

MULTICULTURAL EDUCATION

- **Name, Notice, and Respond – Framework for Action**
- **Ways to Intervene – Tools for Approaching Difficult Conversations**
- **Responding to Bias Incidents in Your Community**
- **How to Report a Bias Incident**
- **A Multicultural Leader**

RECOGNIZING AND ADDRESSING ISSUES IN YOUR COMMUNITY: THE NAME, NOTICE, RESPOND FRAMEWORK FOR RESIDENT ADVISORS

STEP ONE

NOTICE THE EVENT & NAME THE PROBLEM

☼ What did YOU observe? What did YOUR RESIDENT(s) tell you happened? Was it ...

⇒ VERBAL

- Was your resident **targeted** (intentional) because of some aspect of their identity? Was a direct threat made?
- Was an aspect of someone's identity de-valued unintentionally? Offensive joke, language, etc. not directed specifically at an individual

⇒ VANDALISM

- Ex. Slur written on a door or other property
- Damage to room, property, etc. (no language implications) which you and/ or victim believe to be bias-related

⇒ A VIOLENT ACT

- Did a conflict based on difference result in a physical altercation? Ex. Roommate conflict
- Was your resident physically assaulted because of some aspect of their identity?

☼ What type of REACTIONS did it trigger?

- Did you have an instant gut reaction that something was “off” with that interaction?
- Did you notice others seemed uncomfortable or offended?
- Did your resident(s) speak to you afterward about feelings of discomfort, or come to you for assistance/intervention?
- Did it cause your resident(s) to feel unsafe, at risk, or fearful?

STEP TWO

DECIDE WHAT TO DO & TAKE ACTION

- Refer to Bias Incident Response Protocol -- designed for responding to intentional/targeted incidents
- Refer to “Ways to Intervene” – tips for interrupting behavior and confronting biased language and attitudes
- Consult with your SR or AC if you need additional assistance to determine your course of action. If
- If a bias incident has occurred in your area that has the potential, or is in process of becoming a larger issue immediately (politically, widespread in community, you will need additional support, etc.) contact your Senior Resident, Area Coordinator, and Dean-on-Call for assistance.

Ways to Intervene



This list is intended to provide you with some ideas about how to approach or begin difficult conversations with residents or in your residential communities. This is not a list of “right answers” nor is it intended to be an exhaustive list of responses. Think of these as a starting point to be better prepared to address biased language or behaviors you observe or that residents bring to your attention. No one way is better than another; the important thing is that you *Name, Notice, and Respond* to concerns in your community. Try making your own list of statements, in your own words, so you are not caught wishing you’d been ready to respond or hoping that you’ll know what to say next time.

Guidelines:

- ✿ *Label the behavior, not the person*
- ✿ *Appeal to higher principles*
- ✿ *Appeal to the relationship*
- ✿ *Ask challenging questions – rather than making judgmental statements*
- ✿ *Reflect back to the speaker – could they think about what it would feel like if the statement or action was directed at them in some way?*

Wow. Did you just say...? Did I hear that right? ...Can you tell me more about what you mean by that?

What assumptions do you think that could be based on? Does that come from your experience with one individual person?

What you just said, does it really respect me and the other people in our community?

Is ... really a word/joke/etc. we should be throwing around? I think that comment could really upset some people – and distract them from their work.

It sounds like you’re saying that every ... is bad? Is that what you’re saying?

Why do you feel that way? Are you saying everyone should feel this way? You know, I see this a little differently. Here’s why.

I am really surprised to hear you say that. It sounded racist (sexist, etc) to me and I wouldn’t normally expect that from you.

I don’t think of you as someone who would say something like that. What’s going on for you?

I think that statement could be perceived as a *racist/sexist/homophobic/etc.* statement. Is that how you want people to perceive you?

So if someone said that about your (culture, background, gender, sexual orientation) group how do you think you might feel?

Is this what Resident Staff/our dorm/community stands for?

(State your values and set limits) You know that respect and tolerance are important values in our suite/hall/community/University. I want to acknowledge that you have a right to believe what you want, but I’m also asking you to respect our...by thinking about how it might affect members of the...

