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COMMUNITY GUIDE FOR ADDRESSING BIAS

Prepared by



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SCHOOL OF PUBLIC HEALTH
Office of Diversity and Inclusion

Contents

Why Our Work Is Critical..... 3

Community Expectations on Reporting Bias 3

Understanding Bias and Hate Crimes 4

Dialogue and Support When Incidents Occur..... 6

Online Reporting 8

Bias Response Flow Chart 9

Resources for Community Members 10

Strengthening Our Campus Climate 10



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WHY OUR WORK IS CRITICAL

At the Harvard T.H. Chan School of Public Health, we aim to foster a campus climate where each individual is able to experience a true sense of belonging in an environment that affirms their identity. In cultivating such an environment, we must be vigilant about addressing behavior that is detrimental to our community values of equity, diversity, inclusion and belonging, and which may cause harm to individuals. To have a community that fully appreciates and celebrates difference, we need to have systems and resources available to address incidents of bias and/or hate crimes. This *Guide* provides a general overview of our supports and systems for responding to such incidents.

COMMUNITY EXPECTATIONS ON REPORTING BIAS

For Harvard University employees, reporting is strongly encouraged when one has knowledge or information of an incident of bias, discrimination, and/or hate crime. This is true whether the discrimination involves students, faculty, postdoctoral fellows, and/or staff. Individuals who gain knowledge of a bias incident, hate crime, or an act of discrimination of any kind should report such information to the institution by using our online reporting system at <https://www.hsph.harvard.edu/diversity/bias/>. Related inquiries can be made by contacting the Office of Diversity and Inclusion, and the Bias Response Team using the contact information provided below:

Office of Diversity and Inclusion (and Bias Response Team)

Kresge Building
677 Huntington Avenue
Boston, MA 02115
Email: bias@hsph.harvard.edu

We encourage members of our student community to also contact the school if they witness or develop knowledge of a bias incident, hate crime, and/or discrimination of any kind. By sharing this information with the Office of Diversity and Inclusion, it allows us to follow up on such matters immediately. 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 in a consistent, effective, and timely manner.

NOTE: For issues and concerns related to sexual assault, sexual violence, and sexual/gender-based harassment, please contact our Title IX Resource Coordinators who can be found at: <https://www.hsph.harvard.edu/diversity/bias/>.

UNDERSTANDING BIAS AND HATE CRIMES

What is **Bias** and What is a **Bias Incident**?

Bias, generally, is a prejudice in favor of or against one thing, person, or group compared with another, usually in an unfair or negative way. Unconscious bias, also known as implicit bias, is defined as “attitudes and stereotypes that influence judgment, decision-making, and behavior in ways that are outside of conscious awareness and/or control”.

A bias incident is 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. When people are subjected to bias incidents, the behavior often targets one or more identities they hold, which may include but is not limited to: *race, disability, gender expression, gender identity, religion, sexual orientation, ethnicity, national origin, age, veteran or military status, for example.*

It is important for us to recognize and address the impact that can be caused by bias, micro-aggression or any other form of prejudice or discrimination. Our exploration of the impact on our campus should and will occur regardless of whether or not the acts of bias are deemed to be policy violations, or violations of law, or neither.

Examples of Bias Incidents

NOTE: Bias motivated incidents can manifest in many forms. Primary categories of bias incidents include:

1. Injury to person(s)
2. Damage to property
3. Verbal or written incidents (including graffiti) that are personally harmful and target 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.

