



# Bias Incident Response Protocol

Northeastern University values diversity, inclusion, and an environment free from discriminatory conduct. The University is committed to providing a safe, respectful educational and work environment that is free of harassment and intimidation.

The Bias Incident Response Protocol offers an effective and efficient process for individuals and/or groups to report bias incidents and/or hate crimes. It also outlines University procedures that will be instituted to respond to such acts. The protocol should be implemented whenever a bias incident or hate crime is perceived or suspected to have occurred on Northeastern University's campus and/or in our educational programs. Implementation of the protocol may serve as a mechanism to monitor the campus climate and possibly deter acts of bias and hate.

## Definitions

**Bias incident:** Any conduct, or communication motivated by hatred or prejudice that demeans, degrades, or harasses an individual or group based upon membership in a protected category as recognized by law or Northeastern University policy including race, color, religion, religious creed, gender, sexual orientation, national origin, ancestry, veteran, or disability status.

Examples include acts of vandalism, writing on a white board or walls; targeting a group or individual, in person or electronically, with hateful conduct; or other harassment that interferes with a person's educational experience or employment, etc.

**Hate Crime:** Criminal conduct motivated by hatred, bias, or prejudice, based on actual or perceived protected class status as defined by relevant state and federal laws including race, color, religion, religious creed, gender, sexual orientation, national origin, ancestry, veteran, or disability status.

Examples include verbal threats of violence, physical attacks, property damage, etc., against a protected class of people.

**Massachusetts State Law:** Chapter 265 states in relevant part that it is illegal to commit a crime against one's person or property with the intent to intimidate such person because of such person's race, color, religion, national origin, sexual orientation, or disability

**The Northeastern Code of Conduct:** States in relevant part that intimidation, coercion, or unfair treatment on the basis of race, color, religion, national origin, age, gender, sexual orientation, disability, or veteran status carries a sanction up to and including separation from the University.

**Target Person(s):** Individuals or groups who believe or perceive that they have been the victim of a bias incident and/or hate crime based on protected class status as defined by state and federal laws, including race, color, religion, religious creed, gender, sexual orientation, national origin, ancestry, veteran, or disability status. Any individual or group can be targeted.

**If you are currently in need of medical, police, psychological, or emergency services immediately call 3333 on campus or police, fire, or ambulance at 617.373.3333.**

# Procedure

## Step One: Communication and Privacy

**Communication:** Targeted person(s) or witness(es) should immediately document the alleged bias incident and report the incident to Northeastern University Police Department and/or Institutional Diversity and Equity. Do not remove, alter, or tamper with physical evidence. Any individual with information regarding a potential hate crime or bias incident is strongly encouraged to promptly report that information to a Northeastern University official. Upon receipt of such reports, the University will assess the reports, investigate, and/or refer the matter to the relevant office for appropriate action.

**Content of Report:** All reports should include the following information or as much detail as possible.

1. Detailed account of the incident, including date, time, and location
2. Name and contact information for each person involved including witnesses
3. Description of what you observed and what was said to the best of your recollection, including any specific language or terms that were used
4. Name of alleged perpetrator(s) or a detailed description of the individual(s) involved
5. Other pertinent information that may assist Northeastern University in responding to the incident

**Confidentiality:** All reasonable efforts will be made to protect the confidentiality of individuals targeted and to maintain the confidentiality requested by the reporting party.

**Campus community members may file reports (available as a PDF on University websites): Office of Institutional Diversity and Equity, [neu.edu/diversity/BRPform](http://neu.edu/diversity/BRPform) and/or Public Safety, [neu.edu/publicsafety/quicklinks](http://neu.edu/publicsafety/quicklinks).**

## Step Two:

Upon receipt of such reports, the University will assess the reports, investigate, and/or refer the matter to the relevant office for appropriate action. Northeastern University official(s) should take reasonable steps to address the safety and security concerns of those involved. For example, the targeted individual(s) or witness(es) may be offered relocation if they live in University housing.

## Step Three:

In consultation with the appropriate University officials, the Office of Institutional Diversity and Equity, Student Affairs, and Public Safety will consider the concerns of the target(s) and/or witnesses and assess the need for emergency services, which may include medical and other referrals.

## Step Four:

In consultation with the appropriate Northeastern University officials, the Office of Institutional Diversity and Equity, Student Affairs, and Public Safety will take appropriate measures to address the bias and/or hate incident in a timely manner. Such measures include, but are not limited to the following:

1. Make a record of the incident
2. Pursue disciplinary action
3. Offer mediation
4. Provide education and programming
5. Report to appropriate internal departments and outside agencies

# Levels of Hate Crimes

The University takes seriously all acts of bias and/or hate of which it becomes aware. To that end, the University will respond appropriately by supporting the target(s) of such acts, conducting an investigation, taking appropriate action against the person(s) found to be responsible, advising the University community of the occurrence and resolution on an as-needed basis, and implementing programs that educate against, prevent, and eliminate acts of bias and hate.

