CITY OF DUBUQUE
ADMINISTRATIVE POLICY

POLICY NUMBER: 4.01

SUBJECT: HATE/BIAS INCIDENT RESPONSE PLAN

APPROVED BY: CITY MANAGER
EDIT RESPONSIBILITY: OFFICE OF EQUITY & HUMAN RIGHTS

EFFECTIVE DATE: JANUARY 1, 2004
REVISED APRIL 4, 2023

PURPOSE
This plan is intended to provide internal procedural guidelines for city officials responding to acts of hatred based on bias, prejudice, racism and other historical “isms.”

SCOPE
This Administrative Policy applies to all departments under the administrative control of the City Manager.

RESPONSIBILITY
Department Managers are responsible for ensuring adherence to the provisions of this Administrative Policy.

POLICY
A hate/bias incident is an action or series of actions that includes indicia of hate or bias against the actual or perceived race, color, religion, ancestry, national origin, political affiliations, sex, sexual orientation, gender identity, age or disability of the victim. Hate/Bias incidents may or may not be prosecutable under the State of Iowa Hate Crimes Statute. Nonetheless, it is the policy of the City of Dubuque to respond to hate/bias incidents in a strong, coordinated manner, with the unequivocal message that such acts will not be tolerated in our city. To ensure implementation of this policy, the City of Dubuque has developed a Hate/Bias Incident Response Plan (“Plan”). The Plan is designed to ensure that city employees who encounter hate/bias incidents report those incidents to the Police and/or Human Rights Departments, and that any city response to such acts is coordinated. The Plan also provides for victim support and for a broader community response when circumstances warrant. The specific procedures are set forth in the attachment hereto and are incorporated by reference.

Michael C. Van Milligen
City Manager
City of Dubuque Hate/Bias Incident Response Plan

SCOPE
This plan is intended to provide procedural guidelines for victim and community centered responses to incidents based on bias, prejudice, and historical “isms”. It is intended to be a work in progress and reflects the need for a wide range of governmental and community participation.

OBJECTIVES
Objective #1: Reduce the frequency and impact of local acts of bias, prejudice, and historical “isms.” The City of Dubuque has a rich heritage of backgrounds and religions. Acts of hatred and public displays of bias and prejudice violate our community values. Hatred, bias and prejudice generate a negative image of our community that overshadows our commitment to inclusiveness and equity. By reducing the frequency and the impact of these acts, we more effectively provide safety and equity for our residents while we maintain our positive image and vision.

Objective #2: Identify or create systems to rapidly mobilize and coordinate existing governmental and community resources to respond quickly and appropriately to acts of bias, hatred, or prejudice. A comprehensive response requires the joint participation of individuals affected by bias, hatred, prejudice and historical “isms,” as well as those charged with the responsibility of addressing these issues. A united and well-planned effort targets the problems, provides solutions, and promotes harmony, respect, and effectiveness.

Objective #3: Provide appropriate, timely, and comprehensive reparations and support for all victims of acts of hatred, bias, or prejudice. It is everyone’s responsibility to maintain the human dignity and general welfare of all residents. By addressing the trauma of victimization, we are better able to facilitate the healing and restoration process.

RESPONSE PLAN ASSUMPTIONS
This plan includes the following assumptions:

- There is a shared understanding that a hate/bias incident is an action or series of actions that includes indicia of hate or bias against the actual or perceived race, color, religion, ancestry, national origin, political affiliations, sex, sexual orientation, gender identity, age or disability of the victim. Such acts may or may not be prosecutable under the State of Iowa Hate Crimes Statute. In addition, the perception of either the victim or a government employee may be sufficient to categorize an event as a hate/bias incident.
- Incident Response Team members will respond when needed or will send a designee.
- External partners will support as needed.
INCIDENT RESPONSE PLAN TRIGGERS
Recognizing that all acts of hate and bias are reprehensible, this policy categorizes such incidents into the following types of events that could activate use of the plan:

**LEVEL 1 INCIDENT**
Criminal acts directed at persons, housing, places of worship, or known gathering places of a particular group involving indicia of hate, bias, prejudice or intimidation. Indicia of bias is sufficient to trigger identification as a Level I incident, regardless of the ultimate outcome of criminal prosecution. Examples of Level I acts include:
- A cross burning or swastika at a Synagogue or a Mosque.
- A member of a protected class was physically assaulted because of this status.

**LEVEL 2 INCIDENT**
Community/Police incidents, including but not limited to use of force incidents, where there could be a public perception of hate, bias, prejudice or intimidation, or by the very nature of the event, are matters of great public concern.

**LEVEL 3 INCIDENT**
Criminal acts involving indicia of hate, bias, prejudice or intimidation where individuals, housing, houses of worship, or known gathering places of a particular group are not specifically targeted. Indicia of bias is sufficient to trigger identification as a Level III incident, regardless of the ultimate outcome of criminal prosecution. Examples of Level III acts include:
- A swastika painted on public property.
- A cross burning on an abandoned lot.
- Racist flyers or handbills posted on public property.

