Dear UCSC Community Leader,

Incidents of hate and bias on a university campus are painful to experience and critically important to address with immediacy and skill. When incidents occur, it takes a community response to help heal. There are many ways to respond to hate incidents. The enclosed *Hate Happened Here Community Response Kit* has been designed to help you address and respond to incidents in your immediate areas. This kit contains information for direct action when a hate or bias incident occurs, materials for continued education and awareness, and support resources to those who have been a target or witness of a hate or bias incident. We encourage you to make use of these resources whenever incidents come to your attention and to contact the Hate Bias Response Team at reporthate@ucsc.edu if you need additional support.

Hate incidents can affect not just individuals but whole communities. Psychological trauma can be experienced by not only the individual and the targeted community, but also other community members who see incidents of hate as part of a broader, more systemic issue of intolerance and bigotry. In order to excel at UCSC, our students, faculty, and staff need to feel safe. Successfully addressing incidents of hate and bias is part of fulfilling both our academic and overall mission as outlined in the Principles of Community.

Unfortunately, many incidents of hate or bias on our campus go unreported. It is common to have incidents where the targeted individual does not want anything reported or acted upon. It can be difficult to balance the needs of the individual versus the needs of the community. Reporting hate incidents – no matter how small or seemingly trivial – is imperative to addressing them at a campus-wide level. There are ways to anonymously report incidents of hate and bias incidents as well as ways to request that no administrative action be taken (see [http://reporthate.ucsc.edu](http://reporthate.ucsc.edu)). When incidents of hate involve targeted individuals or groups, it is important to plan your response in consultation with them to protect the privacy of individuals and to be sensitive to the ways your response may continue to impact targeted individuals. We acknowledge that signage, community meetings or other response efforts may contribute to the hurt caused by hateful acts. For this reason, it is important to engage and work with individuals affected by the act.

The image utilized for the direct action materials is a bandage. This image symbolizes the very real idea that hate hurts and that healing is required for all incidents of hate, no matter how small or anonymous. This bandage image has been created to be displayed with community statements and additional education.

We hope you find this kit useful, and encourage you to contact the resources provided if you have any questions.

In partnership towards a hate-free campus,

The Ad Hoc Community Response Team:
Kyoko Freeman, College Programs Coordinator, College Nine and College Ten
Connor Keese, Coordinator for Residential Education, College Eight
Joy Lei, Assistant Campus Diversity Officer, Office for Diversity, Equity, and Inclusion
Kara Snider, College Programs Coordinator, Cowell College
Tam Welch, Program Coordinator, Lionel Cantú GLBTI Resource Center
Sarah Woodside, Associate College Administrative Officer, College Nine and College Ten
Hate Happened Here
Community Response Steps for Hate/Bias Incidents

Incidents of hate and bias can affect not just individuals but whole communities. Addressing hate incidents – no matter how small or seemingly trivial – is important to the healing and growth of the affected community. Please work within your immediate community to decide who will take ownership of the following steps when an incident of hate or bias is brought to your attention.

Confidentiality/Privacy note: Be aware of and respect the right to privacy of all individuals involved in an incident. The affected individual may not want to be identified or have any action taken in response to the incident. These wishes must be taken into account when deciding how to address a hate or bias incident.

Reporting Incidents:
1. When an incident of hate or bias is brought to your attention, make sure to report the incident using the Report Hate System on campus. You can either go to http://reporthate.ucsc.edu to fill out a form, email reporthate@ucsc.edu, or call (831) 459-4446.
2. Any crime (such as vandalism or violence) needs to be reported to the police. Call (831) 459-2231 to report all incidents (anonymous tip line is (831) 459-3TIP or 459-3847). Be sure to ask for an incident number and to note the date you reported the incident. For definitions of a hate crime versus a hate or bias motivated incident, go to http://reporthate.ucsc.edu/about/definitions.html.
3. Keep note of the targeted communities of the hate incident and the time, location and nature of the incident as this information may be useful in planning your response.
4. For crimes, make sure you do not tamper with the evidence until after the police have finished any investigation required. This means that graffiti, for example, needs to remain unaltered.

Addressing the Incident:
After police have finished their investigation, move forward with addressing the incident.
1. Contact Physical Plant at (831) 459-4444 to remove vandalism.
2. Make sure impacted individuals are aware of campus procedures and have access to resources available to them for support. For a list of resources, visit http://reporthate.ucsc.edu/resources.
3. Discuss response plans with affected individuals. Involve them in the healing process and refrain from posting or holding events if these would cause them to feel unsafe.
4. Disseminate an immediate statement from community leaders regarding the incident and condemning both the specific act and general acts of hate and bias. In the message be sure to include resources available for individuals affected by the incident as well as information about upcoming opportunities for community response.
5. At the incident location:
   - Print the file "bandage_sign.pdf" on legal size paper for the bandage sign.
   - Write in the incident number and date of the incident.
   - Using contact paper, affix the bandage sign to the location where the incident occurred. For vandalism, place this directly where the damage was done. For speech or acts, place in a location near where the incident occurred or where it is appropriate.
6. Community Alert:
   - Print "community_alert_poster.pdf" on 11"x17" paper for the Community Alert poster.
   - This poster should be posted in a heavy traffic area close to where the incident occurred. For example, for graffiti in a bathroom, place the poster on the bathroom door or hallway near the bathroom.
   - This poster should include:
     - What Happened? A brief description along with the date and time of the incident in the "What Happened?" section.
     - Copies of responses from University or unit leaders (a Provost, the Chancellor, student government, etc.), in the "Community Statement" area.
     - Education on why the vandalism, speech or act is damaging to our community. This may include historical background on why certain terms or speech are hateful. For example: "The use of words such as Bitch, Slut, or Whore can create an environment that is threatening to women. Such
words are not respectful and can be perceived as offensive. Use of such words is not in alignment with our Principles of Community at UCSC.”

7. Create opportunities for community response, where responses to the incident and input can be solicited and gathered. Note that this is different from the response from University leaders. Consider:
   - launching a Pledge against Hate Campaign.
   - holding a community forum
   - creating an art display
   - holding an open mic
   - more opportunities!

Supporting affected individual(s):

1. Make sure that any person who was affected by the incident is aware of campus procedures and have recommended resources available. For a list of resources, visit http://reporthat.ucsc.edu/resources.

2. Make yourself available to listen to those who have been affected. Recognize that, for many incidents, this may take some time but is very important for healing and growth. The needs of affected individuals to be heard may last beyond the day of the incident.

3. Encourage the individual(s) to be an integral part of a community response but respect their wishes.