More specifically, common examples of verbal/written bias incidents include:

- Abusive language or hate mail
- Racist, classist, transphobic, or homophobic jokes and/or graffiti
- Calling a person or a behavior "gay" as an insult
- Making jokes or using stereotypes when talking about someone
- Anti-Semitic language or symbols
- Saying that all ____ [people of a certain group or identity] are ____ [stereotyping]
- Using a racial, ethnic, or other slur to identify someone
- Making a joke about someone being deaf or hard of hearing, or blind/visually impaired, etc.
- Imitating someone with any kind of learning difference or physical disability
- Imitating someone's cultural norm or practice in a demeaning manner

Depending on the nature of the incident, it may also fall into the category of discrimination, harassment, or sexual harassment. As it relates to jokes that are of concern, the Bias Response Team is primarily focused on jokes that both target an individual's social identity(ies) (e.g. race, gender identity, religion, socioeconomic status, etc.) in addition to protected classes, and that are also derogatory, demeaning, and/or that perpetuate stereotypes about that particular group.

What is **Discrimination**?

According to Harvard University policy, discrimination on the basis of race, color, sex, gender identity, sexual orientation, religion, creed, national origin, age, ancestry, veteran status, disability unrelated to job requirements, genetic information, military service, pregnancy, or any other legally protected basis is unlawful and intolerable to the University.

Discrimination occurs when there is unjust or prejudicial treatment of different categories of people, especially on the grounds of an identity they hold (i.e., one or more of the identities and protected classes highlighted in the previous paragraph).

For more information about discrimination, please see the University's Discrimination Policy and Review Procedure.

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

Office of Diversity and Inclusion (and Bias Response Team)

Kresge Building
677 Huntington Avenue
Boston, MA 02115
Email: bias@hsph.harvard.edu

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.

For example, 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; insults regarding one's identity; demeaning comments rooted in stereotypes).
- Dry erase marker graffiti on a hallway white board that expresses bias against specific identity groups (e.g., sexist or racist language or imagery). (**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 or perpetuate stereotypes about other groups.

Finally, there is also significant overlap between bias incidents and Title IX violations. If you want to disclose or report a Title IX violation, please contact the school's Title IX Resource Coordinators, who can be found at <https://www.hsph.harvard.edu/diversity/bias/>.

DIALOGUE AND SUPPORT WHEN INCIDENTS OCCUR

It is important to be aware of our responsibility as an institution for ensuring safe and effective follow up when potential hate crimes and/or bias incidents have been reported or shared with you in some capacity.

This section outlines expectations for Harvard T.H. Chan School of Public Health employees when information regarding a hate crime and/or bias incident has been shared with you or revealed to you in some capacity.

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

→ Discuss what happened—listen and be supportive.

Oftentimes, 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. As a responsible community member speaking with an individual who was impacted by, or witnessed an event, you should look to connect them to an appropriate Harvard Chan School office for follow up on the matter and/or confidential resources if desired.

Faculty, academic appointees, postdocs, and staff members cannot guarantee confidentiality with respect to the reports of discrimination shared with them. If someone begins to discuss an incident that meets criteria for hate crime or discrimination, we expect our employees to follow up with our Bias Response Team on the matter.

Confidential Resource Available

If a confidential resource is desired, individuals are encouraged to connect with the HMS/HSDM/HSPH Ombuds Office by using their confidential line, 617-432-4041. Their office can be reached at the following address:

Ombuds Office

164 Longwood Avenue, 1st
Boston, MA 02115

→ Call HUPD when appropriate.

If there is safety concern and/or the individual has expressed interest in connecting with local law enforcement, contact Harvard University Police Department (HUPD) and/or connect the individual with HUPD. HUPD can also assist in documenting an incident and taking steps 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 notify the Harvard Chan Bias Response Team using one of the methods below to report their experience. All reports will be viewed by a team of administrators to determine the best path for follow up.