**LEVEL 4 INCIDENT**
Community incidents or events involving indicia of hate, bias, prejudice or intimidation that do not constitute criminal acts and that may be protected from government intervention under the First Amendment. Examples of Level IV acts include:
- A series of social media posts by a growing number of private individuals containing indicia of hate, bias, prejudice or discrimination.
- A demonstration or rally by a white supremacist group or any group or organization that espouses supremacy of one racial group over another.
- A regional or national discrimination event that results in escalating tensions in the local community. Such tensions may be between groups in the community and/or between the public and local government.

INCIDENT RESPONSE TEAM
The City of Dubuque Incident Response Team will include the City Manager, City Attorney, Chief of Police, Chief of Equity and Human Rights, Director of Office of Shared Prosperity & Neighborhood Support, Public Information Officer, Police Department Public Information Officer, and Multicultural Family Center Director.
<table>
<thead>
<tr>
<th>Team Member</th>
<th>Cell Phone</th>
<th>Office Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael C. Van Milligen</td>
<td>563-590-1659</td>
<td>563-589-4110</td>
</tr>
<tr>
<td>City Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crenna Brumwell</td>
<td>563-564-5996</td>
<td>563-589-4381</td>
</tr>
<tr>
<td>City Attorney</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jeremy Jensen</td>
<td>563-580-2812</td>
<td>563-589-4444</td>
</tr>
<tr>
<td>Police Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gisella M. Aitken-Shadle</td>
<td>563-307-0176</td>
<td>563-589-4192</td>
</tr>
<tr>
<td>Chief of Equity and Human Rights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anderson Sainci</td>
<td>563-580-7103</td>
<td>563-589-6054</td>
</tr>
<tr>
<td>Director of Office of Shared Prosperity &amp;</td>
<td></td>
<td></td>
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<tr>
<td>Neighborhood Support</td>
<td></td>
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</tr>
<tr>
<td>Randy Gehl</td>
<td>563-599-2448</td>
<td>563-589-4151</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brendan Welsh</td>
<td></td>
<td>563-587-3823</td>
</tr>
<tr>
<td>Police Department Public Information Officer</td>
<td></td>
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</tr>
<tr>
<td>TBA</td>
<td></td>
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<tr>
<td>Multicultural Family Center Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shanté Weston</td>
<td>563-513-5614</td>
<td>563-589-4381</td>
</tr>
<tr>
<td>Civil Rights Specialist</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**INCIDENT RESPONSE TEAM RESPONSIBILITIES**

The Incident Response Team is responsible for:

- Determining whether a response is required and the type of response
- Overseeing the successful execution of the Incident Response Plan
- Interfacing with partner organizations and individuals
- Conducting a post-incident review that includes documenting:
  - the impact of the incident
  - the incident response
  - lessons learned, and
  - the overall performance and effectiveness of the process

**INCIDENT RESPONSE TEAM CONFERENCE LINE**

In order to facilitate meetings as soon as possible following notification of an incident, a conference call line will be shared with the Incident Response Team as part of the meeting notification. For the initial meeting, the preference is for the full team to meet in person. Additional meetings/conference calls will be scheduled as needed.

**INCIDENT RESPONSE TEAM MEETING LOCATION**

Meeting Location:  City Manager’s Office  
City Hall, 2nd Floor  
50 W. 13th Street  
Phone 563-589-4110

Alternate Meeting Location:  Dubuque Law Enforcement Center  
770 Iowa Street  
Phone 563-589-4410
MEETING LOGISTICS
The frequency of meetings and status calls is dependent on impact. The table below is for guidance purposes. A tracking tool is included in Appendix A.

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Frequency</th>
<th>Duration</th>
<th>Audience</th>
<th>Leader</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Meeting</td>
<td>Day of event</td>
<td>1 hour</td>
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<tr>
<td>Checkpoint Meeting</td>
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</tbody>
</table>

RESPONSE PLAN FOR VARIOUS INCIDENTS

INITIAL RESPONSE TO LEVEL 1 INCIDENTS
Anyone learning of a Level 1 Incident shall immediately notify the Dubuque Police Department:

- Shift Commander: 563-589-4425
- Dispatch: 563-589-4415
- Emergency: 911

Police Department Response
The Chief of Police or the designee will:

- Assign the incident for investigation in accord with established procedures.
- Work with the property owners for the removal of the graffiti or other symbols evidencing hate as soon as possible after law enforcement officers have completed the on-scene portion of the investigation.
- Immediately notify the Chief of Equity and Human Rights and provide an initial report of the incident whenever the incident is such that there is a reasonable suspicion the event was motivated by bias or where there is media attention. In other circumstances involving Level I events, the Chief of Equity and Human Rights will be notified the next business day.

