

Providence College

Office of Safety & Security

GENERAL ORDER

	SUBJECT Authority	GENERAL ORDER NUMBER 100.05
	NACLEA STANDARDS 4.1.3	EFFECTIVE DATE 09/13/13
		REVISION DATE 11/11/14
	APPROVAL <i>Major John Leyden</i> Executive Director, Safety and Security	PAGES 4

NON-BIASED POLICING POLICY

I. PURPOSE

At Providence College, bias-based profiling undermines legitimate campus safety efforts and fosters distrust among the community. The purposes of this Policy are to reaffirm the Office of Safety and Security's commitment to unbiased policing in all interactions with members of the College community, guests, and visitors, and to engender public confidence and trust by ensuring that fair and equitable procedures are followed in day-to-day operations.

II. POLICY

All employees of the Providence College Office of Safety and Security are expected to treat all persons with respect and dignity without regard to their status, and to refrain from engaging in behavior or activities that reflect improper bias and stereotyping. This Policy covers all types of interactions, including but not limited to issuance of parking citations, field contacts, and other enforcement efforts relating to College policy or local, state, or federal law. Profiling based solely on race, color, national or ethnic origin, sex, gender, sexual orientation, religious belief, disability, age, or veteran status is not tolerated and is explicitly prohibited. Safety and Security employees are responsible for preventing, reporting, and responding appropriately to employment practices that reflect discriminatory bias.

This Policy provides personnel with guidelines to prevent disparate treatment on account of a person or group's protected class and procedures for responding to complaints of disparate treatment filed by any member of the Providence College community, guests, or visitors.

III. DEFINITION

Bias-Based Profiling – For purposes of this Policy, it is the practice of detaining, searching, or investigating a person based on a broad set of criteria that casts suspicion on an entire class of people without any individualized suspicion of the particular person being stopped, searched, or investigated. A person's race, ethnicity or national origin, etc., can be legitimately considered in combination with other identifying characteristics pursuant to a description in order to establish reasonable suspicion (e.g., the timely and reliable description of the suspect, in whole or in part, includes a specific race, ethnicity or national origin, etc.).

IV. GUIDELINES

- A. Every member of the Office of Safety and Security engaging in a detention, search, or investigation shall be prepared to articulate sufficient reasonable suspicion to justify the detention, search, or investigative procedures independent of the individual's membership in a protected class.
- B. To the extent that written documentation would otherwise be completed (e.g., an incident report, a citation), the involved officer should include those facts giving rise to the officer's reasonable suspicion for the contact and any subsequent action. Nothing in this Policy would require an officer to prepare documentation of a contact that would not otherwise involve such reporting.
- C. Safety and Security Officers, and other employees within the Office, will, as necessary and appropriate, use techniques and strategies to advance the reality of impartial policing. These techniques and strategies include but are not limited to the following:
 - 1. Performing assigned duties in a competent, courteous, calm, respectful, and professional manner;
 - 2. Ensuring that field contacts and investigations do not last any longer than necessary under the circumstances presented by each incident; and,
 - 3. Taking reasonable steps to avoid undue embarrassment, humiliation, and trauma during contacts with community members, guests, and visitors, including, to the extent possible, respecting the privacy and confidentiality rights of those with whom they interact.

V. TRAINING

Employees of the Office of Safety and Security will participate in training as part of their initial orientation and ongoing professional development. Training topics may include but are not limited to: effective verbal communication skills; report writing; cultural competency and diversity; dealing with distressed persons; officer safety; privacy and confidentiality; discriminatory harassment; and other legal issues. Training programs will emphasize the need to respect the rights of community members to be free from unwarranted and unreasonable apprehension and investigative techniques and practices.

VI. MONITORING AND CORRECTIVE MEASURES

Supervisors in the Office of Safety and Security will take proactive and corrective steps to assure compliance with this Policy. Supervisors will monitor the behavior of subordinate employees for any obvious or subtle signs of bias or insensitivity, or improper selective or unfair treatment. For example, supervisors will manage and monitor activity in the field, assure compliance with training requirements, and assure that all complaints are taken seriously and that the internal complaint resolution process is followed. If an employee is found to have violated this Policy, supervisors will ensure that investigative outcomes and sanctions are enforced.

VII. COMPLAINT RESOLUTION PROCEDURES

Any person may file with the Office of Safety and Security a complaint of disparate treatment, including a claim of an improper detention, search, or investigation, on account of race, color, national or ethnic origin, sex, gender, sexual orientation, religion, disability, age, or veteran status. The complainant can be the alleged victim of the treatment, or the complainant can file a report on behalf of another person. Persons who are aware of or have experienced an incident of bias-based profiling are encouraged to report the matter as soon as possible. Complaint resolution procedures are intended to resolve a situation fairly, prevent further violations, and mitigate harm.

Complaint Forms are located at the main office of the Office of Safety and Security and via the following websites: the Office of Human Resources, the Office of the Dean of Students, and the Office of Institutional Diversity.

Any employee, including the officer involved in the contact, who receives an allegation of bias-based profiling must record the person's name, address, and telephone number, and forward the complaint to his/her supervisor as soon as possible after the contact but no later than the end of his/her shift. Additionally, the employee shall advise the person of his/her right to file a report at the Office of Safety and Security or via the website.

The Executive Director or his designee, in consultation with the Associate Vice President for Human Resources, shall investigate all complaints in a thorough and timely manner. (If the complaint is against the Executive Director, the Vice President for Student Affairs, or designee, in consultation with the Associate Vice President for Human Resources, shall investigate the complaint.) Reasonable efforts will be made to protect the confidentiality and privacy of the complainant, the respondent (the person accused of violating this Policy), and any witnesses.

Disclosure of information will be made only to persons with a need for information regarding the complaint, its investigation, and/or resolution. The College reserves the right to investigate and resolve a report of bias-based profiling regardless of whether the complainant wishes to go forward by participating in the investigation.

Complaints will be acknowledged in writing, and the complainant and the respondent will be informed in writing of the final resolution within a reasonable time period but no later than twenty business days from the date that the complaint was received. (This time frame may be extended for a compelling reason with notice and an explanation to the complainant and the respondent.) Employees found responsible for violating this Policy will be subject to corrective and/or disciplinary action commensurate with the egregiousness of the conduct, up to and including dismissal.

If the complainant is not satisfied with the final resolution, he/she may submit a written request for review to the VPSA within five (5) business days of the date of the resolution letter. The VPSA, or the VPSA's designee, will review the investigative record and will have discretion to interview any person involved in the matter. The complainant and the respondent will be informed of the result of this final review within ten (10) business days.

Retaliation against complainants acting in good faith, persons supporting the complaint, or witnesses cooperating with an investigation, is prohibited. Retaliation is action taken by the College, or any employee or agent of the College, to intimidate, threaten, or coerce a person, or to adversely affect a person's personal safety, employment or academic status, for the purpose of interfering with the filing or results of a complaint. When evidence of retaliatory behavior exists, the retaliator will be subject to immediate and appropriate disciplinary action.

IX. ADMINISTRATIVE REVIEW

On an annual basis, the Executive Director and his Command Staff will perform and document an administrative review to examine the department's commitment to providing impartial safety and security services. Related departmental directives and practices, and a summary of complaints of biased policing practices, will be included in the annual review.