

Campus Resource for Addressing Bias and Hate Crime

Office of Diversity, Equity & Inclusion
2019–2020 Academic Year



Lesley
UNIVERSITY

Prepared by Office of Diversity, Equity & Inclusion

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Why Our Work is Critical

At Lesley University, one of our goals is to foster a campus climate where each individual is able to experience a true sense of belonging and in an environment that affirms all of their identities. In cultivating such a campus climate, we must also be vigilant about addressing behavior among students and employees that is detrimental to our community values and that causes harm. We know that in order to have a community that fully appreciates and celebrates difference, we need to have systems and resources available to address incidents of bias and hate crime that may occur. This guide book is intended to provide a general overview with respect to Lesley University's approach, action steps, and resources for responding to such incidents.

Mandatory Reporting & Expectations

For university employees, reporting is required regardless of whether the discrimination involves students, faculty, staff, or visitors to the University. In addition, you must provide your name when making a report as a mandatory reporter. Individuals who gain knowledge of a hate crime, discrimination, harassment, sexual assault, sexual harassment and/or a policy violation of any kind must report such information to the university by contacting the Office of Diversity, Equity & Inclusion using the contact information provided below:

Office of Diversity, Equity & Inclusion
29 Mellen Street, Cambridge, MA 02138
617.349.8643
Email: diversity@lesley.edu

Although students do not have the designation of being a Campus Security Authority (CSA) nor a mandated reporter, we encourage members of our student community to also contact the university if they become aware of or develop knowledge of a hate crime, discrimination, harassment, sexual assault, sexual harassment and/or a policy violation of any kind. By sharing this information with the Office of Diversity, Equity & Inclusion, it allows us to follow up on such matters in a timely and effective manner. In working to enhance our campus climate, it is critical that our response to harmful incidents and events that may occur on campus is done consistently, effectively and judiciously.

NOTE: A Campus Security Authority (CSA) is an individual specified by the university as an individual to which students should report criminal offenses, and they may be individuals who have responsibility for student and campus related activities (examples include but are not limited to, student housing or athletics).

Understanding Bias and Hate Crimes

What is Bias and a Bias Incident?

Bias is a preformed negative opinion or attitude toward a group of persons based upon the group's characteristics or a perception that the person or group has one or more characteristics, including but not limited to their race, gender expression, gender identity, religion, sexual orientation, ethnicity, national origin, age, veteran or military status, membership in Uniformed Services, or disability. A bias incident at Lesley means an action committed against a person or group that is motivated in whole or in part by bias.

Bias may lead to discrimination, harassment, hate crimes, or other forms of misconduct subject to disciplinary action.

It is important for us to recognize and address the impact that can be caused by bias, micro-aggression and various forms of prejudice and discrimination. With respect to bias incidents on campus, our exploration of the impact should occur regardless of whether the acts of bias are policy violations or violations of law, or neither.

What are Hate Crimes?

Under federal law, a hate crime is a criminal offense committed against a person or property that is motivated, in whole or in part, by bias. Under Massachusetts law, a hate crime is a crime against person or property with the intent to intimidate such person because of such person's race, color, religion, national origin, sexual orientation, gender identity, disability, or other protected characteristics.

Some examples of hate crimes may include:

- Threats of violence
- Property damage
- Personal injury
- Other illegal conduct (acts of bias become hate crimes when a criminal offense has occurred)

All hate crimes are bias incidents, but not all bias incidents are hate crimes. Examples of bias incidents that are **NOT** considered hate crimes under the law:

- Comments that express harmful stereotypes about different identity groups, (e.g., racial or sexist jokes).
- Graffiti on a residence hall white board that expresses bias against specific identity groups (e.g., sexist or racist language or images). (Note: If the act of graffiti is criminal vandalism or property damage, it may constitute a hate crime.)
- T-shirts or posters promoting a campus social event or party containing language and imagery that objectify women.

Additional Examples of Bias Incidents

NOTE: *Bias motivated incidents can manifest in many forms. It is important to keep in mind that depending on the nature of the incident itself, a bias incident may also fall into the category of discrimination, harassment or sexual harassment.*

Bias incidents often manifest in various forms, such as:

1. Injury to person(s)
2. Damage to property
3. Verbal or written incidents (including graffiti) that are personally threatening to an individual's identity, well-being or sense of safety; or incidents that may not threaten an individual but instead target a particular class or group.