Students and employees with knowledge of bias incidents/hate crimes are encouraged to report in one of the following ways:

- Make a report through our website via an online reporting form: <https://www.hsph.harvard.edu/diversity/bias/>
- Contact the Bias Response Team (BRT) via email at bias@hsph.harvard.edu
- Contact one of the offices below:

Office of Diversity and Inclusion

Kresge Building
677 Huntington Avenue
Boston, MA 02115
Email: bias@hsph.harvard.edu

Office of Human Resources

90 Smith Street, Suite 141
Boston, Massachusetts 02120
Phone: 617.432.0979
Email: sphhr@hsph.harvard.edu

Office for Student Affairs

Kresge Building
677 Huntington Avenue
Boston, MA 02115
Phone: 617-432-1036
Email: StudentAffairs@hsph.harvard.edu

Office of Faculty Affairs

Building Address: 90 Smith Street, 1st Floor
Boston, MA 02120
Mailing Address: 677 Huntington Avenue
Boston, MA 02115
Phone: 617-432-1047
Email: facultyaffairs@hsph.harvard.edu

→ If you are unsure.

If you are not sure a bias incident has occurred, or if you are unsure of what to do given the information that has been shared with you, please contact the Office of Diversity and Inclusion to talk through the incident and/or the information that you are unsure about.

Any member of the Harvard Chan community who is not sure if they want to go through with a report should contact the Bias Response Team at bias@hsph.harvard.edu to ask what a typical process for follow up entails. This is an opportunity to ask questions, explore hypothetical situations, and learn more about how the Bias Response team generally operates, what steps are normally taken, and what resources and supports are available to those who report incidents of bias anonymously and those who do not.

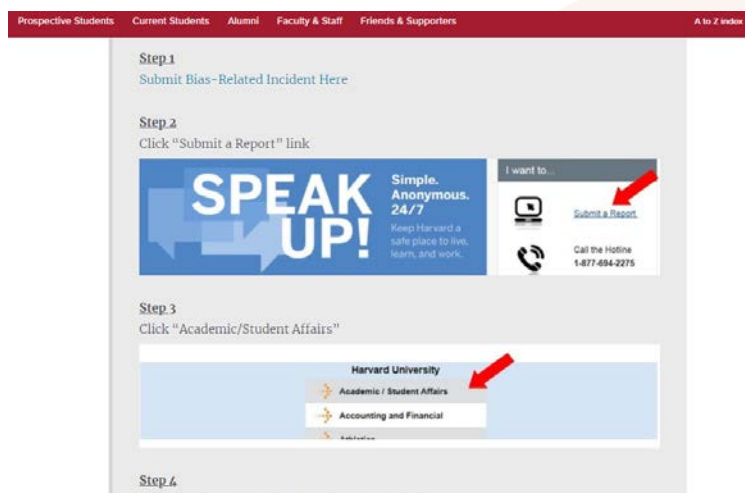
ONLINE REPORTING

At the Harvard T.H. Chan School of Public Health, employees and students have access to online reporting as well as an anonymous reporting feature. 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 online reporting system uses the existing University-wide Anonymous Reporting Hotline operated by a third-party vendor, Navex. Those who report may self-identify, if they wish. However, by default, all reports are anonymous. Upon submitting a report, individuals will be given a personal identification number (PIN) that can be used to access the anonymous reporting system. If one does not self-identify, all communication will be done through the system and individuals will be able to check on the status of their report by using the PIN that the system generates. At any point in

