

# **CITY OF DUBUQUE ADMINISTRATIVE POLICY**

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**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

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## **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**

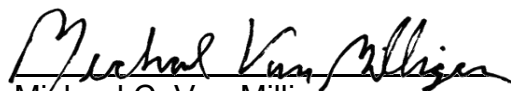
This Administrative Policy applies to all departments under the administrative control of the City Manager.

## **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.

| Team Member  | Cell Phone   | Office Phone  |
|--|--------------|---------------|
| Michael C. Van Milligen<br>City Manager  | 563-590-1659 | 563-589-4110  |
| Crenna Brumwell<br>City Attorney   | 563-564-5996 | 563-589-4381  |
| Jeremy Jensen<br>Police Chief  | 563-580-2812 | 563-589-4444  |
| Gisella M. Aitken-Shadle<br>Chief of Equity and Human Rights                         | 563-307-0176 | 563-589-4192  |
| Anderson Sainci<br>Director of Office of Shared Prosperity &<br>Neighborhood Support | 563-580-7103 | 563- 589-6054 |
| Randy Gehl<br>Public Information Officer   | 563-599-2448 | 563-589-4151  |
| Brendan Welsh<br>Police Department Public Information Officer                        |              | 563-587-3823  |
| TBA<br>Multicultural Family Center Director  |              |               |
| Shanté Weston<br>Civil Rights Specialist   | 563-513-5614 | 563-589-4381  |

### **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 RESONSE TEAM MEETING LOCATION**

Meeting Location: City Manager's Office  
City Hall, 2<sup>nd</sup> Floor  
50 W. 13<sup>th</sup> 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.

| Meeting            | Frequency    | Duration | Audience | Leader | Objective |
|--------------------|--------------|----------|----------|--------|-----------|
| Initial Meeting    | Day of event | 1 hour   |          |        |           |
| Checkpoint Meeting |              |          |          |        |           |

## 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
  - 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
- As soon as practical, notify the Chief of Equity and Human Rights and Public Information Officer and provide an initial report of the incident.

- 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
- Primary: Public Information Officer  
Business hours: 563-589-4151  
After hours: 563-599-2448

### *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

| Action             | Task  | Who | Time Completed | Notes |
|--------------------|---|-----|----------------|-------|
| <b>Respond</b>     | <input type="checkbox"/> Assign Overall Lead<br><input type="checkbox"/> Assign Scribe<br><input type="checkbox"/> Assign Communications focal.<br><input type="checkbox"/> Assign Project Manager<br><input type="checkbox"/> Determine initial incident response. |     |                |       |
| <b>Assess</b>      | <input type="checkbox"/> Review status and impact of event  |     |                |       |
| <b>Communicate</b> | <input type="checkbox"/> Notify appropriate contacts of the event.<br><input type="checkbox"/> Monitor incident and establish method and frequency of status briefing calls   |     |                |       |
| <b>Involve</b>     | <input type="checkbox"/> Determine additional people to be included in status meetings.   |     |                |       |
| <b>Update</b>      | <input type="checkbox"/> Schedule next status meeting and identify agenda items   |     |                |       |

## 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

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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

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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.

| City Staff Person Responsible for Notification | Individual/Group to be Notified                                  |
|--|--|
| Police Chief                                   | Members of Chief’s Forum<br>Residents through Next Door          |
| Chief of Equity and Human Rights               | Inclusive Dubuque Network Coordinator<br>Human Rights Commission |
| Community Engagement Coordinator               | City Life Alumni   |
| Director of Office of Shared Prosperity &      | Neighborhood Association Presidents                              |

|  |   |
|--|---|
| Neighborhood                                 | N2N Block Coordinators  |
| Dubuque County Emergency Management Director | City Clerks throughout the County<br>County Law Enforcement<br>County EMS<br>Volunteer Firefighters<br>EMA Commission   |
| Public Health Specialist                     | TBD Based on Event –Public Health Plan List includes <b>health contacts</b> at the following locations: health care providers, doctor’s offices, hospitals, school nurses, childcare facilities, pharmacies, long term care facilities, religious and church communities, dentists, independent living facilities, community-based agencies, veterans, cities throughout the county, and media. |

#### HELPFUL TIPS

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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

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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](http://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](mailto:translation@languageline.com).

