

More information for victims:



DEPARTMENT OF JUSTICE
Civil Rights Division
Bias Response Hotline: 1-844-924-BIAS (2427)
Dial 711 for Oregon Relay
Using interpreters for over 300 languages
StandAgainstHate.Oregon.gov

More information for law enforcement:



Suggested Language for Law Enforcement Responding to Bias Incidents and Crimes

The way that law enforcement responds can have a significant impact in how a victim feels in the immediate, short, and long term after experiencing a bias incident. Body language, verbal language, and tone all send messages to victims and can convey concern, comfort, and safety, or alternatively can convey disinterest and in fact peril.

This guidance is for law enforcement officers who have little experience responding to bias crimes and bias incidents, and a refresher for those experienced in responding to calls of this nature.

It is important that law enforcement response reflects:

- Kindness
- Patience
- Belief
- Support
- Empathy
- Attentiveness
- Care
- Dignity
- Safety
- Options
- Resources
- A denunciation of the bias

Suggested language for law enforcement:

- I'm so sorry this happened.
- No one deserves this.
- Would you prefer to use an interpreter to talk to me?
- I imagine this might be very _____ [read the person: scary, isolating, humiliating, disheartening, disappointing, etc.]
- I want to help you feel safe.
- Is there a support person who can be here to help you feel safe right now?
- Can I get you water/a blanket/an umbrella [other need that you can fulfill] right now?
- I have time to listen to you tell me what happened.
- I will be taking notes about what you tell me.
- This is not your fault.
- Do you feel like you think there was a particular motive for this? OR What is your perception of the motivation behind this language/action/incident?
- Thank you for reporting this.
- Law enforcement takes this type of conduct/behavior/language very seriously.
- What happened was not ok.
- This conduct does not represent what I believe.
- There is a resource in our community that can help support you.
- There is a hotline that can help support you.
- Can I tell you what will happen next?