  - Primary: Chief of Equity and Human Rights
    Business hours: 563-589-4190
    After hours: 563-307-0176
  - Alternate: Equity and Human Rights Specialist
    Business hours: 563-589-4190
    After hours: N/A

Equity and Human Rights Response
The Chief of Equity and Human Rights or the designee will:

- Assign the incident for victim support. Procedures are described later in this document.
- Immediately notify the City Manager

  - Primary: City Manager
    Business hours: 563-589-4110
    After hours: 563-590-1659
  - Alternate: Assistant City Manager
    Business hours: 563-589-4110
    After hours: 563-564-0343
• Within 24 hours schedule and arrange a strategy meeting with the Incident Response Team when deemed appropriate by the City Manager.
• In appropriate cases, file administrative civil rights charges.

City Manager Response
The City Manager or the designee will:
• Coordinate the official City response to incidents.
• Determine additional individuals to be included in the incident meetings, such as the County Attorney, the Inclusive Dubuque Network Coordinator, or other key partners.
• Determine referral to Inclusive Dubuque and/or other community partners for a community response.
• Notify the Mayor and City Council at the Manager’s discretion.
• Review media coverage prior to release

Public Information Officer(s) Response
The Public Information Officers for the City and the Police Department will:
• Coordinate all media coverage.
• Prepare press statements for predetermined City officials.
• Schedule news conferences or interviews as appropriate.

INITIAL RESPONSE TO LEVEL 2 INCIDENTS
Police Department Response
The on-duty supervisor will notify the Chief of Police as soon as possible, and the Chief and command staff will assess the severity of the incident and implement internal procedures based on departmental policy and procedure, including but not limited to:
• In the event of any officer involved shooting (OIS) the Division of Criminal Investigation (DCI) will immediately be contacted to take over the investigation.
• Review immediate community response for determination of next steps to ensure community and/or individual neighborhood safety, as well as Constitutional rights.
• For other incidents, the department will ensure compliance with all policies and procedures through an internal review, and if warranted, conduct a formal Internal Affairs investigation, seek outside investigation, and County Attorney review as warranted.
• Immediately notify the City Manager
  o Primary: City Manager
    Business hours: 563-589-4110
    After hours: 563-590-1659
  o Alternate: Assistant City Manager
    Business hours: 563-589-4110
    After hours: 563-564-0343

• As soon as practical, notify the Chief of Equity and Human Rights and Public Information Officer and provide an initial report of the incident.
City Manager Response
The City Manager or the designee will:

- Coordinate the official City response to incidents.
- Determine additional individuals to be included in the incident meetings, such as the County Attorney, the Inclusive Dubuque Network Coordinator, or other key partners.
- Determine referral to Inclusive Dubuque and/or other community partners for a community response.
- Notify the Mayor and City Council at the Manager’s discretion.
- Review media coverage prior to release

Equity and Human Rights Response
The Chief of Equity and Human Rights or the designee will:

- Assign the incident for victim support in the event of any officer involved shooting. Procedures are described later in this document.
- Within 24 hours, schedule and arrange a strategy meeting with the Incident Response Team when deemed appropriate by the City Manager.

Public Information Officer(s) Response
The Public Information Officers for the City and the Police Department will:

- Coordinate all media coverage.
- Prepare press statements for predetermined City officials.
- Schedule news conferences or interviews as needed.

INITIAL RESPONSE TO LEVEL 3 INCIDENTS
Anyone learning of Level 3 incident shall immediately notify the Dubuque Police Department:

- Shift Commander: 563-589-4425
- Dispatch: 563-589-4415
- Emergency: 911

Police Department Response
The Chief of Police or the designee will assign the case for investigation in accordance with established procedures. The Chief of Police or the designee will also notify the Chief of Equity and Human Rights the next business day and provide an initial investigative report.
**Equity and Human Rights Response**
The Chief of Equity and Human Rights will notify the City Manager and the Human Rights Commission. The Human Rights Commission may issue a press release or other public statement, such as an opinion piece for the local paper. Any such statements will be provided to the Public Information Officer and City Manager.

**City Manager Response**
The Manager will update the City Council as appropriate. If press coverage is anticipated the Public Information Officer and Mayor will be notified and involved in the decision whether a press release or response is appropriate.

**Public Information Officer Response**
The Public Information Officer will collaborate on whether the press response is appropriate. When deemed advisable, the Public Information Officer will draft a press release and/or talking points for designated city officials.

**INITIAL RESPONSE TO LEVEL 4 INCIDENTS**
Anyone learning of a Level 4 Incident will, as soon as practical, ensure that the Chief of Equity and Human Rights, City Manager, Chief of Police, and Public Information Officer are aware of the incident(s). Any of these individuals may organize a meeting for discussion and/or an action plan of steps the city will take.

As a guideline, escalating tensions among the public that do not involve official City government services will result in convening of the Incident Response Team only in circumstances where a Response Team Member becomes aware of a pattern of escalating tensions as evidenced by postings on non-governmental social or print media sites by reports to City staff.

**City Manager Response:**
The City Manager will determine referral to Inclusive Dubuque and/or other community partners for a community response under partners’ response plans.

**Public Information Officer Response:**
The Public Information Officer will convene the group if the PIO determines that there is a pattern or escalation in comments on the official City of Dubuque social media sites that are in violation of the City’s posting policy and that include indicia of hate, bias, prejudice, or intimidation. The PIO also will refer the information to the Police Department to be reviewed for potential criminal charges.

