

# SEXUAL AND GENDER-BASED HARASSMENT



## Resource Guide



HARVARD UNIVERSITY

Title IX Office

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## WHAT YOU NEED TO KNOW

This guide provides an overview of [Harvard's Sexual and Gender-Based Harassment Policy](#) as well as the many resources available to prevent and respond to sexual and gender-based harassment at Harvard.

Harvard is committed to maintaining a safe and healthy educational and work environment in which no member of the University community is, on the basis of sex, sexual orientation, or gender identity, excluded from participation in, denied the benefits of, or subjected to discrimination in any University program or activity. Gender-based and sexual harassment, including sexual violence, are forms of sex discrimination in that they deny or limit an individual's ability to participate in or benefit from University programs or activities.

Harvard encourages individuals who believe they may have been subject to sexual or gender-based harassment to speak to the University Title IX Officer, or the Title IX Coordinator for their School or Unit. They are available to speak in depth about the resources and options both on- and off-campus, including the resources set forth within this document.

## I. HARVARD RESOURCES

If you or a friend or a colleague may have experienced sexual harassment (which includes sexual assault) or gender-based harassment, Harvard's many on-campus resources are available to provide both immediate and long-term support and guidance.

### Title IX Office

The University's Title IX Office is charged with addressing, in a neutral manner, disclosed incidents of sexual and gender-based harassment in Harvard University's programs and activities. The Office provides direct services to members of the Harvard community and also supports the network of 50+ Title IX Coordinators across the University in their outreach to members of our community. The Office also initiates and supports the Schools and Units in developing training and prevention programs related to sexual and gender-based harassment.

Both Nicole Merhill, Harvard's Title IX Officer, and Julia Sáenz, Harvard's Associate Title IX Officer, have an open-door policy and are available to meet with all members of the community who want to speak about incidents that either involve them directly or may have impacted a friend or colleague. Discussions may include information on interim measures, the [Sexual and Gender-Based Harassment Policy](#), and available resources and options. Community members also are invited to meet with the Title IX Officer or Associate Title IX Officer to share thoughts, suggestions, or ideas about the Policy, community outreach efforts, or related topics.

#### Nicole Merhill, Title IX Officer

**Nicole\_Merhill@harvard.edu, 617-496-2470**

#### Julia Sáenz, Associate Title IX Officer

**Julia\_Saenz@harvard.edu, 617-496-5490**

**Are my conversations confidential?** *While conversations with them are not confidential, the Title IX Officer and Associate Title IX Officer will handle any information that you provide with the utmost discretion and sensitivity and will share it with others only on a need-to-know basis.*

## Title IX Coordinators

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If you have a concern about something that may have happened to you, or that you may have observed or heard about in the community, you are encouraged to share your concern with a [Title IX Coordinator](#) in your School or Unit. Title IX Coordinators have expertise and are positioned to help address disclosures of sexual and gender-based discrimination in the Harvard community.

Sharing information with the Title IX Coordinator is not the same as filing a formal complaint with the Office for Dispute Resolution (ODR), an office that is discussed later in this guide. As described in the Policy, it is ordinarily up to you to decide whether you wish to file a formal complaint, although in very rare circumstances, where a community safety concern has arisen, the Title IX Coordinator may need to take steps to initiate a formal complaint with ODR.

Speaking to a Title IX Coordinator will help you to receive support from your School or Unit and will allow the Coordinator to consider whether there are issues related to the incident that need to be addressed for the safety of the community.

Title IX Coordinators can:

- Provide information about available resources
- Help arrange interim measures — the supports that help members of the Harvard community continue with their studies and work and to participate in campus life
- Facilitate informal resolution, as appropriate, between the involved parties, with a goal of memorializing a mutually acceptable resolution in writing
- Provide information on the [Sexual and Gender-Based Harassment Policy](#) and the applicable Procedures, as well as any additional School or Unit policies
- Provide information about the formal complaint process

Title IX Coordinators have a neutral role. They are specially trained to handle sensitive information relating to incidents of possible sexual harassment, including sexual assault, with appropriate discretion and to help arrange interim support measures that might help enable an individual to continue with studies or work and take advantage of all that Harvard has to offer. Coordinators also facilitate access to confidential resources.