In addition, some specific examples of bias incidents include, but are not limited to:

1. abusive language or hate mail
2. racist, sexist, classist, transphobic, or homophobic jokes and/or graffiti
3. calling a person or a behavior 'gay' as an insult
4. making jokes or using stereotypes when talking about someone
5. anti-Semitic language or symbols
6. saying that all _____ [people of a certain group or identity] are _____ [stereotyping]
7. using a racial, ethnic, or other slur to identify someone
8. making a joke about someone being deaf or hard of hearing, or blind, etc.
9. imitating someone with any kind of learning difference or physical disability;
10. imitating someone's cultural norm or practice

What is Discrimination?

Discrimination under the University's policy means treating individuals or groups less favorably in the terms or conditions of their employment or education on the basis of their membership in one or more of the following categories: race, ethnicity, color, religion, gender, national origin or ancestry, age, physical or mental disability, pregnancy or parental status, sex, sexual orientation, gender identity, gender expression, genetic information, veteran or military status, membership in Uniformed Services, and all other categories protected by applicable state and federal laws (together, "protected categories"). For more information about discrimination, please see the University's Discrimination, Harassment, and Sexual Violence Policy.

What is Harassment?

Harassment under the University's policy is verbal, physical, or other conduct such as threats, physical force, slurs, bullying, cyber bullying, stalking, discriminatory treatment, or other conduct related to an individual's membership in one or more of the protected categories that has the purpose or effect of:

- Causing a reasonable person to feel humiliated or intimidated;
- Unreasonably impeding or interfering with academic status, academic performance, education, work status, or work performance;
- Unreasonably creating an intimidating, offensive, or hostile environment in the residential hall, learning environments such as the classroom, work environment, or cyber environment;
- Interfering substantially with an individual's participation in the University community; and/or
- Causing a reasonable person to fear for his or her safety or the safety of others or suffer substantial emotional distress.

For more information about harassment, please see the [University's Discrimination, Harassment, and Sexual Violence Policy](#).

For questions relating to hate crimes, you can contact the following offices below:

Office of Diversity, Equity & Inclusion
29 Mellen Street, Cambridge, MA 02138
617.349.8643
Email: diversity@lesley.edu

Public Safety Office
34 Mellen Street, Cambridge, MA 02138
617.349.8888
Email: publicsafety@live.lesley.edu

Faculty & Staff Response to Reported Incidents

As a university, it is important to be aware of responsibility as an employee to ensuring safety and effective follow up when potential hate crimes and/or bias incidents have been reported.

This section outlines expectations for university employees when responding to a hate crimes and/or bias incidents.

After learning about an incident that may be motivated by bias, employees should:

Discuss what happened - listen and be supportive. Often times, people who are directly impacted by a bias incident or hate crime will reach out to a university employee to make a report or share their experience. Other times, an employee may be approached by a person who witnessed or observed such an event. In speaking with the individual who was impacted, or witnessed a policy violation such as discrimination, sexual assault, harassment or a hate crime, as a mandated reporter, you are not able to promise confidentiality.

Faculty and staff members do not have a special privilege or ability to maintain the confidentiality of such reports shared with them. If someone begins to discuss an incident that meets criteria for hate crime or discrimination, for example, as employees of the university, you will have to communicate your role and responsibility in communicating such critical information to the university.

Call Public Safety when appropriate. If student safety is a concern and/or the student has expressed interest in connecting with local law enforcement, contact Public Safety and/or connect the student with a Public Safety officer. Public Safety can also assist in documenting an incident and/or initiating an investigation to ensure appropriate follow-up where necessary.

Report the incident. Ask the individual if they would like to make a report. If they wish to do so, they can contact the university using one of the methods below to report their experience to the university. All reports will be viewed by a team of administrators to determine the best path for follow up.

Students may report suspected bias incidents/hate crimes; and all employees must report suspected bias incidents/hate crimes in one of the following ways:

- Make a report through our website via an online reporting form. The actual URL is: <https://lesley.edu/bias>
- Contact the Bias Education & Response Team (BERT) via email at reports@lesley.edu
- Contact either of the offices below:

Office of Diversity, Equity & Inclusion
29 Mellen Street, Cambridge, MA 02138
617.349.8643
Email: diversity@lesley.edu

Public Safety Office
34 Mellen Street, Cambridge, MA 02138
617.349.8888
Email: publicsafetysupervisors@live.lesley.edu

If you are unsure. If you are unsure of what to do given information that has been shared with you, please contact the Office of Diversity, Equity & Inclusion to talk through the incident and/or information that you are unsure about.