**Police Department Response**
The Police Chief will convene the group if the Police Department receives notice of a courtesy or special event involving a group or organization espousing supremacy of one racial group over another.
**EMERGENCY OPERATION CENTER (EOC)**

The City of Dubuque EOC is available to assist departments and city staff to respond to any event that is stressing the normal capabilities of the department. The EOC can be activated in levels and will provide support to the department(s) who are responding to the event. The event can be of emergent or non-emergent nature, planned or unplanned or as part of routine city operations.

Utilizing the National Incident Management System (NIMS) framework and the Incident Command System (ICS), the EOC will assist the command post and field operations by providing guidance and looking at the incident from a planning perspective.

The City of Dubuque Emergency Operation Center (EOC) Activation Policy further describes this process.

**COMMUNICATION PLAN**

Communications are led by the City Manager, with support from the Public Information Officer. Input from the Incident Response Team helps inform the communications. The Incident Response Team should use the checklist in Appendix B, and the associated phone lists, to develop a communication plan.

**INTERNAL COMMUNICATIONS**

The City Manager or designee will provide information to City staff that:

- Shares the current facts as available.
- Provides context, e.g., situational, historical, etc.
- May offer suggestions for participation or action.

The following communication channels may be used:

- Phone – Incident Response Team
- In-person meetings – Incident Response Team
- Go-to-Meeting – Incident Response Team
- E-mail – Incident Response Team/City staff not part of the Incident Response Team

**EXTERNAL COMMUNICATIONS**

The City Manager or designee will provide information to the media and identified community partners that:

- Share the current facts as available.
- Provides context, e.g., situational, historical, etc.
- May offer suggestions for participation or action.

The following communication channels may be used:

- Phone – Incident Response Team to/from external partners
- E-mail – Incident Response Team to/from external partners
- In-person meetings – Incident Response Team to/from external partners
- Go-to-Meeting – Incident Response Team to/from external partners
- Website – messaging to community
• Social Media – messaging to community
• Media Release – messaging to community
• City Channel Dubuque – messaging to community

The Incident Response Team will determine whether it is necessary to allocate additional resources to carry communications out in a timely manner.

TRANSLATION AND INTERPRETATION SERVICES
The following may be used for Interpretation and translation services:
• Community members
• Language Line
• Regional interpretation and translation service providers
See Appendix C for contact information.

VICTIM SUPPORT PROCEDURES
The Office of Equity and Human Rights staff will coordinate victim support. Victim support procedures are set forth in Appendix D.

COMMUNITY RESPONSE PROCEDURES
At the City Manager’s direction, the Chief of Equity and Human Rights will initiate contact with Inclusive Dubuque, the Human Rights Commission, the Chief’s Forum and/or other community partners for a community response.

The Chief of Equity and Human Rights will provide the options contained in Appendix E to community partners as potential responses for consideration.
| **APPENDIX A – TRACKING TOOL FOR MEETINGS** |

<table>
<thead>
<tr>
<th>Action</th>
<th>Task</th>
<th>Who</th>
<th>Time Completed</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Respond</strong></td>
<td>___ Assign Overall Lead</td>
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<td></td>
<td>___ Assign Scribe</td>
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<td></td>
<td>___ Assign Communications focal.</td>
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<td></td>
<td>___ Assign Project Manager</td>
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<tr>
<td></td>
<td>___ Determine initial incident response.</td>
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<tr>
<td><strong>Assess</strong></td>
<td>___ Review status and impact of event</td>
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<tr>
<td><strong>Communicate</strong></td>
<td>___ Notify appropriate contacts of the event.</td>
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<tr>
<td></td>
<td>___ Monitor incident and establish method and frequency of status briefing calls</td>
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<tr>
<td><strong>Involv e</strong></td>
<td>___ Determine additional people to be included in status meetings.</td>
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<tr>
<td><strong>Update</strong></td>
<td>___ Schedule next status meeting and identify agenda items</td>
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</tbody>
</table>
APPENDIX B 1 — NOTIFICATION CHECKLIST

This checklist is to be used to share information in the event of a community crisis that requires an official City response.

CLARIFY FACTS AND DEVELOP NOTIFICATION PLAN

Ask yourself the following question: “Given the event that has occurred, who should be sitting in a room with me to discuss this incident?” Pull that group of people together and use the remainder of this checklist to support the group’s efforts to distribute accurate information to the public. Include the Public Information Officer for support with messaging and public notification.

NOTIFY CITY STAFF

City staff should be notified using the e-mail group called “All City Users.” This e-mail group can be found in the Global Address List in Office 365 and is maintained through the Information Services Department.

Send out notification to “All City Users” using the following process:

- Identify who will send the notification.
- Do not put the group list in the “To” of the e-mail. Instead, put the sender’s address and e-mail in the “To” box and put “All City Users” in the “BC” box.
- In the body of the e-mail write “SENT TO: All City Users” so that everyone knows who received the e-mail.
- If a large attachment (greater than 1MB) is included, break up the e-mail into groups of 100 to 150 recipients and send it before 7:00 a.m. or after 7:00 p.m. to limit impact on other users of e-mail.