**Find your Title IX Coordinator at [titleix.harvard.edu/coordinators](https://titleix.harvard.edu/coordinators).**

***Are my conversations confidential?*** While conversations with Title IX Coordinators are not confidential, they will handle any information that you provide with the utmost discretion and sensitivity and will share it with others only on a need-to-know basis. For example, Title IX Coordinators may need to share some information in order to implement interim measures.

## Office for Dispute Resolution (ODR)

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The [Office for Dispute Resolution \(ODR\)](#) is a neutral body that impartially investigates and resolves sexual and gender-based harassment complaints against students, staff, and, with most Schools, faculty. <sup>1</sup> ODR investigations are handled by professional investigators working with the involved Schools and Units. Any member of the Harvard community may visit ODR to request information or advice, including assistance in seeking an informal resolution or in filing a formal complaint. See “Filing a Formal Complaint with the Office for Dispute Resolution” in Section IV for further information on ODR’s investigative process.

ODR operates under the Office of the Provost, working in partnership with the University’s Title IX Officer, School or Unit Title IX Coordinators, and other School or Unit leadership. All ODR staff members receive trainings at least monthly on issues related to sexual and gender-based harassment, including domestic violence, dating violence, sexual assault, and stalking, and on investigation techniques that protect the safety of the parties and promote equity and accountability.

**Contact ODR: [odr@harvard.edu](mailto:odr@harvard.edu), 617-495-3786**

***Are my conversations confidential?*** While conversations with ODR staff members are not confidential, they will handle any information that you provide with the utmost discretion and sensitivity and will share it with others only on a need-to-know basis.

## Office of Sexual Assault Prevention and Response (OSAPR)

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The [Office of Sexual Assault Prevention and Response \(OSAPR\)](#) is a resource open to the entire Harvard community, where people can process and understand their experiences and feel empowered to make the choices best suited to their needs. Every staff member at OSAPR is a certified rape-crisis counselor, and committed to the just and compassionate treatment of survivors and their friends, peers, significant others, and allies.

OSAPR is a resource not only for those who have directly experienced gender-based or sexual harassment, including sexual assault, but also for those who are supporting others. OSAPR fosters collaborative relationships between campus and community partners to ensure a survivor-centered, multi-faceted approach to service provision and primary prevention.

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<sup>1</sup> Harvard Law School (HLS) has its own procedures and handles its own investigations for cases in which all parties are HLS students. See [HLS Sexual Harassment Resources and Procedures for Students](#). HLS and Harvard Business School (HBS) also conduct their own investigations for cases involving allegations against members of their faculty.

The Office of Sexual Assault Prevention and Response (OSAPR) provides the following services to the Harvard community:

- **24-Hour Hotline:** For urgent concerns, the 24-hour support and information hotline (617-495-9100) is staffed by trained professionals who may provide immediate crisis counseling, referrals to resources, advice on reporting and collecting medical evidence, or simply listen to your concerns
- **Emotional Support:** Emotional support to anyone who has experienced sexual or gender-based harassment and training on how to help support a friend or family member
- **Accessing On-Campus Interim Measures:** Assistance in connecting with the appropriate Title IX Coordinator to access academic, housing and or other supports as appropriate
- **Options Counseling:** Explore options to find a path that works for you. Identify appropriate resources on and off-campus that fit your needs
- **Medical and Legal Accompaniment:** Support when seeking medical care and pursuing legal or administrative actions
- **Education and Outreach:** OSAPR collaborates with members of the community to provide education and outreach to the community