Online Reporting

At Lesley University, employees and students have access to online reporting. The online reporting form creates more ease of access for the individual looking to make a report. In addition, the online form ensures that all individuals who need to be notified of the reported incident will receive that information once the report is made. The report will ask for the following information: *Name, Telephone, Email, Lesley Affiliation, Date of incident, Time of incident, Location Where Incident Occurred, and Description of the incident.*

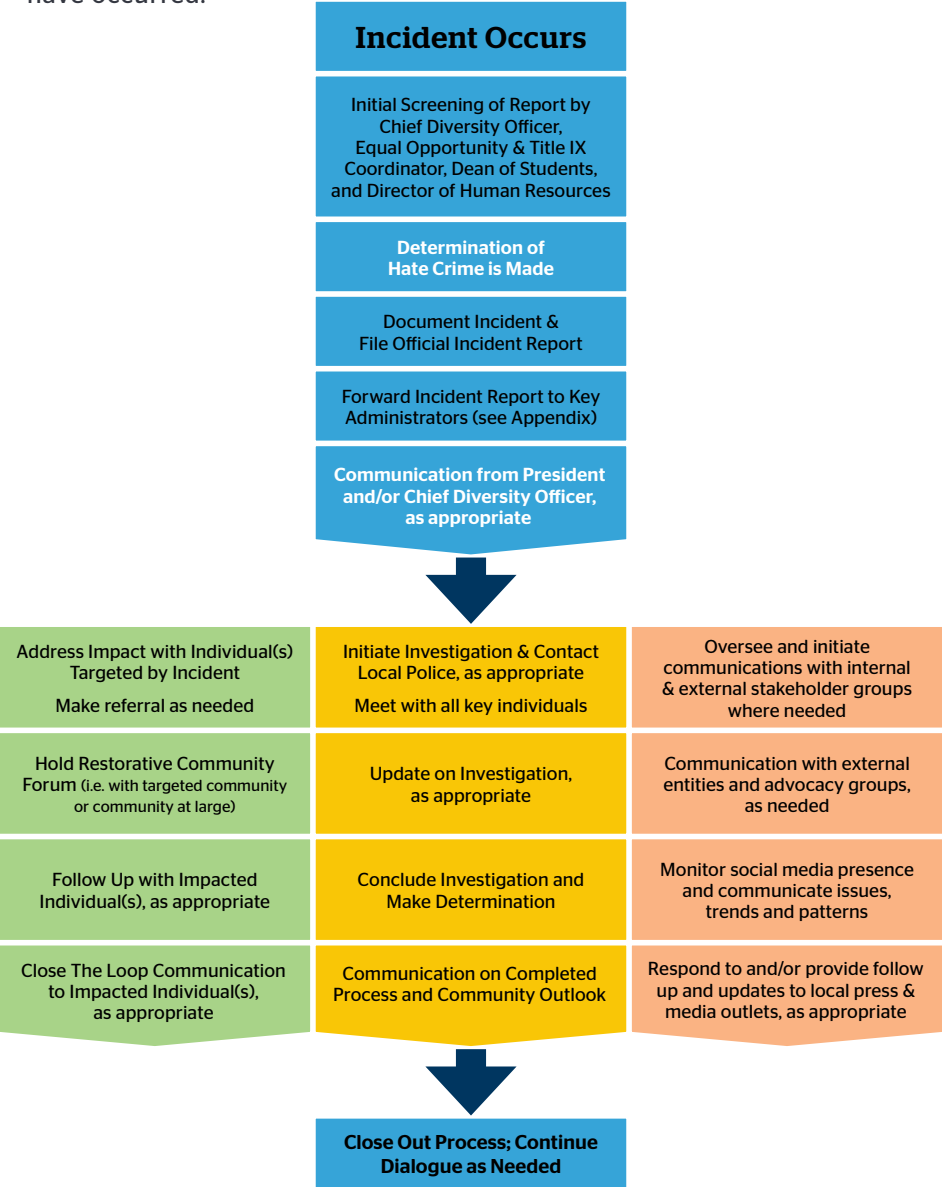
For situations where individuals prefer to remain anonymous due a fear of retaliation or other related concerns, reports can be made anonymously. Keep in mind that when reports are anonymous, it may limit the degree to which more information and details can be gathered if an investigation is warranted for any reason.

