

ILA Statement of Appropriate Conduct Incident Response Guide

(adapted from Otter Tech template)

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updated 10/9/2019

In case of emergency please call 911.

Trained Report-Takers

Those wishing to make a report have been instructed to contact ILA staff, which at ILA Annual Conference likely means the registration desk in practice. ILA staff members are trained to take reports, but may also direct reporters to one of the people listed below.

****If a team member is not available, or if anonymous reporting is preferred, reports may be submitted by phone or electronically 24/7 at 844-796-6536 or ila.ethicspoint.com.**

Name	Role
Diane Foote	ILA Executive Director
Cynthia Robinson	ILA Deputy Director; lead conference contact
Tamara Jenkins	ILA Communication & Engagement Manager
Tina Koleva	ILA Member Services Manager
Kendall Harvey	ILA Administrative Coordinator
Molly Beestrum	ILA President
Veronica De Fazio	ILA Vice President/President-Elect
Jeannie Dilger	ILA Executive Board member
Jennifer Jackson	ILA Executive Board member
Miguel Ruiz	ILA Executive Board member
Anne Slaughter	ILA Executive Board member

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Statement of Appropriate Conduct Team (SoACT)

The SoACT will investigate and adjudicate reports, and speak with reported parties. It consists of the three ILA Presidents, the ILA Executive Director, and two additional trained Executive Board members who can help balance a diversity of experiences and perspectives on the team.

Name	Role
Diane Foote	ILA Executive Director
Molly Beestrup	ILA President
Veronica De Fazio	ILA Vice President/President-Elect
Cynthia Fuerst	ILA Past President
Jennifer Jackson	ILA Executive Board member
Miguel Ruiz	ILA Executive Board member

ILA Statement of Appropriate Conduct

<https://www.ila.org/events/statement-of-appropriate-conduct-at-ila>

Response Protocol

Trained report takers are responsible for assessing the situation, taking a report, and turning it in to ILA staff; ILA staff may also refer reporters to you. You may offer to take the reporter to a quiet room. That room is located in the South Suite of the Tinley Park Convention Center; the key is available at registration. Please see the document, "ILA Incident Response Documentation: Taking a Report" for the suggested approach and a form to fill in answers to questions. You may also offer to the reporter the opportunity to enter the report via the anonymous hotline or website listed above.

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Receiving Initial Report

When taking a report about a potential Statement of Appropriate Conduct violation, stay as neutral and supportive as possible. Take the report in private, away from people who may overhear. Defer judgements about the situation until all details are gathered. Ask the person who makes the report:

- Do you need anything else right now? (such as a quiet room, water, a friend, safe exit from the building)
- Is there anything else we should know about this?

Information to gather in the report:

- Contact information for the reporter including name, email, and phone number.
- The names of all people directly involved in the incident, including relevant nicknames or pseudonyms; include witnesses if possible.
- Time and location where the incident occurred. Be specific.
- The account of what happened. Note any supporting materials, such as message screenshots, chat/text logs, or emails.
- Additional context for the situation, if appropriate.
- Whether or not the incident is ongoing.
- Any additional information that is relevant.

Assess Impact and Risk Level

The severity of an incident's impact is determined by things like how many people are affected, whether it was a public or private situation, whether there are additional implications for other event participants.

The risk level is determined by things like whether this is a repeat incident, there are multiple perpetrators, there are additional medical or legal issues involved.

ASSESS	Low Risk	High Risk
Private, or Small-Scale Impact	Racist joke made by an participant in private conversation Individual microaggressions	Participant found to have previous sexual assault allegations
Public, or Large-Scale Impact	Racist joke made by a visible participant such as a program leader or a keynote speaker	Persistent coordinated harassment against another participant or the event/program itself

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RESPOND	Low Risk	High Risk
Private, or Small-Scale Impact	"don't do that, that's not appropriate" "we'll remove you if you continue"	gather information in case the situation becomes more critical later
Public, or Large-Scale Impact	reprimand and/or removal of the person who caused the incident public statement by staff/board	will require a coordinated response from the whole team plus additional specialized assistance