**Contact OSAPR: [osapr@fas.harvard.edu](mailto:osapr@fas.harvard.edu), 617-496-5636**  
**24-hour hotline: 617-495-9100**

***Are my conversations confidential?*** *Conversations with OSAPR staff members who are providing services as rape crisis counselors are privileged under the law, meaning that the staff members are prohibited from disclosing what an individual has shared with them, even in a legal proceeding, unless the individual has given them permission.*

In addition, Harvard has designated OSAPR staff members, even when they are not providing services as rape crisis counselors, as “confidential” resources; this means that they do not need to share information with a Title IX Coordinator when they learn about potential incidents of sexual or gender-based harassment. However, if there is a criminal investigation or another type of external investigation or proceeding, OSAPR staff members may be required to reveal information that was shared with them when they were not acting as rape crisis counselors.

**OSAPR 24-HOUR HOTLINE: 617-495-9100**

## Harvard University Police Department (HUPD)

The [Harvard University Police Department](#) (HUPD) is committed to maintaining a safe and secure campus by providing quality policing in partnership with the community. If you are in immediate danger and need help or want to speak to a specially trained police officer about your situation, call HUPD. HUPD can provide immediate physical protection and transportation to a medical facility, if necessary. Contacting HUPD does not obligate you to file charges or to testify in court. You may also consult with HUPD to help determine whether an incident may constitute a criminal offense.

**Contact HUPD: URGENT: 617-495-1212, Business: 617-495-1215**

**Are my conversations confidential?** *As a general matter, HUPD does not publish the names of crime victims or include identifiable information about victims in the HUPD crime log, in campus timely warnings (also known as community advisories), or online. HUPD will not disclose the name of any alleged victim of rape or assault with intent to rape, and will maintain all reports of rape and sexual assault (or attempts to commit those offenses) or abuse by family or household members in a manner that will ensure their confidentiality. When applicable, reported incidents will be included in the Clery Act annual crime statistics without any identifying information.*

HUPD provides timely warnings (also known as community advisories) to the University community when a significant criminal incident occurs within Harvard's geography (as defined pursuant to the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, commonly known as the "Clery Act") and represents a serious or continuing threat. However, there may be situations in which an alleged assault occurs between two students, but there is no ongoing threat to other Harvard community members; in these instances, a timely warning notice would not be distributed. Similarly, sometimes sexual assaults are reported long after the incident occurred, so it is not possible to distribute a "timely" warning notice to the community.

### Clery Act Crime Statistics

The Clery Act is a federal law that requires colleges and universities to disclose information about campus crime. Each year, Harvard files a report of campus crime statistics with the United States Department of Education. Crime statistics for the past three calendar years are also available on the HUPD website. These statistics do not include any identifiable information (e.g., names, addresses, telephone numbers, etc.). For more information on Clery Act reporting, visit HUPD's website at [hupd.harvard.edu](http://hupd.harvard.edu).

## Harvard University Health Services (HUHS)

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[Harvard University Health Services](#) is a multi-specialty medical practice dedicated to caring for members of the Harvard community — students, faculty, staff<sup>2</sup>, retirees, and their dependents. Services include primary care, internal medicine, counseling and mental health, behavioral health, urgent care, and pediatrics.

HUHS has four locations:

- Smith Campus Center, 617-495-5711
- Harvard Business School, Cumnock Hall, 617-495-6455
- Harvard Law School, Pound Hall, 617-495-4414
- Longwood area, Vanderbilt Hall, 617-432-1370

**Are my conversations confidential?** HUHS assures each patient that all health information is treated confidentially and protected to the fullest extent permissible by law. Please see the [HUHS Notice of Privacy Practices](#) for specific information concerning the privacy of your medical information.