RESPONDING TO BIAS-RELATED INCIDENTS IN YOUR COMMUNITY

Support the Victim(s) / Initial Response

Always follow these steps regardless of whether an incident took place in residence halls or elsewhere on Grounds

- If a resident comes to you to report a bias-related incident that has occurred in your community or elsewhere on Grounds, **make sure the resident(s) feels safe and supported.** Inquire about any personal injuries or property damage, and encourage the resident to report the incident to the Police or seek medical attention if necessary.
- If there are no personal injuries or property damage that requires immediate attention, or once they have been managed, give your resident an opportunity to explain what happened, what their concerns are, how they feel about the situation, what assistance they'd like from you, etc.... LISTEN
- If the incident occurred in your community, or if a resident has reason to believe the perpetrator has knowledge of their local address and is concerned about their safety in the residence hall, immediately communicate with your Area Coordinator to find alternate housing arrangements for the student.
- Encourage your resident to report the incident using the "Just Report It" system, and explain the follow-up process to them, which includes a response within 24 hours from a Dean-on-Call.
- Regardless of the location of the incident, you will need to submit an IRIS report. Explain to your resident what IRIS is and who has access. Assure them of your duty to confidentiality, and that beyond your immediate supervisors and IRIS report, no other information will be shared without their approval.
- Direct them to support resources on Grounds, such as CAPS, Student Life, OAAA, etc. as appropriate.
- **Don't determine the best way to aid or comfort a victim without their input.** Don't speak for them – let them choose whether to speak out or remain silent.

Non-Residential Incidents

If an incident happened outside the residential community, allow the victim to direct the course of follow-up – whether they want to report it or speak out about what happened.

- *Please note that choices for victim may be limited if we know the identity of the perpetrator(s) ie. – When we have information about known or suspected perpetrators, regardless of where the incident occurred, we will follow up with them. Let your resident know this.*

Incidents in Your Community -- Addressing Community Concerns; Informing and Educating the Community

If an incident has occurred in the residence halls, you will need to collaborate with the victim(s), in consultation with your Senior Resident and/or Area Coordinator, to negotiate an appropriate response to the community with the victim's desire to publicly announce the incident.

- Let your resident know that you will need to inform your Senior Resident and Area Coordinator of the incident. If they are comfortable speaking with the SR or AC, one or both of these individuals may contact them to ascertain any ongoing needs or concerns. However, if the student does not wish to speak with anyone else, you should let SR and AC know this.
- Explain to the resident that you will also need to inform the community of the incident for reasons of *safety and security, to revisit community expectations, and to solicit any information they may have about what happened.* You will not include their name, or other identifiable information in the notification unless they are comfortable with you doing so. This may happen as part of a floor meeting or by email notification, depending on the victim's comfort level (see below).
- Use this as an opportunity for ongoing discussion and education about multicultural education, and to re-visit community expectations and consequences of such behavior. Discuss with the victim the merits of having a floor discussion or other educational opportunity for residents, and what level of participation/disclosure they are comfortable with – full disclosure, participating anonymously, etc. If a community meeting is not planned, notification and expectations should be made via email.
- Other residents may have witnessed or display distress over the incident. If you become aware of others who are concerned or distressed about the incident, provide space for them to share their feeling and concerns with you.
- If you become aware of the identity of the perpetrator,
 - inform the victim. If the victim wishes to speak directly with this person, explain that you (or your SR or Area Coordinator) can help facilitate this after you've spoken with them about their involvement.
 - and the victim wishes to remain anonymous/does not want to confront the individual, explain that you are obligated to follow up with them.
 - Share this information with your SR and AC

If a bias incident has occurred in your area that has the potential, or is in process of becoming a larger issue immediately (politically, widespread in community, you will need additional support, etc.) contact your Senior Resident, Area Coordinator, and Dean-on-Call for assistance.



Bias Reporting Web Site

Just Report It



If this is an emergency or you wish to report a crime in progress, please call 911 immediately.

The University of Virginia urges all members of the University community to promptly report all [bias complaints](#).

Please use **one** of the four methods identified below to report a complaint.

Reporting Methods:



File electronically [here](#) via this secure website.



Print the complaint form [here](#) and deliver the completed form to the Office of the Dean of Students in Peabody Hall, or mail it to P.O. Box 400708, Charlottesville, VA 22904.



Report a complaint by telephone at the numbers provided [here](#).



Report a complaint in person. Visit the Office of the Dean of Students in Peabody Hall, or a person on [this list](#). The persons on this list have regular contact with students and are trained to file complaints in the electronic reporting system. These persons are required to report all bias complaints that come to their attention but you may specify whether you want your name included in the complaint form.

What Is Bias?

