



COMMUNITY RESPONDERS NETWORK

GUIDANCE FOR BYSTANDERS

1. Move beyond being frozen. Make a commitment to speak. Do not make the situation worse by being an aggressor.
2. Be ready to call for help if the situation is volatile.
3. Express concern for the targeted person's well-being directly to them.
4. Offer to go with the targeted person to report the incident to management or law enforcement, but be understanding if he/she simply wants to get out of there.
5. Make sure the targeted person is able to leave the establishment safely.
6. Meet with management or law enforcement ASAP to describe what you witnessed.
7. If the establishment's management does a particularly good job of responding to the bias incident, get back to them in writing to thank them. If they do a particularly bad job, get back to them in writing to express your individual or organization's concern.
8. Remind business establishments that providing a safe and welcoming environment for all customers is good for business AND is required under the state's civil rights law, the PA Human Relations Act.
9. Report the incident to the Community Responders Network, which will inform relevant government agencies/advocacy groups. Keep CRN's *Bias Incident Report Form* in your computer and use it as a guide in reporting an incident.
10. Download the ACLU's Mobile Justice App from their website or your app store to take videos/pictures and make a report to the ACLU. You can also file complaints with the U.S. Dept. of Homeland Security's Office of Civil Rights (note cautions).

Contact Us:

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