NOTE: *The online reporting form may be completed to report any bias incident, but if the reported incident potentially reflects a violation of university policies, or state or federal law, the matter will be referred to the Equal Opportunity & Title IX Coordinator, the Director of Human Resources, the Dean of Students, and/or Public Safety depending on the nature of the violation.*

Overview of Campus Response Process

Flowchart of Coordinated Response

The flowchart below details our university coordinated response process that is activated in order to respond to hate crimes on campus once they have occurred:



Summary of Coordinated Response

Our Approach

When responding to hate crimes on campus and the impact they would have in our community, we want to ensure that as a university we perform our due diligence in both 1) addressing the harm and impact caused and with 2) performing our investigative follow up. It is important that we not only look to determine culpability and identify individual(s) responsible when possible, but that we also look to provide support to community members who may have been impacted while communicating and maintaining transparency about our process when possible.

Initial Steps When Hate Crimes Occur

When an incident occurs and the report is received, it is first screened by a group of administrators to make a determination as to the nature of the incident and potential policy violation. The screening team of administrators consists of the Chief Diversity Officer, Equal Opportunity & Title IX Coordinator, Director of Human Resources, and Dean of Students. After reviewing the details and information available surrounding the incident, a determination of hate crime would be made at this point. The incident is then documented and the information is shared with a larger list of university administrators (see Appendix A for more details). The President and Provost are also a part of the group of administrators who will be notified at this point.

Communicating With Our Community

Often times when hate crimes occur on college campuses, the impact felt by community members, both students and employees, may vary greatly. Hate crimes, when they occur, often leave people feeling unsafe, upset, frustrated or uncertain regarding the overall campus climate and the community's ability to create a welcoming and affirming space for all individuals. Unfortunately, hate crimes are not rare occurrences on college campuses (See Appendix B for link to FBI Hate Crime Statistics on College Campuses), and so when they occur it is important for university leadership to address the issue in a public manner. It is normal for communications to go out to the entire community to not only acknowledge the events and the harm it brings, but to also communicate action steps, talk about resources available

and to offer spaces for restorative community circles in the wake of such problematic events. Because our community is diverse, consisting of varied life experiences and identities, each person's relationship to the issues and identities central to the hate crime will also vary and there may be a dynamic of differential impact, which further places an emphasis on why we must address acts of hate when they occur.

Addressing Harm and Impact

In responding to such incidents, part of our work is to also address the harm and impact caused through a restorative approach. Through a restorative justice informed process, we are able to follow up with individuals who are directly and indirectly impacted by the hate crime in a manner that is designed to focus on any harm caused, healing, as well reconciliation and restoration of relationships and sense of community. Our process involves both one on one follow up where needed and community based response.

When responding to the need of the community, we may look to implement a restorative circle or a restorative conference depending on the nature of the incident, and needs of the community at that point in time. Again, depending on the nature of what has occurred, restorative circles and conferences can be implemented for the campus community as a whole, or they can be held in smaller subsets of the community where the incident has occurred (i.e. a residence hall, athletic team, planning committee or department, for example), or both. Throughout this process, support is extended to those who need it and our team of individuals responding will maintain accessibility even when the investigative component of hate crime response is completed.

To learn more about our restorative justice work and community response, please visit www.lesley.edu/bias.

Conducting The Investigation

When hate crimes occur, we are committed to addressing the impact and subsequent needs within the community, but because by definition hate crimes also constitute the violation of state and/or federal laws in addition to our university policies, it is an imperative that we perform our due diligence when investigating the incident in efforts

to determine responsibility for what has occurred. Investigations will require follow up with all parties of interest who possess knowledge critical to advancing the investigation process. Individuals involved in such follow up may include our Equal Opportunity & Title IX Coordinator, Director of Human Resources, Dean of Students, Public Safety and potentially local law enforcement. The follow up from an investigatory standpoint will generally include conversation with individuals (i.e. persons who experienced events or have knowledge of some critical aspect of incident). At the conclusion of the investigation, the university will communicate general steps taken and be as transparent as possible, without divulging any details or information that are part of the investigation itself.

For more information regarding the investigative process, please contact our Equal Opportunity & Title IX Coordinator at diversity@lesley.edu.

Ongoing Communication: Internal and External

When hate crimes occur on college campuses, the impact is often felt beyond the community of students and employees. Other members of the Lesley community that can be impacted include our alumni community, parents and families, partnering advocacy groups, organizations and institutions, university vendors and contracted groups, our Board of Trustees and potentially other groups as well. It is just as important that we maintain transparent communication with these stakeholder groups and that we also understand the needs, perceptions and concerns that may arise as well.

Our communication efforts may also extend toward local media outlets, newspapers and social media, where community members may be interested in understanding what occurred and how the university will respond. And so, the importance of ongoing and transparent communication cannot be understated and is in fact critical to having a coordinated university response process where all Lesley stakeholders feel valued and heard as a part of the community.