## Harvard University Counseling and Mental Health Services (CAMHS)

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[CAMHS](#) is part of HUHS. At CAMHS, students may receive comprehensive outpatient care for a variety of concerns, including anxiety, depression, stress, crisis management, transitional issues, grief, and eating, sexual, or relationship concerns. Based on a student's needs, clinicians offer the following:

- Individual counseling
- Group counseling
- Cognitive-behavioral therapy
- Medication evaluation and management
- Evaluation for full or partial hospitalizations

CAMHS has four locations:

- Smith Campus Center, 4th Floor, 617-495-2042
- Harvard Business School, Cumnock Hall, 617-495-6455
- Harvard Law School, Pound Hall, 617-495-4414
- Longwood area, Vanderbilt Hall, 617-432-1370

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<sup>2</sup> While all staff may access Urgent Care, to access the full array of services offered by HUHS, staff members must have HUGHP insurance.

**Are my conversations confidential?** HUHS assures each patient that all health information is treated confidentially and protected to the fullest extent permissible by law. Conversations with mental health clinicians, acting in their professional capacity, are privileged under the law, meaning that mental health clinicians are prohibited from disclosing what you have shared with them, even in a legal proceeding, unless you give them permission.

## Harvard University Health Service Behavioral Health

Harvard employees who have an HUHS primary care physician can receive comprehensive evaluation, consultation, referral, treatment, and follow-up services with [Behavioral Health](#) clinicians, who offer:

- Individual counseling
- Cognitive-behavioral therapy
- Medication evaluation and management
- Evaluation for full or partial hospitalizations

Behavioral Health is located on the 6th Floor of the Smith Campus Center.

**Contact Behavioral Health: 617-495-2323**

**Are my conversations confidential?** HUHS assures each patient that all health information is treated confidentially and protected to the fullest extent permissible by law. Conversations with mental health clinicians, acting in their professional capacity, are privileged under the law, meaning that mental health clinicians are prohibited from disclosing what you have shared with them, even in a legal proceeding, unless you give them permission.

## Harvard Chaplains

The [Harvard Chaplains](#) are a professional community of more than 30 chaplains, representing many of the world's religious, spiritual, and ethical traditions, who share a collective commitment to serving the spiritual needs of Harvard students, faculty, and staff.

**Contact Harvard Chaplains: [chaplains@harvard.edu](mailto:chaplains@harvard.edu); 617-495-5529**

**Are my conversations confidential?** Under [Massachusetts state law](#), conversations with a "priest, rabbi or ordained or licensed minister of any church, or an accredited Christian Science practitioner" are privileged, meaning that they are prohibited from disclosing what you have shared with them, even in a legal proceeding, unless you give them permission.

## Bureau of Study Counsel (BSC)

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[Bureau of Study Counsel](#) (BSC) services are designed to support students in their efforts to engage in the educational opportunities available at Harvard. BSC may be helpful to you if you have experienced sexual or gender-based harassment and feel that your academic experience at Harvard is being impacted. BSC services include academic counseling, workshops and discussions, peer tutoring, the Harvard Course in Reading and Study Strategies, and self-help materials. BSC services are available to students at Harvard College, the Graduate School of Arts and Sciences, the Graduate School of Education, Harvard Kennedy School, Harvard Business School Doctoral Programs, and Harvard Extension School (by referral from the Extension School).

**Contact BSC: [bsc@harvard.edu](mailto:bsc@harvard.edu), 617-495-2581**

**Are my conversations confidential?** *Harvard has designated the BSC as a “confidential” resource which means that BSC staff members do not need to notify a Title IX Coordinator when they learn about potential incidents of sexual or gender-based harassment. However, if there is a criminal investigation or another type of external investigation or proceeding, BSC staff members may be required to reveal information that was shared with them.*

## University Ombudsman Office

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Students, faculty, staff, and retirees may contact the [University Ombudsman Office](#) for help in managing and resolving workplace and/or academic issues. The Office is independent from University administration and works in an informal manner on a variety of issues including sexual harassment. The Ombudsman can provide information about policies and resources and help you in identifying and assessing options for next steps.