The University has adopted the following definition of "bias complaint":

"A bias complaint is a report of a threat or act of bigotry, harassment or intimidation - verbal, written or physical - which is personally directed against or targets a University of Virginia student because of that student's race, age, color, disability, national or ethnic origin, political affiliation, religion, sex (including pregnancy), sexual orientation, or veteran status."

This definition is used for reporting and statistical purposes only. It carries no independent sanctioning weight or authority.

The University encourages prompt reporting of bias complaints so that it can investigate the alleged facts for possible violation(s) of University policy, including the Standards of Conduct, and refer such complaints to law enforcement to determine whether an independent investigation for violation(s) of criminal law is warranted.

Although the expression of an idea or point of view may be offensive or inflammatory to some, it is not necessarily a violation of law or University policy. The University values and embraces the ideals of freedom of inquiry, freedom of thought, and freedom of expression, all of which must be vitally sustained in a community of scholars.

While these freedoms protect controversial ideas and differing views, and sometimes even offensive and hurtful words, they do not protect personal threats or acts of misconduct which violate criminal law or University policy.

What is the difference between the University's "bias complaint" definition and the University's Standards of Conduct?

The Board of Visitors adopts the University's Standards of Conduct, which describe behavior generally prohibited by enrolled students. The University Judiciary Committee is authorized by the Board of Visitors to investigate and adjudicate alleged violations of the Standards of Conduct. There are currently twelve Standards of Conduct, many of which, depending on the facts, may apply to incidents of bias. For more information on the Judiciary Committee and its procedures, see their [website](#).

What is the difference between a bias complaint and a hate crime?

Hate crimes are specifically defined in various federal and state statutes. These statutes vary in terms of the acts and categories of bias that are covered. The FBI investigates acts that fall within federal hate crime legislation, while state and local law enforcement authorities investigate violations of Virginia law. The University's definition of "bias complaint" is broader than the state and federal laws governing hate crimes.

For information on federal hate crime legislation and the FBI's enforcement of it, see the FBI's [website](#).

University Response

A dean on call will respond promptly (typically within 24 hours) to any person who files a bias complaint. The University Police Department will separately evaluate the complaint to determine whether any response is appropriate pursuant to the Department's procedures.

When the dean on call makes contact with the reporting party, the dean will interview the party to obtain additional information regarding the complaint and assess the facts for possible violation(s) of University policy, including the Standards of Conduct.

Following an initial assessment, the dean on call may confer with any relevant University parties (e.g., Vice President and Chief Officer for Diversity and Equity, Office of Equal Opportunity Programs, Office of African-American Affairs, Office of Student Life, University Judiciary Committee, Office of the General Counsel, Student Health/Counseling and Psychological Services) to determine appropriate next steps.

The dean on call will serve as the primary contact for any reporting student. The dean will make appropriate referrals and arrange for any necessary accommodations in housing or academic coursework. The dean on call will continue to follow up with any reporting student until an individual case is concluded.

Even when it is determined that a complaint has not violated criminal law, University policy, and/or the Standards of Conduct, the University may choose to speak out in the form of an institutional response. This may also be the case when a perpetrator has not been identified or when an act constitutes offensive but constitutionally protected speech. For examples of institutional response statements, see the [U.Va. Diversity](#) website.

Preserving Evidence

If you become the victim of a hate or bias-related incident - racial or otherwise - or witness a hate or bias-related incident, please do the following to document the incident the best you can:

- If you experience a written slur or discover graffiti, do not erase the text. The police will need to see it.
- If you have a camera or cell phone camera, take a picture of the evidence, any physical injuries sustained, license plate, or anything else relevant.
- If the incident is verbal, please write down exactly what was said to the best of your recollection.
- Retain the contact information of any possible witnesses.
- Speed and accuracy are critical, so please act immediately!

A MULTICULTURAL LEADER...

...is self aware. Do you have a set of values and philosophies for yourself? Do they align with the Residence Life Program?

...is always in pursuit of academic development. Take a class, attend lectures – embrace learning about yourself and others

...accepts that all personal actions are political. What messages do you send when you choose (not) to act?

...welcomes ambiguity, conflict, and vulnerability

...always asks questions and does not automatically accept the status quo

...must always be willing to take a risk

...brings together leadership development and multiculturalism to work for social change and social justice

...is introspective. Assume you don't

...is always in the process of transformational growth if they allow themselves to be in it – reflect on your own experiences, stretch beyond your limits

Adapted from "Leadership for a Multicultural Society"
Huni and Golder, 1999