NOTIFY COMMUNITY PARTNERS

The actual individuals and groups notified in any instance may vary based on the nature of the incident. However, the staff person identified for each group is responsible for maintaining an up-to-date contact list for the individuals and groups they bear responsibility for notifying.

<table>
<thead>
<tr>
<th>City Staff Person Responsible for Notification</th>
<th>Individual/Group to be Notified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Chief</td>
<td>Members of Chief’s Forum</td>
</tr>
<tr>
<td></td>
<td>Residents through Next Door</td>
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<tr>
<td>Chief of Equity and Human Rights</td>
<td>Inclusive Dubuque Network Coordinator</td>
</tr>
<tr>
<td></td>
<td>Human Rights Commission</td>
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<tr>
<td>Community Engagement Coordinator</td>
<td>City Life Alumni</td>
</tr>
<tr>
<td>Director of Office of Shared Prosperity &amp;</td>
<td>Neighborhood Association Presidents</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>N2N Block Coordinators</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>Dubuque County Emergency Management Director</td>
<td>City Clerks throughout the County</td>
</tr>
<tr>
<td></td>
<td>County Law Enforcement</td>
</tr>
<tr>
<td></td>
<td>County EMS</td>
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<tr>
<td></td>
<td>Volunteer Firefighters</td>
</tr>
<tr>
<td></td>
<td>EMA Commission</td>
</tr>
<tr>
<td>Public Health Specialist</td>
<td>TBD Based on Event –Public Health Plan List</td>
</tr>
<tr>
<td></td>
<td>includes <strong>health contacts</strong> at the following locations:</td>
</tr>
<tr>
<td></td>
<td>health care providers, doctor’s offices, hospitals,</td>
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<tr>
<td></td>
<td>school nurses, childcare facilities, pharmacies, long</td>
</tr>
<tr>
<td></td>
<td>term care facilities, religious and church communities,</td>
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<td></td>
<td>dentists, independent living facilities, community-based</td>
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<tr>
<td></td>
<td>agencies, veterans, cities throughout the county, and</td>
</tr>
<tr>
<td></td>
<td>media.</td>
</tr>
</tbody>
</table>

**HELPFUL TIPS**

As you carry out your notifications, please keep the following in mind:

- Clarify known facts that can be released.
- Consider whether to bring the City Attorney in early for advice on what can and cannot be released.
- Rely on the Public Information Officer for messaging advice.
- Keep the focus on accurate communication of factual information.
- Identify where there is a need for interpretation and/or translation services.
- Include the following in the subject line for e-mail notifications: “Please push this information out to all of your contacts.”
- Emphasize the positive aspects of the City’s response.
- Do not empathize with the perpetrator’s “cause” or rationale for acting.
- Refer requests for additional information to the Public Information Officer.

**DEBRIEF**

Schedule a meeting with the initial group that developed and carried out the notification plan for the purpose of debriefing what did and did not go well. Use this debrief to identify and implement improvements for the future.
APPENDIX B 2 – CONTACT LISTS

The Office of Equity and Human Rights maintains an MS Access database that includes contact information for various communities, cultural, advocacy, and faith groups as well as key non-profit organizations.
APPENDIX C — INTERPRETATION AND TRANSLATION SERVICES

Please see contact database for a list of local interpreters and translators. The services described in this appendix also may be utilized.
QUICK REFERENCE GUIDE

City of Dubuque

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: 1-800-874-9426
3. Enter on your telephone keypad or provide the representative:
   - 6-digit Client ID: 549037
   - Tell the operator your organization: City of Dubuque (and Department)
   - Tell the operator what language you need or Press 1 for Spanish
   - Press 2 for all other languages and speak the name of the language you need at the prompt
     Please provide your personal code
     An interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say “End of Call” to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press “0” to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@languageLine.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.
Interpretation & Translation Services

INTERPRETATION (ORAL)
Hourly rates are listed

- Spanish: $55
- Lao/Tai Dam/Thai: $65
- Polish: $70
- All other languages: $60

Time is billed with a one hour minimum, then in quarter-hour increments.

No travel charge within the Des Moines Metro area
24 hour cancellation policy

TRANSLATION (WRITTEN)
Translators will review your document & provide a quote based on language, word count, technicality of content, formatting required and turnaround time requested. Rates vary by project.