**Contact University Ombudsman: [university\\_ombudsman@harvard.edu](mailto:university_ombudsman@harvard.edu); 617-495-7748**

## Longwood Ombuds

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The [Longwood Ombuds Office](#) serves students, faculty, staff and trainees of Harvard Medical School, Harvard School of Dental Medicine, and Harvard T.H. Chan School of Public Health in an informal manner and is independent in structure, function and appearance. The Office helps visitors clarify their concerns, identify their goals and consider their options. Sexual harassment is one of a variety of concerns that visitors bring to the Office. The Ombudsperson does not serve as an advocate for any party to a dispute, but instead advocates for fair treatment and processes.

**Contact Longwood Ombuds: [melissa\\_brodrick@hms.harvard.edu](mailto:melissa_brodrick@hms.harvard.edu);  
617-432-4040**

**Are my conversations with the University Ombudsman Office or the Longwood Ombuds confidential?** *Harvard has designated the Ombudsman Office and the Longwood Ombuds as “confidential” resources, which means that the Ombudsman and the Longwood Ombuds do not need to notify a Title IX Coordinator when they learn about potential incidents of sexual or gender-based harassment. However, if there is a criminal investigation or another type of external investigation or proceeding, the Ombudsman and Longwood Ombuds may be required to reveal information that was shared with them.*

## Employee Assistance Program (EAP)

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Harvard’s [Employee Assistance Program](#) (EAP) offers confidential consultation, assessment and referral, and short-term counseling to help staff, faculty and their household members with personal or work-related concerns including sexual harassment. EAP also provides unlimited consultation to managers and HR practitioners. Trained domestic violence counselors are available 24 hours a day, seven days a week by telephone.

**Contact EAP: 877-EAP-HARV (877-327-4278) 24 hours a day**

**Are my conversations confidential?** *Conversations with EAP counselors acting in their capacity as mental health clinicians are privileged under the law, meaning that mental health clinicians are prohibited from disclosing what you have shared with them, even in a legal proceeding, unless you give them permission.*

## CONFIDENTIALITY IN A NUTSHELL

### Confidential - Privileged

Conversations are privileged and, absent special circumstances, may not be disclosed without your consent even in a criminal or other external proceeding:

- OSAPR staff providing services as rape counselors
- Mental health clinicians
- Lawyers providing legal advice to clients
- Clergy members

### Confidential

Employees designated by Harvard as confidential who do not need to notify a Title IX Coordinator when they learn about potential incidents of sexual or gender-based harassment, but may be required to reveal information that was shared with them in a criminal or other external proceeding:

- OSAPR staff when not providing services as rape crisis counselors
- Bureau of Study Counsel
- University Ombuds
- Longwood Ombuds
- Office of BGLTQ Student Life

### Responsible Employees

Employees who protect privacy and share information with a Title IX Coordinator and otherwise only on a need-to-know basis\*:

- Faculty Deans
- Resident Deans
- Tutors/Proctors
- Faculty
- Instructors
- Teaching Fellows
- Deans
- Administrative and Professional Staff
- Coaches
- Paid Student Employees (only when acting as employees of the University)
- School or Unit Title IX Coordinators \*\*
- Title IX Officer \*\*
- Associate Title IX Officer \*\*

\* Note: the above is not an exhaustive list of responsible employees. If you have questions, reach out to your Title IX Coordinator for your School or Unit.

\*\* Staff with specialized training and expertise in addressing issues of sexual or gender-based harassment, who are positioned to help students, faculty, staff and third parties and who protect privacy and share information only on a need-to-know basis.

**You may find it useful to ask about confidentiality and privilege at the start of your conversation with any of Harvard's resources.**

## II. KEY CONCEPTS

The following definitions and concepts are described in the [University Sexual and Gender-Based Harassment Policy](#). Each School has adopted the Policy and some may have added additional prohibited conduct. Title IX Coordinators can provide any related policies at a specific School or Unit.

