PURPOSE

The purpose of this Order is to provide information about how Stanford University Department of Public Safety (SUDPS) personnel will respond to a reported act of intolerance (AOI).

POLICY

Department personnel will familiarize themselves with the University’s Administrative Guide 1.1.1 (University Code of Conduct), Acts of Intolerance Protocol and the on-campus resources available for those impacted by an AOI incident.

All AOIs reported to SUDPS shall be documented by sworn personnel. The documentation requirement includes AOIs where it has been determined by investigation that no criminal statute was violated. Documenting AOIs facilitates compliance with California Education Code 67380 and the Clery Act. Deputies will investigate and document AOIs as outlined in
Field Operations Procedure 4-100. Completed investigative reports will be forwarded to the Investigative Services Division (ISD) for review and/or assignment to a detective. The investigating deputy will be responsible for entering the incident into the Stanford University Dean of Students AOI Protocol website and notifying the on-call resident undergraduate dean (RD) or graduate life office (GLO) resident dean. Notification(s) will be made even if students are not involved. The Watch Commander/Shift Supervisor is responsible for ensuring notifications to University staff have been made and determine if an AlertSU timely warning or emergency notification is warranted.

**DEFINITIONS**

<table>
<thead>
<tr>
<th>Act of Intolerance (AOI)</th>
<th>An act of intolerance is conduct that adversely and unfairly targets an individual or group on the basis of one of these actual or perceived characteristics: gender or gender identity, race or ethnicity, disability, religion, sexual orientation, nationality, age, social or economic class.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hate Crime</td>
<td>A criminal act motivated by the prejudice or intolerance against an individual or group. Hate crimes may include crimes involving offenses against property and/or persons. Examples of a hate crime may be spray painting walls with offensive words and/or symbols or assaulting a person solely because of their sexual orientation.</td>
</tr>
</tbody>
</table>

**PROCEDURE**

When an individual reports an AOI to a SUDPS employee, the following actions will be taken:

**A. INITIAL RESPONSE**

1. Non-sworn employees
   
   a. Non-sworn personnel who become aware of an AOI either directly or via notification by another person will contact Palo Alto Communications so that a deputy may be dispatched to investigate and document the incident.
   
   b. Non-sworn personnel should ask the reporting party to remain until the deputy arrives. They should also ask for and document the reporting party’s name and contact information.

2. Deputies
   
   a. Sworn employees who receive notification of an AOI that was not dispatched by Palo Alto Communications, will contact dispatch with the information to
generate a call in the CAD (computer aided dispatch) system. This includes when the report of an AOI is received on the Watch Commander's phone.

B. INITIAL INVESTIGATION

Deputies will use the investigative resources available to them to conduct an investigation.

1. The deputy assigned to conduct the investigation will interview the involved parties, gather evidence (including photographing the scene), document the incident, and when appropriate, provide information regarding available University and County resources. (A listing of current resources is maintained on the University’s AOI Protocol website.)

   a. Deputies will notify their Watch Commander/Shift Supervisor in a timely manner of any AOI that is especially offensive, controversial, provocative or likely to attract media attention.

   b. A deputy will include in his/her investigative report any known patterns or association with recent, similar incidents occurring at either the same location or directed toward a particular individual or group.

      1) Deputies are to recognize that even when an AOI may not have violated a criminal statute, investigation can assist with addressing the potential impact on the University community or to generate a response by the University.

2. Deputies shall notify the on-call RD or GLO resident dean even if the incident does not involve students. The notification will be documented in the deputy’s investigative report.

3. Prior to going off duty and even if the investigative report has not been completed, the investigating deputy shall enter the incident into the University’s AOI website/database. The website can be accessed via the Reporting Procedure page of the Stanford University Dean of Students AOI Protocol document. Completion of the entry will be noted in the deputy’s investigative report. The website entry, in addition to notifying the RD or the GLO, will act as notification to the University of the incident.

   a. Any information obtained using law enforcement databases shall not be entered into the University’s AOI system.

4. If an AOI constitutes a criminal act, deputies will conduct their investigation in accordance with Field Operations Procedure Manual section 4-100 Hate Motivated Crimes.
C. WATCH COMMANDER/SHIFT SUPERVISOR RESPONSIBILITIES

1. To ensure that the Watch Commander/Shift Supervisor is aware of a dispatched report of an AOI, Palo Alto Communications will notify the on-duty supervisor of the dispatched call. Upon being notified, the supervisor will acknowledge the call.

   a. Once informed of an AOI, the Watch Commanders/Shift Supervisor is expected to determine whether they should proceed to the scene, especially for active or in-progress calls.

2. The Watch Commander/Shift Supervisor will be responsible for determining whether the situation warrants an AlertSU timely warning or emergency notification being issued.

3. The Watch Commander/Shift Supervisor will ensure that the on-call RD or GLO resident dean has been notified.

4. The Field Operations Lieutenant will be notified by the Watch Commander/Shift Supervisor when the AOI incident is especially offensive, controversial, provocative, likely to attract media attention, or in his/her judgement warrants a notification to the Director of Public Safety.

5. The Watch Commander/Shift Supervisor will ensure the AOI incident is documented in the watch commander’s shift log.

D. FOLLOW-UP INVESTIGATION

1. When a reported AOI is determined to be a criminal act (e.g. Hate Crime) or requires further investigation, the following action will be taken:

   a. The case will be assigned by the ISD sergeant to a detective. Any leads not investigated in the initial investigation will be pursued and documented.

2. The ISD Sergeant will keep the ISD Lieutenant informed of the status of any ongoing AOI investigations.

3. The ISD Lieutenant will provide updates to the Director of Public Safety or his/her designee regarding AOI case status.

4. Completed investigations, where there is evidence of a criminal act, will be forwarded to the Santa Clara County District Attorney’s Office for prosecutorial review.