CONTACT US!
To request services or for more information, contact:
Emily Evans
International Language Program Manager
translation@iowanternationalcenter.org
515-282-8269, ext. 16

The Iowa International Center
319 7th Street, Suite 200  Des Moines, IA 50309
P: 515.282.8269  F: 515.282.0454
Email: info@iowanternationalcenter.org

LANGUAGES OFFERED

ANYUK  LAO
ARABIC  MAAY MAAYU
ARABIC (SUDANESE)  MALAY
BOSNIAN  MANDINKA
BULGARIAN  MOLDOVAN
BURMESE  NEPALI
CHIN (FALAM, HAKHA, NUER
MIZO, ZOMI)  OROMANYA (ETHIOPIAN)
CANTONESE  POLISH
CHINESE (MANDARIN)  PORTUGESE
CHULLUK  ROMANIAN
CROATIAN  RUSSIAN
DINKA  SERBIAN
FARSI  SOMALI
FILIPINO  SPANISH
FRENCH  SWAHILI (KISWAHILI)
GERMAN  SWEDISH
HINDI  SUDANESE (BOR, NGOK,
HMONG  REK, AGAR, TWIC)
HUNGARIAN  TAGALOG
ITALIAN  TAI DAM
JAPANESE  TELUGU
JOLA-KASA  THAI
KALENJIN  TURKISH
KAREN  UKRAINIAN
KINYAMULENGE  URDU
KINYARWANDA  VIETNAMESE
KIRUNDI  WOLOF
KOREAN

The Iowa International Center

We welcome the world to Iowa, and introduce Iowa to the world!

The mission of the Iowa International Center is to build cultural respect at home and around the world, one person at a time. We provide access to international resources to Iowans, new Iowans, and international visitors to Iowa.

For news, programs, or to make a donation online, visit www.iowanternationalcenter.org

For informational resources in 64 languages, visit www.welcometoiowaco
Iowa State Registry of Interpreters for the Deaf
Tiffany Cramer, Treasurer
1655 34th Ave SW, Unit 11
Altoona, IA 50009

isridweb@gmail.com
Board of Sign Language Interpreters and Transliterator Home

Adopted and Filed Administrative Rules

The following rules changes become effective November 16, 2016.

Chapter 361 and 362

The Iowa Board of Sign Language Interpreters and Transliterator evaluates the qualifications of applicants for licensure and grants licenses to those who qualify.

The Board establishes rules and regulations to ensure the integrity and competence of licensed interpreter’s for the hearing impaired and investigates complaints for unprofessional conduct.

The Board is the link between the consumer and the licensed interpreter, as such, promotes the public health, welfare and safety.

Licensees are responsible for meeting all licensure requirements and should review the rules carefully and frequently. Select Laws and Rule listed on the left and scroll through the Rules for detailed information about Licensure Definitions, Licensure Renewal, Reactivation and other important content specific to this profession.

Contact Information:
Bureau of Professional Licensure
Iowa Department of Public Health
Lucas State Office Bldg., 5th Floor
321 East 12th Street
Des Moines, IA 50319-0075
Phone (515) 281-0254
FAX (515) 281-3121

Media Questions (515) 281-6693

Online Licensure Services: https://bpllicense.iowa.gov
APPENDIX D1 – VICTIM SUPPORT PROCEDURES

GENERAL GUIDELINES
- Contact the victim by telephone, if possible, express regret over incident, offer immediate assistance including housing, food, clothing, counseling, and assistance in filing for victim reparations with the state.
- If contact by phone is not an option, visit the victim for initial victim contact.
- During initial contact, schedule a personal visit to interview victim and offer support and assistance. If the victim does not desire a visit, follow with a letter offering assistance at a later date if desired. Include information on other services in the community that may be of benefit.
- Conduct all personal visits at the victim’s home or other location of the victim’s choice. Attempt to bring another community member with a similar background along for personal visits.
- Phone or visit the victim one week after the initial incident.
- Repeat the follow up process one month after incident (sooner or more frequently as makes sense under the circumstances).

VICTIM INTERVIEWS
- Discuss with victim the degree to which he or she would like to maintain confidentiality and level of publicity, subject to the Iowa Code Chapter 22 requirements.
- Provide the victim the option to contact Inclusive Dubuque directly or to release information for the Office of Equity and Human Rights to contact Inclusive Dubuque with the victim’s name and contact information.
- The following questions are a guide and should be altered as necessary to be sensitive to individual circumstances:
  - What happened?
  - Was this the first time this has happened or have there been other incidents?
  - Were children involved?
  - What can we do to help you? (Explain here to assist victim and not our role to investigate the criminal act)
  - What can we do together to prevent this from happening again?
  - Is there anyone else you would like to have contact with you, or that we could contact for you? Would you like us to arrange for a meeting between you and any of our partner agencies, such as Inclusive Dubuque? (If yes, contact partner within 24 hours)
- Questions for follow-up visits:
  - How are you doing?
  - Has there been any recurrence or any other problems?
  - Can we do anything else for you?
  - Is there anything the community should be doing in response to this incident that has not been done yet?

REPORTING
Summarize and report the incident and the response for the record.
APPENDIX D2 – HATE/BIAS INCIDENT SUMMARY REPORT

Name of victim(s) ____________________________________________________________

Address ________________________________________________________________

City __________________________ State _________ Zip ________

Telephone number _______________________________________________________

Date and time of incident ________________________________________________

Description of incident __________________________________________________

________________________________________________________________________

Was law enforcement notified?  □ No □ Yes  If yes, date ________________________

Name of Officer __________________________ Phone __________________________

Complaint # _____________________________________________________________

Was the victim contacted by the Office of Equity and Human Rights staff?  □ No □ Yes

Was the victim contacted by Inclusive Dubuque?  □ No □ Yes

If yes, date and action taken: ______________________________________________

Did the victim desire media contact?  □ No □ Yes  If yes, action taken: __________

Follow-up support requested.

