

Community Restoration in the Residence Halls



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**Bias Protocol Assessment Team (BPAT)
Keene State College**

Community Restoration in the Residence Halls

An Outline for Responding to Harm in the Residence Halls for Residential Life Staff

The charge of BPAT was to establish a protocol for responding to bias within the residence halls. The protocol includes three main components: a communication plan, educational and support resources, and programmatic response options. Through the work of BPAT, it was determined that framing the protocol as a response to “bias” was limiting. The word “harm” recognizes impact of language, behaviors, and actions—as it pertains to perceived or actual identity—on individuals and communities.

With the exception of two time periods in May and August, BPAT met weekly beginning in late March. In addition to meetings, BPAT conducted benchmarking processes with other institutions, including a couple in New England, as well as some from other regions. BPAT also outreached to Campus Partners to provide information regarding their offices’ role in supporting and/or responding to students when harm is done in their residence halls.

Within this document, BPAT intends to provide recommendations for a Community Restoration Team (CRT) that will hopefully take over the work of BPAT and continue to develop the institutional response to harm beyond a protocol for the residence halls.

BPAT Members

Ian Kaplan, Student and Resident Assistant

Ashley Betancourt, Student

Jay Pereira, Student

Hunter Kirschner, Program Support Assistant for LGBTQ Students

Nicole Cartier, Area Coordinator for the Upper-Class Residential Experience

Dottie Morris, Associate Vice President for Equity and Diversity

Kya Roumimper, Coordinator of Multicultural Student Support and Success and Equity Education

The document to follow is an organized compilation of BPAT's work over the course of several months, including definitions, information, and anything the team felt was relevant to be knowledgeable about and/or to consider when developing a response for harm that occurs within a residence hall. To clarify: any outreach would be in addition to whatever initial triage is done at the time of the incident to ensure the safety of the affected student(s).

The protocol for community restoration in the residence halls established by BPAT cannot supersede any processes in place by Campus Safety, Title IX, and/or Student Conduct. If any of these departments/offices are involved, the CRT shall consult with them before any action is taken. The CRT has no disciplinary responsibilities as the team serves no disciplinary function.

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Definitions

Harmful Incident:

Language, behaviors, and/or actions that is/are alleged to have negatively impacted an individual and/or community as it pertains to their identity, including, but not limited to, race, color, religion, sex, age, national origin, sexual orientation, gender identity, gender expression, marital status, veteran's status, or disability.

Harm:

The negative impact resulting from an individual's or community's language, behaviors, and/or actions as it pertains to identity, including, but not limited to, race, color, religion, sex, age, national origin, sexual orientation, gender identity, gender expression, marital status, veteran's status, or disability.

Reporting Party:

A person who alleges that another person or an organization has harmed them or a community with their language, behaviors, and/or actions. The Reporting Party could include Campus Safety, Residential Life, or other campus officials; however, more often than not, the Reporting Party consists of a student or students.

Affected Party:

A person, community, student organization, club, or team who/that is harmed by a person's or organization's language, behaviors, and/or actions. The Affected Party is not always the Reporting Party, but it can be.

Responding Party:

Any person, community, student organization, club, or team who is alleged to harmed a person or community with their language, behaviors, and/or actions.

College's Discrimination and Discriminatory Harassment Policy

Keene State College is committed to creating and maintaining a community in which students, faculty, and staff can work together in an environment free of all forms of discrimination and discriminatory harassment. Discrimination and Discriminatory Harassment is antithetical to the standards, values, and mission of Keene State College and will not be tolerated. Such conduct interferes with the mission of the College by diminishing access to education and employment; compromising the free and open exchange of ideas; and impeding relationships among students, faculty, and staff.

Please see <https://www.keene.edu/administration/policy/detail/discrimination/> for the Keene State College Discrimination and Discriminatory Harassment Policy

Recommended Community Restoration Team Members:

The Community Restoration Team should be comprised by representatives of the following units:

- Associate Vice President for Equity and Diversity
- Dean of Students
- Assistant Director for Residential Education
- Campus Safety appointment
- Title IX representative
- Students
 - Undergrad Student
 - Student Government E-Board appointment
 - KSC Pride E-Board appointment & Common Ground Multicultural Club E-Board appointment

Non-Standing Members

- President's Office appointment
- VP of Student Affairs
- Human Resources appointment
- Counseling Center appointment
- Public Relations appointment
- Faculty appointment
- Academic Administrator
- Office of Multicultural Student Support and Success appointment

Tiers of Response: Individual & Community

Inclusive of a Communication Plan

The Tiers of Response for a harmful incident consider two paths based on who(m) is directly impacted: one or a few individual(s) or the entire community. If a harmful incident clearly and directly impacts one individual or a few individuals, the team determining the response should start with the tiers of response listed for ‘Individual.’ If a harmful incident more clearly or directly impacts an entire community (i.e. a floor/hall or the entire residence hall), the team determining the response should skip to the tiers of response listed for ‘Community.’