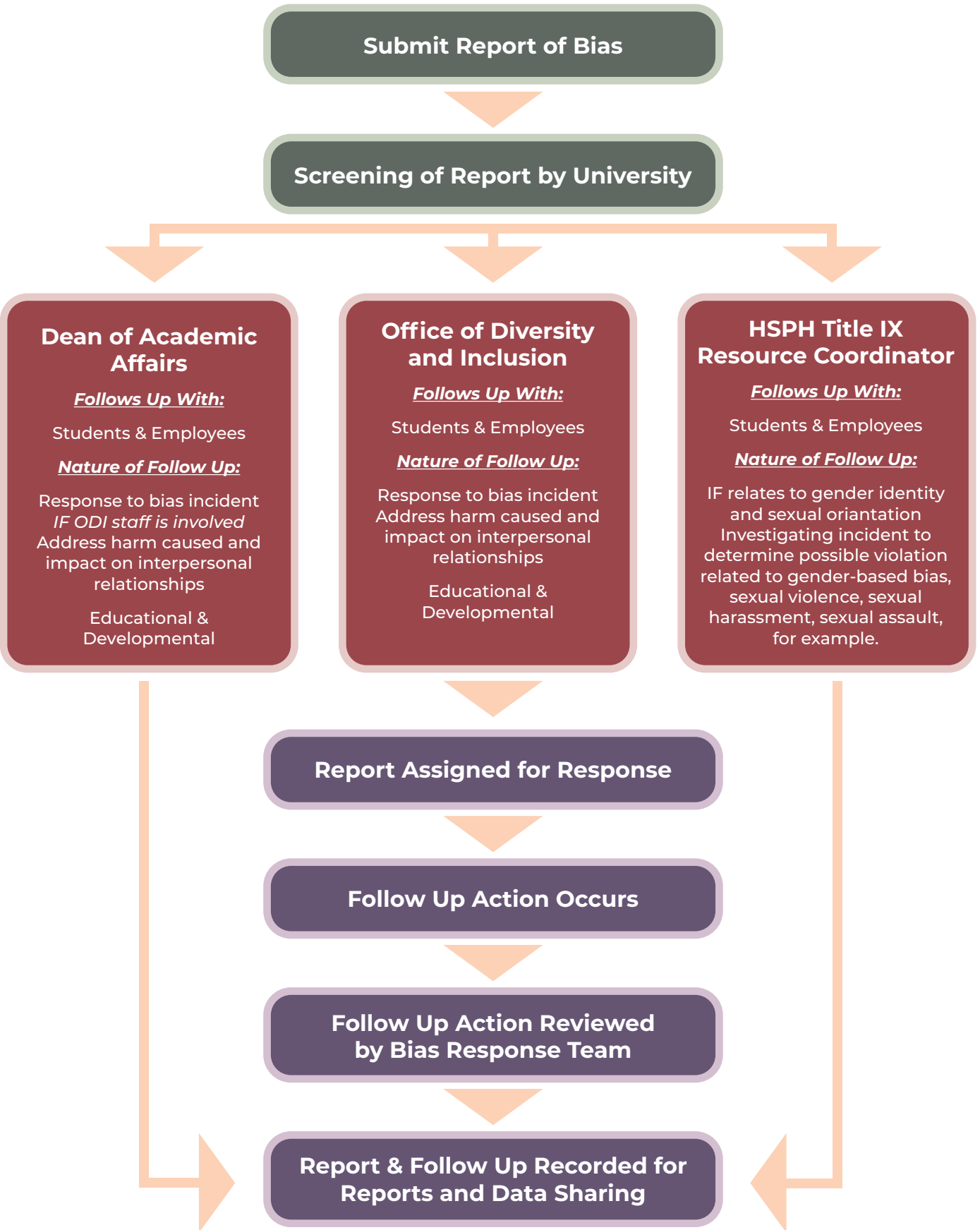
time, one can update the incident report and select to self-identify. If an individual does self-identify, they might be contacted by the appropriate individual to help in resolution. Visit our [bias incident reporting page](#) for more details on making a report.

For situations where individuals prefer to remain anonymous due to a fear of retaliation or other related concerns, the anonymous reporting feature may be helpful. 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 appropriate office for following up depending on the nature of the violation. Go here to view the Bias Response Flow Chart and our [Frequently Asked Questions \(FAQ\)](#).

BIAS RESPONSE FLOW CHART



RESOURCES FOR COMMUNITY MEMBERS

Below are links to resources available at the Harvard T.H. Chan School of Public Health, at Harvard University, as well as community organizations and resources external to Harvard, which are intended to provide support to individuals who have experienced bias-related incidents.

