

COUNSELING ISSUES AND PRACTICE - FINAL EXAM CASE STUDY

RESPONDING TO A HATE CRIME

The Director of Housing has just called to report a hate crime....

From the Chancellor to Facilities Management, *response time is critical.*

- Before hanging up the phone, confirm with the Director of Housing that Paul will be provided:
 - a. Immediate access to a counselor to discuss his experience/feeling/fears
 - b. An appointment with the campus social worker (who coordinates campus resources during the student's recovery period)
 - c. A safe room to reside in while the crime is being investigated and mitigated. Suggest Paul be relocated into a suite/single (ResHall set up that houses five students per suite – 2 in two-person rooms and a single, with two bathrooms and a small living area) with open-minded roommates, so that Paul could have privacy, but not be isolated.
- Call campus police (on my campus this includes SB County Sheriff, California Highway Patrol and UC Police officers) to report the incident, they would need to:
 - a. Begin rapid collection of physical evidence and data from the scene
 - b. Interview possible witnesses
 - c. Further investigate crime
- Go to the scene, the visible presence of a high ranking school official highlights the severity of the situation, and provides the opportunity to begin the campus process of healing and learning from the incident – on the way to the scene:
 - a. Call the Chancellor's Office to report the incident – The Chancellor should release a statement condemning hateful acts and stressing that bias motivated crimes will not be tolerated on campus (within 24 hours)
 - i. These incidents/crimes need to be correctly reported as hate related despite public image concerns
 - b. Contact the Crisis Response Team to activate the pre-arranged "Hate Incident" plan
 - c. One member of the Hate Response Team meets you at the site, while other team members are:
 - i. Calling Public Affairs to alert the Media Officer
 - ii. Arranging locations for counseling forums, to announce the facts about the incident and encourage discussions about the specific incident and the bigger issues involved
 - iii. Direct Student Life Office and Residential Services to coordinate

1. information and awareness campaigns about human decency, civil rights
 2. continuing anti-bias education
 3. run campus forums on civil disagreement without violence, to promote learning dialogues
- iv. Provide immediate referral for counseling for anyone, or groups, impacted by the hateful act
 - v. As soon as the police are done investigating Paul's residence hall suite, have a Facilities painter ready to cover the offensive spray paint.
- After any unrest at the scene has dissipated and the student's belongings have been collected, go see Paul
 - Talk to Paul about informing his parents/family so they do not hear of the incident on the news should his name be leaked to the press
 - Discuss how the campus will be responding to the incident and ask for his input
 - Arrange a meeting between Paul and his suitemates, with a mediator and a counselor – the roomies may or may not know who committed the crime, but Paul should not have to 'run into' one of his roommates by chance on campus immediately after the incident, they should talk about the incident in a controlled and safe environment
 - Follow up after a few days and see how Paul is doing
 - Paul's recovery may be related to how quickly the perpetrators are caught
 - Discuss any related issues, such as how people are interacting with Paul after the incident
 - Judicial Affairs and the police will handle the legal issues but a teaching element should always be included with any punitive/corrective measures
 - The Department of Justice website sites the need for university policy that allows the victim of hate crimes to choose to press charges or to request that Judicial Affairs enforces an alternative consequence for the offender, such as community service, anger management classes, or campus outreach. This option can help the victim feel empowered and may reduce the impact of the crime on the victim and educate the accused

If your campus does not have current policy on Hate Crime Response Procedures, develop a plan and commit it to policy. Reflect on what might have lead up to the incident, how the incident was handled, evaluate the effectiveness of the education programs that were run after the incident, revitalize education and awareness programs on a regular basis, review your policy and prepare for another hate crime event, and pray that this renewed planning/policy will never need to be activated.