________________________________________________________________________

________________________________________________________________________

Additional notes

________________________________________________________________________

________________________________________________________________________

Person completing report __________________________ Phone: _________________

Date: ______________________
APPENDIX D3 - RELEASE OF INFORMATION

CITY OF DUBUQUE
RELEASE OF INFORMATION FORM

I understand the City of Dubuque has an obligation to keep my personal information, identifying information, and my records confidential*. I also understand that I can choose to allow the City of Dubuque to release some of my personal information to certain individuals or agencies.

I, ___________________________, authorize the City of Dubuque to share the following specific information with:

<table>
<thead>
<tr>
<th>Who I want to have my information:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Inclusive Dubuque Coordinator</td>
<td></td>
</tr>
<tr>
<td>□ Advocacy group (specify which advocacy groups:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Media (specify which media sources)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Other(s):</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The information may be shared: □ in person □ by phone □ by fax □ by mail □ by e-mail.

□ I understand that electronic mail (e-mail) is not confidential and can be intercepted and read by other people.

<table>
<thead>
<tr>
<th>What info about me will be shared:</th>
<th>(List as specifically as possible, for example: name, contact information, description of what happened to me)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Why I want my info shared: (purpose)</th>
<th>(List as specifically as possible, for example: to raise awareness, to receive community support)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The City of Dubuque is subject to the requirements of Iowa Code Chapter 22. This means certain information may be accessible by the public subject to Chapter 22. December 27, 2019
Please Note: there is a risk that a limited release of information can potentially open up access by others to all of your confidential information held by the City of Dubuque.

I understand:

☐ That I do not have to sign a release form. I do not have to allow the City of Dubuque to share my information. Signing a release form is completely voluntary. That this release is limited to what I write above. If I would like the City of Dubuque to release information about me in the future, I will need to sign another written, time-limited release.

☐ That releasing information about me could give another agency or person information about my location and would confirm that I have been receiving services from the City of Dubuque.

☐ That the City of Dubuque and I may not be able to control what happens to my information once it has been released to the above person or agency, and that the agency or person getting my information may be required by law or practice to share it with others.

Expiration should meet the needs of the individual, which is typically no more than 15-30 days, but may be shorter or longer.

This release expires on _______________ Date _______________ Time

I understand that this release is valid when I sign it and that I may withdraw my consent to this release at any time either orally or in writing.

Date: _______________

Signed: ________________________  Time: _______________

Witness: ________________________

Reaffirmation and Extension (if additional time is necessary to meet the purpose of this release)

I confirm that this release is still valid, and I would like to extend the release until _______________

Date: _______________

New Date  New Time

Signed: ________________________  Date: _______________

Witness: ________________________
APPENDIX D4 – VICTIM REFERRAL SOURCES

When offering victim support, referrals may be made to the following resources.

Dubuque County has a crime victim advocate who serves victims of crimes that are charged as a serious misdemeanor or higher. For more information contact:

Dubuque County Attorney’s Office
Dubuque County Court House
720 Central Avenue
PO Box 5001
Dubuque, IA 52004-5001
563-589-4470

Dubuque has a center that serves victims of sexual assault. For more information contact:

Riverview Center
2600 Dodge Street
Dubuque, IA 52003
563-557-0310
www.riverviewcenter.org/home

The State of Iowa has a Crime Victim Assistance Division that offers several services, including the Crime Victim Compensation Program, the Sexual Assault Examination and Payment Program, and the Iowa Victim Information and Notification Everyday (IowaVINE), which provides information and notification related to prosecution. For more information contact:

Office of the Attorney General of Iowa
Crime Victim Assistance Division
Lucas State Office Building
321 East 12th Street
Des Moines, IA 50319
800-373-5044
www.iowaattorneygeneral.gov/for-crime-victims

Iowa has an organization that provides support to victims, survivors, witnesses, advocates, and professionals impacted by a crime. For more information contact:

Iowa Organization for Victim Assistance
PO Box 8345
Des Moines, IA 50301
www.iowaiowa.com
APPENDIX E – COMMUNITY RESPONSE TOOLKIT

The intention of this toolkit is to support a strong, coordinated community response to acts of bias and hatred, with the unequivocal message that such acts will not be tolerated in our city. The following may be implemented or encouraged at the discretion of the Mayor and/or City Manager based on the severity and pervasiveness of the hate act at issue.

SAMPLE PRESS STATEMENT - DUBUQUE HUMAN RIGHTS COMMISSION
The Dubuque Human Rights Commission is dedicated to eradicating discrimination and increasing an appreciation for diversity in this community. We are proud not only of the diversity that exists in Dubuque, but we also are proud of many citizens in this good city who deplore these acts of violence just as we do. It is wholly unacceptable for individuals to take actions against other human beings based on bigotry and hatred. The citizens of Dubuque will stand together in opposing this abhorrent behavior, sending the unequivocal message that this kind of behavior will not be tolerated in Dubuque.