- [Office of Diversity and Inclusion](#)
- [HMS/HSDM/HSPH Omsbud Office](#)
- [Harvard University Health Services \(HUHS\)](#)
- [Bias Incident Reporting](#)
- [Dean's Advisory Committee for Diversity and Inclusion \(DACDI\)](#)
- [Office for Student Affairs](#)
- [Office of Human Resources](#)
- [Office of Faculty Affairs](#)
- [University Disability Resources](#) (University-Wide)
- [Office of Diversity, Inclusion & Belonging](#) (University-Wide)
- [Harvard University Police Department](#) (HUPD) (University-Wide)
- [Anti-Defamation League](#) (Local)
- [Massachusetts Commission Against Discrimination \(MCAD\)](#) (Local)
- [Mass Legal Service Hotline](#) (Local)

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 the Harvard Chan School. Working to create an inclusive environment means being proactive and intentional with the learning and developmental activities that take place at every level of the institution for students, faculty, postdocs, researchers, staff, and managers.

We continue to explore and identify new, enhanced, and more effective practices to meet our diversity learning goals for the School. Some of the initiatives and activities currently in place that are intended to deepen awareness and promote development of the awareness, knowledge and skills needed to foster cultures of belonging and inclusion are listed below. **NOTE:** New activities will be added as we update this *Guide* over time:

- **Assessing & Understanding Issues of Diversity in Our Community:** Using a variety of tools and means to gather knowledge, information, and data to assist our Office of Diversity and Inclusion in understanding the campus climate, key issues, opportunities, and areas of growth for Harvard Chan School (e.g., focus groups, surveys, tracking outcomes, etc).

- **Self, Social & Global Awareness (SSGA) Workshops for New Students:** This workshop, delivered as a part of New Student Orientation, is intended to engage new students in a manner that helps them explore foundational concepts central to deepening self-awareness as a member of a diverse community.
- **Open Enrollment Diversity Workshops and Modules:** Opportunities for ongoing development and learning on key diversity and social justice issues offered via monthly drop-in workshops to various constituent groups (e.g., students, faculty, staff, postdocs, and researchers). These workshops center a variety of EDIB topics (e.g., Inclusive Recruitment Series, Introduction to DIB, Understanding Unconscious Bias, Microaggressions in the Workplace, and more content from the IDEAS Curriculum).
- **ODI Diversity Learning Resources on the Web for Harvard Chan Community:** On the web, community members currently have access to learning resources via ODI that focus on Antiracism, LGBTQIA+ identity and experiences, resources for transgender and non-binary communities, sexual assault and response, and Harvard-wide resources (e.g., affinity groups and key offices). Our Office of Educational Programs' web page also houses information of inclusive syllabus and course design and more.
- **Race.Dialogue.Action Workshop Series:** Open to the entire community, this series focuses on personal capacity building and is intended to reinforce learning outcomes centered on concepts of interpersonal and systemic racism, skills for race-based dialogue, and practices for fostering antiracist environments.
- **Inclusion, Diversity and Equity in Action (IDEAS) Curriculum:** This content focuses on a variety of core concepts (e.g., examples include dimensions of diversity, exploration of self, types of bias, structural racism, strategies for change and action, and more), and was developed in partnership with Center for Workforce Development (CWD) and the University Office of Diversity, Inclusion & Belonging (ODIB). The content is available through open enrollment and is a part of the university-wide DIB Academy training series.
- **Monthly School-Wide Programs and Cultural Events:** Each month events are held by ODI and various departments that are open to the entire Harvard Chan community. Monthly events also provide an opportunity for focusing on identity, cultural, and heritage months throughout the year (e.g., Latinx History Month, Trans Day of Remembrance, Black History Month, Disability Awareness, and more).
- **ODI Online Workshop Request Form:** ODI has created a workshop request form that will help our office better field requests from community members and prepare content for participants. Via the form, individuals can also see a list of available workshops. The Workshop Request Form is available [here](#).

CONTACT OUR OFFICE

Our [ODI Team Members](#)

Office Email: odi@hsph.harvard.edu

Web Page: <https://www.hsph.harvard.edu/diversity/>



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