What is a Hate-Bias Incident?
Generally, hate-bias incidents are acts characterized by some expression of hate or bias against a particular group, or towards an individual because of their membership (or perceived membership) in that group. Hate-bias incidents may range from acts considered to be offensive to actions that cause harm.

Although hate-bias incidents sometimes constitute hate crimes or discrimination (as defined under the University’s Non-Discrimination Policy), not all hate-bias incidents rise to the level of a hate crime or discrimination.

What is a Hate Crime?
A hate crime is a criminal act (against person or property) that is motivated, in whole or in part, by the offender’s hate or bias towards a particular individual or group because of membership in that group (as defined by law).

Report a Hate Bias Incident
To report an incident of hate-bias you may contact UMPD (including emergencies), by calling 301-405-3333 (mobile phone: #3333) or report online to the Office of Diversity and Inclusion at https://www.diversity.umd.edu

Response to Hate-Bias Incidents
1. The report will be taken by UMPD or ODI as soon as it is received.
2. Acknowledge receipt of the report and review within 48 hours.
   a. UMPD will offer a verbal acknowledgement and conduct an investigation.
   b. ODI will provide electronic acknowledgment
3. Inform and consult with relevant campus administrators regarding any necessary and appropriate action.
4. The Program Manager for Hate-Bias Response, will consult with individuals affected by the hate-bias incident and formulate an action plan in coordination with Hate-Bias Response Team.
5. ODI will maintain a log of hate-bias incidents on a webpage that will be updated as reports are received. Periodic (opt-in) e-mail announcements regarding newly reported hate-bias incidents will be sent to campus community.
6. Criminal and/or University sanctions maybe pursued against perpetrators of true threats, hostile environment harassment or other legally actionable misconduct. Sanctions will not be pursued when speech is determined to be legally protected.

Campus Resources for Hate-Bias Incidents

University of Maryland Police Department
Receives and assesses all hate-bias incident reports. Investigates reports of hate-bias incidents by gathering details, collecting evidence, sharing information with law enforcement partners, and consulting with legal experts.
Pocomoke Building, 7569 Baltimore Ave
www.umpd.umd.edu
Emergency: 911 or (301) 405-3333 (mobile phone: #3333) Non-emergency: (301) 405-3555

Office of Civil Rights and Sexual Misconduct
Receives and assesses all hate-bias incident reports. Responds to all complaints of discrimination based on a legally protected class.
4113 Susquehanna Hall
www.ocrsen.umd.edu
(301) 405-1142

**Office of Diversity and Inclusion**
The Program Manager for Hate-Bias Response, receives all hate-bias incident reports, and coordinates provision of campus support services to individuals affected by hate-bias incidents. Provides campus programming in collaboration with other campus units to foster prevention efforts and facilitate responses to hate-bias incidents.
2411 Marie Mount Hall
https://faculty.umd.edu/diversity/
(301) 405-6810

**Counseling Center**
Provides free and confidential therapy as well as comprehensive support services, to help students manage personal, social, and academic challenges.
1101 Shoemaker Building 4281 Chapel Lane www.counseling.umd.edu (301) 314-7651

**Health Center**
Offers mental health services to students, as well as faculty and staff through its Faculty Staff Assistance Program.
140 Campus Drive
www.health.umd.edu/mentalhealth/services

**University of Maryland Chaplains**
Serves the spiritual needs of the University of Maryland community.
http://www.thestamp.umd.edu/memorial_chapel/chaplains
The purpose of the Hate-Bias response protocol, is to create a more inclusive and safe environment for the campus community, by ensuring that there is an accessible venue to report hate and bias incidents. This is a continuous improvement process, and the protocol will continue to be refined through feedback from our campus community.

<table>
<thead>
<tr>
<th>Hate-Bias Response Protocol</th>
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<tbody>
<tr>
<td><strong>Report</strong></td>
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<td><strong>UMPD</strong></td>
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<td>- Report the incident via phone or in person to UMPD</td>
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<tr>
<td><strong>ODI</strong></td>
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<tr>
<td>- Report the hate-bias incident via phone, in person or online through the ODI</td>
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<tr>
<td><strong>Acknowledge and Assess</strong></td>
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<td><strong>UMPD</strong></td>
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| - Receive and acknowledge complaint; review within 48 hours; assess & conduct baseline investigation.  
- Provide report and contact information for individuals affected to the Program Manager for Hate-Bias Response  
- Track and map for incident for criminal patterns |
| **ODI**                    |
| - Acknowledge receipt of online report.  
- Share data about the reports with UMPD as they are received  
- Convene hate-bias response team to assess incident, evaluate and coordinate response efforts |
| **Respond and Support**    |
| **UMPD**                   |
| - Exhaust investigation to determine if further action is needed or if the case is referred or closed.  
- Share the final report with ODI |
| **ODI**                    |
| - Consult with individuals affected by hate-bias incidents and formulate action plans in coordination with Hate-Bias Response team  
- Coordinate community outreach and educational programming |
| **Inform**                 |
| **UMPD**                   |
| - Inform and consult with relevant campus administrators regarding any necessary and appropriate action and send confidential information to them |
| **ODI**                    |
| - Share information about hate/bias incident to the campus community via the incident log |