Closure & Ongoing Dialogue

There is no clear timeline for how long the follow up to a hate crime actually takes because each incident is unique and shaped by a variety of factors. Depending on the incident, the process for follow up may take weeks or months. It must also be stated that the impact felt by individuals may be felt long after an investigation is concluded, and so it is important that as a university we maintain opportunities for dialogue and support where appropriate as long as there is a need. In terms of the investigation, once the process is concluded, the university may communicate general steps taken as well as maintain an effort to be transparent as possible without revealing information that is part of an investigation and that cannot be shared.

For more information regarding the coordinated Campus Response to Hate Crimes, please contact our Office of Diversity, Equity & Inclusion at diversity@lesley.edu. You may also contact our office using the information below:

Office of Diversity, Equity & Inclusion
29 Mellen Street, Cambridge, MA 02138
617.349.8643
Email: diversity@lesley.edu

Resources for Community Members

This section contains resources available on the Lesley University campus as well community organizations and other resources external to the university. These resources are intended to provide support for individuals helpful in addressing bias-related incidents.

- [Office of Diversity, Equity & Inclusion](#)
- [Public Safety](#)
- [University Health Services](#)
- [Lesley University Diversity Council](#)
- [Multicultural Affairs & Student Inclusion](#)
- [Office of Dean of Student Life](#)
- [Disability Services](#)

- [Women's Center](#)
- [Counseling Center](#)
- [Bias Education & Response Team](#)
- [Restorative Circles and Conferencing](#)
- [Anti-Defamation League](#)
- [Massachusetts Commission Against Discrimination \(MCAD\)](#)
- [Boston Area Rape Crisis Center \(BARCC\)](#)
- [Mass Legal Service Hotline](#)

24 Hour Support & and On-Call Resources:

Please note that the university does maintain some 24 hour and on-call resources and supports to ensure access for community members beyond traditional work day hours as well during the evenings/late nights and weekends. See below for 24-hour and on-call resources at Lesley University:

- Area Coordinators from Office of Residence Life
- Lesley University Public Safety Officers

Strengthening Our Campus Climate

In our commitment to address the impact of bias and hate, it is important that we are also taking steps to build and strengthen our campus climate at Lesley University. Working to create an environment means being proactive and intentional with the educational, training and developmental activities that take place at every level of the university for students, faculty, staff and administrators.

Our university is committed to an ongoing exploration of new, enhanced and more effective practices to meet our Inclusive Excellence goals for the institution. In addition, below captures some of the initiatives and activities in place intended to deepen awareness and promote development of inter-cultural competence:

- **New Student Diversity Symposium:** To engage new students in a manner that helps them explore what is meant by a sustained personal commitment in a diverse community and their role within their own spheres of influence.

- **Restorative Community Circle:** A restorative justice informed circle dialogue that is designed to focus on community, relationships and our ability to hear and understand one another.
- **Diversity Practitioner Program:** Program for university employees in roles to lead community members in diversity based developmental activities designed to deepen self-awareness and build inter-cultural skills.
- **Common Lynx:** A student led diversity peer education program that provides opportunities for leadership development and participation in a three-day identity development retreat for undergraduate students.
- **Workshops on Deepening Awareness in First Year:** Workshops offered through the Office of Diversity, Equity & Inclusion designed to address foundational concepts central to deepening self-awareness.
- **Assessing Our Community:** Using a variety of tools and means to gather knowledge, information and data to assist our Office of Diversity, Equity & Inclusion in understanding the campus climate, key issues, opportunities and areas of growth for Lesley.
- **Educational & Developmental Activities for Students and Employees:** Opportunities for ongoing development and learning on key diversity and social justice issues offered to various constituent groups such as student leaders, student cohort groups, university leadership, offices, faculty and staff, etc.
- **Cultural Competencies in Course Content:** Ongoing efforts to ensure that classroom experiences create opportunities for building of key cultural competencies critical for engaging within and across difference.

Appendix A

**Administrators Involved in Coordinated Campus Response
(see Overview of Campus Response Process flowchart):**

- a. President
- b. Provost
- c. Chief Diversity Officer
- d. Equal Opportunity & Title IX Coordinator
- e. Dean of Students
- f. Director of Human Resources
- g. Vice President of Strategy & Implementation
- h. Office of Communications
- i. Office of Public Safety
- j. Bias Education & Response Team (BERT) Coordinators

Appendix B

**For FBI Hate Crime Statistics & College Campuses go to the
following URL:**

<https://ucr.fbi.gov/hate-crime/2017/topic-pages/location-type>