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

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

[www.LanguageLine.com](http://www.LanguageLine.com)





Welcoming the world to Iowa.

## 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@iowainternationalcenter.org](mailto:translation@iowainternationalcenter.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@iowainternationalcenter.org](mailto:info@iowainternationalcenter.org)

## LANGUAGES OFFERED

|                                 |                                       |
|---------------------------------|---------------------------------------|
| ANYUK                           | LAO                                   |
| ARABIC                          | MAAY MAAYU                            |
| ARABIC (SUDANESE)               | MALAY                                 |
| BOSNIAN                         | MANDINKA                              |
| BULGARIAN                       | MOLDOVAN                              |
| BURMESE                         | NEPALI                                |
| CHIN (FALAM, HAKHA, MIZO, ZOMI) | NUER                                  |
| CANTONESE                       | OROMANYA (ETHIOPIAN)                  |
| CHINESE (MANDARIN)              | POLISH                                |
| CHULLUK                         | PORTUGUESE                            |
| CROATIAN                        | ROMANIAN                              |
| DINKA                           | RUSSIAN                               |
| FARSI                           | SERBIAN                               |
| FILIPINO                        | SOMALI                                |
| FRENCH                          | SPANISH                               |
| GERMAN                          | SWAHILI (KISWAHILI)                   |
| HINDI                           | SWEDISH                               |
| HMONG                           | SUDANESE (BOR, NGOK, 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.

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## IITA Inc.

### Iowa Interpreters and Translators Association

As Iowa's premiere association of professional translators and interpreters, IITA serves our state's linguistically diverse community through education, training, and promotion of our profession.

IITA  
 P.O. Box 12031  
 Des Moines, IA 50312  
 Tel: 515-865-3873  
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The Iowa Interpreters and Translators Association (IITA) is an Iowa non-profit organization. Incorporated in 2004, IITA has the following mission:

- to promote the recognition of the translation and interpretation professions in Iowa
- to promote the communication and dissemination of knowledge for the benefit of Iowa's translators and interpreters
- to formulate and maintain standards of professional ethics, practices and competence
- to stimulate and support the training of Iowa's translators and interpreters
- to actively represent the professional interests of Iowa's translators and interpreters before actual and potential users of translation and interpretation services
- to promote professional and social relations among its members



Iowa State Registry of Interpreters for the Deaf

Tiffany Cramer, Treasurer

1655 34th Ave SW, Unit 11

Altoona, IA 50009

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# Board of Sign Language Interpreters and Transliterators - Home

## Adopted and Filed Administrative Rules

The following rules changes become effective November 16, 2016.

[Chapter 361 and 362](#)

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The Iowa Board of Sign Language Interpreters and Transliterators 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://ibplicense.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:

|   |  |
|---|--|
| <b>Who I want to have my information:</b> | <input type="checkbox"/> Inclusive Dubuque Coordinator<br><br><input type="checkbox"/> Advocacy group (specify which advocacy groups:<br>_____<br><br><input type="checkbox"/> Media (specify which media sources)<br>_____<br><br><input type="checkbox"/> Other(s):<br>_____ |
|---|--|

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.

|   |   |
|---|---|
| <b>What info about me will be shared:</b>   | <i>(List as specifically as possible, for example: name, contact information, description of what happened to me)</i> |
| <b>Why I want my info shared: (purpose)</b> | <i>(List as specifically as possible, for example: to raise awareness, to receive community support)</i>              |

\*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.

This release expires on \_\_\_\_\_  
Date Time

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

**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 \_\_\_\_\_

Time New Date New

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](http://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 12<sup>th</sup> Street  
Des Moines, IA 50319  
800-373-5044  
[www.iowaattorneygeneral.gov/for-crime-victims](http://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.iowaiova.com](http://www.iowaiova.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."

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Mayor, City of Dubuque

Media Release

## SAMPLE NOT IN OUR TOWN EVENT

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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!”***