There may also be instances where a harmful incident affects one or a few individuals, as well as the community, so response could be happening within Individual and Community Tiers of Response simultaneously to ensure the Affected and/or Responding Party/Parties are supported appropriately. Each tier (I, II, and III) is meant as a minimum requirement for responding to harm, but it does not have to be a limitation on what the response is. The response should maintain consistency with what the Community Restoration Team determines is appropriate for the incident and consistent with responses for similar incidents if and when a precedent exists.

***Factors to consider when determining the appropriate Tier of Response:**

- **severity; frequency; context (time, place, and manner)**
- **known/unknown perpetrator**
- **whether affected party/parties were direct/indirect target(s)**

Individual

Tier I

- Outreach should occur with the affected party by a Community Restoration Team member or by the respective RD/AC within 48 hours of incident (two business days). Student(s) should be encouraged to meet with the RD/AC. This should not supersede any other protocols already in place for more immediate response (i.e. the Primary-on-Duty RD or AC responding to the situation at the time of the initial report).
 - Offer resources [Appendices B and C] (on campus, in the community, online, etc.)
 - Assessment of safety in environment (room, hall, building)
 - If physical safety is at risk, the RD/AC/Primary-on-Duty should contact the Manager-on-Call to discuss an emergency space as an option.
 - If emotional safety is at risk, the individual responding should ask the affected/responding party about what would make them feel safer. If they are unable to come up with solutions and/or want to know what options exist, here are some options that could be provided:
 - Conflict resolution meeting between responding party and affected party—like to be facilitated by the RA or RD/AC of the area, but this

could be facilitated by a member of the Community Restoration Team or ODM or OMSSS staff

- Consider: writing up a roommate/suitemate/apt. agreement (or revisiting, if one has already been done)
- Mediation meeting between responding party and affected party facilitated by a professional staff member (RD/AC of the area, a member of the Community Restoration Team, or ODM or OMSSS staff)
- Restorative circle with involved parties facilitated by at least two trained professional staff members from the Community Restoration Team or by one trained professional staff member and a trained paraprofessional (i.e. RA or Courageous Conversation facilitator). If there are KSC professionals available who are trained in Restorative Justice (RJ) and/or have a background in RJ practices and facilitation, BPAT recommends that at least one of them is a facilitator in this circle.
- If the affected and/or responding party are not interested in any of the above options (perhaps they do not want to pull others into being part of the solution), the RD/AC of the area may offer a room/building change after consulting with the Assistant Director for Residential Education.

Tier II

- Outreach should occur with the affected party by a Community Restoration Team member or by the respective RD/AC within 48 hours of incident (two business days). Student(s) should be encouraged to meet with the RD/AC. This should not supersede any other protocols already in place for more immediate response (i.e. the Primary-on-Duty RD or AC responding to the situation at the time of the initial report).
 - Offer resources [Appendices B and C] (on campus, in the community, online, etc.)
 - Assessment of safety in environment (room, hall, building)
 - If physical safety is at risk, the RD/AC/Primary-on-Duty should contact the Manager-on-Call to discuss an emergency space as an option.
 - If emotional safety is at risk, the individual responding should ask the affected/responding party about what would make them feel safer. If they are unable to come up with solutions and/or want to know what options exist, here are some options that could be provided:
 - Conflict resolution meeting between responding party and affected party—like to be facilitated by the RA or RD/AC of the area, but this could be facilitated by a member of the Community Restoration Team or ODM or OMSSS staff
 - Consider: writing up a roommate/suitemate/apt. agreement (or revisiting, if one has already been done)
 - Mediation meeting between responding party and affected party facilitated by a professional staff member (RD/AC of the area, a member of the Community Restoration Team, or ODM or OMSSS staff)
 - Restorative circle with involved parties facilitated by at least two trained professional staff members from the Community Restoration Team or by one trained professional staff member and a trained paraprofessional (i.e. RA or Courageous Conversation facilitator). If there are KSC professionals available who are trained in Restorative Justice (RJ) and/or have a background in RJ practices and

room/building change after consulting with the Assistant Director for Residential Education.

- **The Community Restoration Team should reassess to see if the situation warrants redirecting to Community tiers of response.**
- If responding party is known, there should be a meeting requested with a professional staff member from ODM or OMSSS to create an action plan with the responding party to improve (language, behavior, etc.). If Conduct is involved, this should be done in collaboration with the Conduct process, and a professional staff member from ODM or OMSSS should be involved in coming up with an action plan with the student(s). If responding party is not being charged through the Conduct process, however unlikely, there meeting requested with a professional staff member from ODM or OMSSS should proceed.
- “Local” programming (could be active or passive—i.e. passive via bulletin boards or slide show)
 - The AC/RD of the area would be responsible for leading this programming, but the information going out or active programming happening would need to be in consultation with the Community Restoration Team.

