

# THE G.R.A.C.E. MODEL

# Responding to Online Hate-Bias Incidents

## GET READY

- Secure video conferences with passwords, private meetings, locked sharing & chat functions, etc.
- Have others assist with facilitating meetings & moderating online forums

## RESPOND & REPORT

- Document everything—record videos, capture pictures, copy text
- Report internally to bias units, diversity officers, campus police, or HR staff
- Contact bias response staff and advocacy or enforcement agencies for support

## EDUCATE

- Understand the trends, laws, policies & protocols that may apply to online hate-bias incidents
- Explicitly call out hate & offer resources
- Dismantle systems of oppression & cultivate restorative practices

**Remember to center the voices & experiences of those impacted by hate & bias online**

## ACKNOWLEDGE

- Reach out to those impacted as soon as possible
- Acknowledge the harm experienced
- Offer specifics of how you're able to support those impacted

## COMMUNICATE

- Communicate with transparency: Provide accurate information and dispel misinformation
- Include an action plan to address the incident
- Use thoughtful, trauma-informed, inclusive language that conveys genuine empathy and concern

*Prepared by the Hate-Bias Response Team & Bias Incident Support Services at the University of Maryland*