Identify Needed Resources

Do you need backup, more information, or other support? Possibilities include:

- other response team members
- building staff
- security officers
- police officers
- emergency medical response
- past incident reports to verify previous issues and responses
- Help from a crisis line
- online safety resources

Resolving the Incident

Turn the report you've received in to the ILA executive director with your assessment of the incident risk and impact, and the needed resources. You may also input the report information directly into the third-party reporting site or call the hotline; if entering information as a report-taker input it as if you were the reporter; you can enter your own information in the box under "How did you become aware of this violation?" The ILA executive director will confer with other trained leaders, the Statement of Appropriate Conduct Team (SoACT), to determine an appropriate course of action, including reaching out to the reported party onsite if necessary. Confidentiality of all parties will be protected to the greatest extent possible.

Responses for Common Types of Incidents

The Statement of Appropriate Conduct Team (SoACT) is responsible for investigating and adjudicating reports, and speaking with reported parties. Here are possible responses for common types of incidents.

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When someone not permitted to attend the event attempts to register or enter the event space

- tell them that they are not permitted to attend the event
- do not provide additional details or explanation
- ask them to leave
- call on-site support for assistance if the person does not leave
- if they still will not leave, call the police non-emergency line to report trespassing
- use staff to block their movement into the event space

When someone has been reported as violating the Statement of Appropriate Conduct: how to approach them

- “Hi, can I talk to you privately?”
- “We received a report about a Statement of Appropriate Conduct issue at [time/place] involving [topic].” “This behavior is not appropriate at our conference.”
- do not name the person who reported it
- allow them to respond
- do not force a particular response such as an apology
- emphasize the result of this behavior (i.e. your decision about how to respond to the incident)

When someone reports an uncomfortable situation that they’re not certain violates the Statement of Appropriate Conduct:

- take their report
- acknowledge that it was appropriate to report the situation
- assess whether this situation requires a response to protect community safety
- ask “is there anything else I can do to support you?”

When the reporter or people affected by the incident are worried about safety and letting others know they made a report

- make sure you collect all info in private (always do this!)
- find out what response they feel would be best for their safety
- assess what actions will keep the rest of the community safe

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When someone wants to make an apology

- listen and accept their apology on behalf of the conference organizers
 - it's not your job to reassure them that their intentions were good or to do that sort of emotional labor
- do not allow them to approach the person who made the report without permission
 - emphasize that doing so will increase the stress and discomfort of the people they hurt
- you can later relay the apology to the person(s) affected, and if they ask to talk to the other person at that point, go ahead
 - don't pressure them into listening to the apology or talking to the person if they're not interested

You never have to explain the reasons for your chosen resolution outside the SoACT or the ILA Executive Board.

Definitions

A Statement of Appropriate Conduct violation: any behavior expressly forbidden by the Statement.

Critical Incident: any event that occurs outside the range of normal operations and that creates a disruption and/or threatens the physical or mental well-being of an individual or group. Examples include, but are not limited to, a Statement of Appropriate Conduct violation, an emergency (see below), civil disturbance, act of violence (with no continuing risk of danger), the arrest of someone associated with ILA, or the sudden death of a participant, volunteer, or staff person.

Emergency: any situation that affects the physical safety of persons or property at any program or event location. Emergencies require immediate response by emergency personnel (police, fire, ambulance, etc.). Examples include, but are not limited to, the following: act of violence (with continuing risk of danger), hostage situation, natural disaster, chemical spill, fire, explosion, or gas leak.

Roles

All attendees: read the Statement of Appropriate Conduct, agree to follow it, report incidents they observe

Event/program volunteers: as above, and also report incidents, help attendees find a member of the response team or staff

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Event/program staff: same as volunteers, also serve as trained report takers

Report taking team: take reports, gather additional information if necessary, address immediate safety and health concerns, convene with on-site support, event staff, and/or trained board members to address incidents

SoACT members: review reports (in the aggregate to protect confidentiality) and responses after the incident, if trained be available to help investigate, adjudicate, and reach out to reported parties, be available for discussion during and after the event, continue to monitor effectiveness of policy and procedures.

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