better fit: two groups of people who have come together for one short moment in time, friendships have been forged that will carry on long after this is all over.

To our young people here in Dundalk again you make me proud and honoured to be in your lives, I hope this experience has impacted on you in a positive way that you will take with you for years to come.

All in all another wonderful collaboration the kind that changes lives and makes memories.

Bernardine Quinn Project Manager Outcomers

Glossary

Key Defintions Explained

CB: Cyberbullying

LGBT: Lesbian, Gay, Bisexual, Transgender

ICT: Information and Communications Technology

IM: Instant MessagingMMS: Multi-Media ServiceEU: European Union

URL: Uniform Resource Locator

Emoticons: use of emotional faces through punctuation Acronyms: abbreviated words, e.g. lol = laugh out loud



Lesbian Women symbol: Double female sign, sometimes used as a female homosexual symbol.



Gay Men symbol: Double male sign, sometimes used as a male homosexual symbol.



Trans (transgender, transsexual, transvestite) symbol: Used to identify transvestites, transsexuals, and other transgender people.



Intersex symbol: Used to identify those who do not exhibit all the biological characteristics of male or female, or exhibit a combination of characteristics, at birth.



Bisexual symbol: Used to identify bi people that attracted from both genders (males and females)



Pansexual symbol: Used to identify those who are attracted to people of all genders and sexes, instead of two (bi) as implied by the term bisexuals.



Asexual symbol: Used to identify (non-sexuality) the lack of sexual attraction to anyone, or low or absent interest in sexual activity.



Questioning symbol: Used to identify the process of exploring and discovering one's own sexual orientation, gender identity, or gender expression.

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