FILM SCREENING
A community organization might sponsor a town hall meeting and screening of the PBS documentary Not in Our Town. This video is the story of the residents of Billings, Montana, who joined together to stop an upsurge of hate violence in their town. Not in Our Town in 1995 generated rallies, proclamations, church rebuilding teams, and community task forces that address hate violence at the community level. Not in Our town is part of PBS’ Democracy Project, a special initiative to stimulate citizen engagement in civic life. A sample Press Release for such an event is included in this toolkit.

PLEDGE
A community organization might gather signatures on the Birmingham Pledge by circulating the pledge in schools, churches, community, and neighborhood groups, or be setting up a booth at the mall. A copy of the pledge is included in this toolkit.

PUBLIC SHOW OF SUPPORT
A community organization might undertake any of a variety of public responses to show support for the victim(s). Example: If a brick is thrown through a window containing the Jewish Star of David, one response is to have the community (businesses and residences) place a Star of David symbol in windows as support for the Jewish community. Other possibilities include: printing a flyer for distribution through the community; hosting a rally or candlelight vigil; encouraging the wearing of ribbons or leaving on of porch lights as symbolic gestures. Alternatively, a group might ask the City Council to issue a proclamation or ask the Telegraph Herald to run a “No Hate” symbol in the paper and encourage posting of that symbol in homes and businesses. Samples are included in this toolkit.

RESPONDING TO HATE GROUP DEMONSTRATIONS
If a hate group is planning a demonstration, community organizations might spearhead a campaign to raise money for equity and inclusion groups and organizations by collecting pledges for every minute of such a demonstration.
VICTIM INVOLVEMENT
It is important to provide victim support and to encourage victim involvement in planning any response where possible.
SAMPLE PROCLAMATION

Whereas hate violence has become a daily occurrence and is increasing at epidemic rates across the nation;

Whereas history has tragically taught us what happens when people stand by and allow acts of violence and hatred to occur;

Whereas people often feel isolated, without hope, and helpless to do anything individually to end hate violence;

Whereas other communities, by standing together, have been successful in opposing hate acts committed against their neighbors;

Whereas we, the Council for the City of Dubuque, in keeping with the principle of equal civil rights for all, unequivocally oppose any manifestation of hatred and prejudice towards any group or individual,

Now, therefore, I, ______________, Mayor of the city of Dubuque, Iowa, do hereby proclaim support for the national effort to push back the rising tide of hate and bias and to join thousands of others to say with one voice, “not in our town, not in our nation.”

______________________________
Mayor, City of Dubuque
SAMPLE NOT IN OUR TOWN EVENT

A town hall meeting and screening of the PBS documentary Not in Our Town will be held at (place, date, time). The event is being sponsored by [sponsoring organization].

This video is the story of the residents of Billings, Montana, who joined together to stop an upsurge of hate violence in their town. Not in our Town 1995 generated rallies, proclamations, church rebuilding teams, and community task forces that address hate violence at the community level. The [sponsoring organization] hopes that Not in our Town will inspire Dubuque residents to join against intolerance.

Not in our Town is part of PBS’ Democracy Project, a special initiative to stimulate citizen engagement in civic life. The project, launched in the fall of 1995, combines programming, community outreach, and education.
SAMPLE: THE BIRMINGHAM PLEDGE

SIGN IT. LIVE IT.

I BELIEVE THAT EVERY PERSON HAS WORTH AS AN INDIVIDUAL.
I BELIEVE THAT EVERY PERSON IS ENTITLED TO DIGNITY AND RESPECT,
REGARDLESS OF RACE OR COLOR.
I BELIEVE THAT EVERY THOUGHT AND EVERY ACT OF RACIAL PREJUDICE IS HARMFUL.
IF IT IS MY THOUGHT OR ACT, THEN IT IS HARMFUL TO ME AS WELL AS TO OTHERS.
 THEREFORE, FROM THIS DAY FORWARD I WILL STRIVE DAILY TO ELIMINATE RACIAL
PREJUDICE FROM MY THOUGHTS AND ACTIONS.
I WILL DISCOURAGE RACIAL PREJUDICE BY OTHERS AT EVERY OPPORTUNITY.
I WILL TREAT ALL PEOPLE WITH DIGNITY AND RESPECT;
AND I WILL STRIVE DAILY TO HONOR THIS PLEDGE,
KNOWING THAT THE WORLD WILL BE A BETTER PLACE BECAUSE OF MY EFFORT.

____________________________________________________
SIGNATURE

____________________________________________________
PLEASE PRINT NAME

____________________________________________________
ADDRESS

____________________________________________________
DATE

____________________________________________________
ORGANIZATION (OPTIONAL)
STAND UNITED AGAINST ACTS OF HATRED, VIOLENCE, AND BIGOTRY AND STATE UNEQUIVOCALLY:

“NOT IN OUR TOWN!”