In all instances where bias incidents or hate crimes are alleged, the totality of the circumstances will be evalu-

ated, considering among other things the nature, severity, and duration of the acts. Understanding that the facts may determine different outcomes, generally the following may apply:

### Level I

Physical assault, stalking, or ongoing harassing behavior.

**Response:** Meet with person(s) impacted, document, investigate, and identify alleged perpetrator(s); meet with alleged offender, inform relevant University officials, and report to OSCCR or public safety, and appropriate local, state, or federal officials.

### Level II

Destruction of property directed towards a person or group where offenders' identity can be determined. Verbal harassment based on the protected class status of an individual or a group.

**Response:** Meet with person(s) impacted, document, investigate, and identify alleged perpetrator(s); meet with alleged offender, inform relevant University officials, and report to OSCCR and/or public safety.

### Level III

Offensive writings i.e.: white board, bathroom, elevator, and wall; not directed towards a particular individual; where alleged perpetrator is not identified. In the event the alleged perpetrator later is identified, such incidents may be addressed consistent with Level II or Level I responses, depending upon the facts and circumstances.

**Response:** Meet with person(s) impacted; document, photograph, and clean graffiti.

## Resources

### Office

Office of Institutional Diversity and Equity  
Donnie J. Perkins, Dean and Director  
neu.edu/diversity  
d.perkins@neu.edu

NU Public Safety  
James E. Ferrier, Associate Director  
neu.edu/public safety  
j.ferrier@neu.edu

University Health and Counseling Center  
Madeleine Estabrook, Executive Director  
neu.edu/uhrs  
m.estabrook@neu.edu

Asian American Center  
Delia C. Hom, Director  
neu.edu/aac  
d.hom@neu.edu

Disability Resource Center  
Ruth K. Bork, Assistant Dean and Director  
drc.neu.edu  
r.bork@neu.edu

John D. O'Bryant African-American Institute  
Richard O'Bryant, Director  
neu.edu/aai  
obryant@neu.edu

### Contact information

125 Richards Hall; 617.373.2133

100 Columbus Place  
Non-emergency: 617.373.2121  
Emergency: 617.373.3333

135 Forsyth Building; 617.373.2772

109 Hemenway St.; 617.373.8852

20 Dodge Hall; 617.373.2675

West Village F; 617.373.3143

# Resources (continued)

## Office

Latino/a Student Cultural Center  
Rosa R. Williams, Director  
neu.edu/latino  
rrwilliams@neu.edu

Office of the Provost  
Mary Loeffelholz  
Vice Provost for Academic Affairs  
provost.neu.edu  
m.loeffelholz@neu.edu

Sue Powers Lee  
Vice Provost for Undergraduate Education  
and Experiential Learning  
provost.neu.edu  
s.powers-lee@neu.edu

Office of Student Conduct and Conflict  
Resolution  
Valerie Randall-Lee, Director  
neu.edu/osccr  
v.randall@neu.edu

Office of the Vice President for Student Affairs  
Ed Klotzbier, Vice President  
e.klotzbier@neu.edu  
WeCare  
we\_care@neu.edu

Residential Life  
Robert Jose, Associate Dean and Director  
neu.edu/reslife  
b.jose@neu.edu  
Please contact the staff member  
assigned to your residence hall

Office of Spiritual Life  
Shelli Jankowski-Smith, Director  
neu.edu/spirituallife  
m.jankowski-smith@neu.edu

International Student & Scholar Institute  
Scott Quint, Associate Dean and Director  
neu.edu/issi  
s.quint@neu.edu

Human Resources Management  
Cheryl Whitfield, Associate Director  
neu.edu/hrm  
c.whitfield@neu.edu

University Counsel  
Lisa Sinclair, Associate University Counsel  
neu.edu/legal  
l.sinclair@neu.edu

## Contact information

104 Forsyth St.; 617.373.5845

112 Hayden Hall; 617.373.2170

204 Ell Hall; 617.373.4390

104 Ell Hall; 617.373.5434

4 Speare Hall; 617.373.5877

203 Ell Hall; 617.373.2728

405 Ell Hall; 617.373.2310

250 Columbus Place; 617.373.2230

378 Columbus Place; 617.373.2157

Resource listing of state, federal, local, and national organizations is available at [www.northeastern.edu/diversity](http://www.northeastern.edu/diversity)