Community

Note: “Community” should be defined by the Community Restoration Team for each incident.

Tier I

- Outreach should occur with the affected party by a Community Restoration Team member or by respective RD/AC within 48 hours of incident (two business days). Student(s) should be encouraged to meet with the RD/AC. This should not supersede any other protocols already in place for more immediate response (i.e. the Primary-on-Duty RD or AC responding to the situation at the time of the initial report).
 - Offer resources [Appendices B and C] (on campus, in the community, online, etc.)
- If responding party is known, the RD or AC of the area—after consultation with the Community Restoration Team—should reach out to responding party to set up a meeting in order to have a conversation (this may already be in place due to the incident likely going through the Conduct system). It may be determined that a Community Restoration Team member should reach out instead or in addition to the RD or AC of the area.
- If responding party is unknown, an email should be drafted in collaboration with the Community Restoration Team and should be sent by the RD or AC of the area to the floor/surrounding communities, restating institution’s mission & values, providing resources, and also including a call to action (i.e. ‘if anybody has information, come forward and here’s how’).
 - The draft should be saved as a template for continued use. Alterations can be made to fit the needs of the incident and/or community any time an email of this nature needs to be sent to a community.
- Passive programming opportunity (bulletin boards, educational slide(s) for slide show, etc.) for RAs and RD/AC of the area
 - If this is going to be in direct response to a harmful incident in the area, the RD or AC of the area needs to consult with the Community Restoration Team. If this is already done proactively as part of passive educational programming in the area, the Community Restoration Team may not necessarily need to be consulted.

Tier II

- Outreach should occur with the affected party by a Community Restoration Team member or by respective RD/AC within 48 hours of incident (two business days). Student(s) should be encouraged to meet with the RD/AC. This should not supersede any other protocols already in place for more immediate response (i.e. the Primary-on-Duty RD or AC responding to the situation at the time of the initial report).
 - Offer resources [Appendices B and C] (on campus, in the community, online, etc.)
- If responding party is known, the RD or AC of the area—after consultation with the Community Restoration Team—should reach out to responding party to set up a meeting in order to have a conversation (this may already be in place due to the incident likely going through the Conduct system). It may be determined that a Community Restoration Team member should reach out instead or in addition to the RD or AC of the area.
- Email to community (likely to expand beyond just the floor) from the Assistant Director for Residential Education to (re)address mission & values, why the behavior is unacceptable, resources, call to action items, etc., as well as what happens if the behavior continues.
 - The draft should be saved as a template for continued use. Alterations can be made to fit the needs of the incident and/or community any time an email of this nature needs to be sent to a community.
- A floor meeting should occur with the affected floor(s). The RD or AC of the area and the Assistant Director for Residential Education should be running this meeting. The agenda should be created in consultation with the Community Restoration Team.
- Program (minimally active, but also passive programming) for the community (the floor and/or entire building/area) [a list of Programmatic Response Options can be found in Appendix A]
 - Assistant Director for Residential Education should be present at the program
 - Another option for active programming is a community dialogue/restorative circle rather than a typical residence hall program (or an interactive, typical program, as well as a community dialogue opportunity—i.e. a debrief/discussion following a program that is a community dialogue→an open space for individuals to express themselves about the situation).
 - A community dialogue should be facilitated by at least two trained members of the Community Restoration Team, as well as the AC or RD of the area (RA(s) participate as needed, or they could participate of their own desire). If the dialogue is intended to be a restorative circle, and there are KSC professionals available who are trained in Restorative Justice (RJ) and/or have a background in RJ practices and facilitation, BPAT recommends that at least one of them is a facilitator in this circle.

Tier III

- Outreach should occur with the affected party by a Community Restoration Team member or by respective RD/AC within 48 hours of incident (two business days). Student(s) should be encouraged to meet with the RD/AC. This should not supersede any other protocols already in place for more immediate response (i.e. the Primary-on-Duty RD or AC responding to the situation at the time of the initial report).
 - Offer resources [Appendices B and C] (on campus, in the community, online, etc.)
- This might warrant an email from the President. To set this in motion, a request from the Community Restoration Team should go through the Associate VP for Equity and Diversity who would bring it to Cabinet, seeking approval for a campus response from the President. The response could be an email and/or the President calling for a campus community meeting. The Associate VP for Equity and Diversity should also contact the Director of Strategic Communications and Community Relations to provide an update on the situation, as deemed necessary.

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- Community dialogue(s) facilitated by Community Restoration Team with ACs/RDs—to be happening in each of the residential halls/areas, as well as across campus as requested (i.e. in classrooms, Athletics, student org. meetings).
 - The Community Restoration Team should assess the need for outreach to parents/guardians/alumni in collaboration with the Associate VP for Equity and Diversity, the President/Cabinet, and the Director of Strategic Communications and Community Relations.