### Sexual Harassment

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Sexual harassment is unwelcome conduct of a sexual nature, including unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, graphic, or physical conduct of a sexual nature, when either of the following occurs:

**Quid pro quo (meaning “this for that”) harassment:**

Submission to or rejection of the conduct is made either explicitly or implicitly a condition of an individual’s employment or academic standing or is used as the basis for employment decisions or for academic evaluation, grades, or advancement. Quid pro quo sexual harassment can occur whether the individual resists and suffers the threatened harm, or the individual submits and avoids the threatened harm. Both situations could constitute discrimination on the basis of sex.

**Hostile environment:**

The conduct is sufficiently severe, persistent, or pervasive that it interferes with or limits an individual’s ability to participate in or benefit from the University’s education or work programs or activities. A hostile environment can be created by persistent or pervasive conduct or by a single severe episode. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment. Sexual violence, including rape, sexual assault, and domestic and dating violence, is a form of sexual harassment.

Some examples of behaviors that may violate Harvard’s Policy:

- Observing, photographing, videotaping, or making other visual or auditory records of sexual activity or nudity, where there is a reasonable expectation of privacy, without the knowledge and consent of all parties
- Sharing visual or auditory records of sexual activity or nudity without the knowledge and consent of all recorded parties and recipient(s)
- Sexual advances, whether or not they involve physical touching
- Commenting about or inappropriately touching an individual’s body
- Requests for sexual favors in exchange for actual or promised job benefits, such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Lewd or sexually suggestive comments, jokes, innuendoes, or gestures
- Stalking.

## Unwelcome Conduct

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Conduct is unwelcome if an individual (1) did not request or invite it and (2) regarded the unrequested or uninvited conduct as undesirable or offensive.

Whether conduct is unwelcome is determined based on the totality of the circumstances, including various objective and subjective factors. The following are important points regarding unwelcome conduct:

- The absence of a “no” does not by itself mean “yes”
- Welcomeness cannot be inferred from clothing
- Welcomeness cannot be inferred from gender, race, or sexual identity
- An individual may stop welcoming sexual contact at any time
- An individual may welcome sexual acts on one occasion but not on a later occasion
- An individual may welcome particular sexual acts but not others
- A dating, marital, and/or sexual relationship does not mean that sexual activity is welcome at any time

## Incapacitation

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Sexual activity following consumption of drugs or alcohol is not automatically deemed to be unwelcome. However, use of drugs or alcohol can in some cases undermine a person’s ability to request or invite sexual activity. People differ in their reactions to drugs or alcohol and signs of incapacity vary widely. Although not an exhaustive list, signs of incapacity may include: stumbling or difficulty maintaining balance, vomiting, inability to focus eyes, disorientation, unresponsiveness, inability to communicate coherently, and unconsciousness. Incapacitation is when someone is “so impaired... as to be incapable of requesting or inviting the conduct.” Engaging in sexual activity with a person when you know – or reasonably should know – that the person is incapacitated is a violation of Harvard’s Policy.

## Gender-Based Harassment

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Gender-based harassment is verbal, nonverbal, graphic, or physical aggression, intimidation, or hostile conduct based on sex, sex-stereotyping, sexual orientation, or gender identity, but not involving conduct of a sexual nature when such conduct is sufficiently severe, persistent, or pervasive that it interferes with or limits an individual’s ability to participate in or benefit from the University’s education or work programs or activities. For example, persistent disparagement of a person based on a perceived lack of stereotypical masculinity or femininity or exclusion from an activity based on sexual orientation or gender identity also may violate Harvard’s Policy.

## Jurisdiction

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Harvard's Policy applies to sexual or gender-based harassment that is committed by students, faculty, staff, Harvard appointees, or third parties, when the misconduct occurs on Harvard property. The Policy also applies if the misconduct occurs off Harvard property, if: the conduct was in connection with a University or University-recognized program or activity; or the conduct may have the effect of creating a hostile environment for a member of the University community.

## Retaliation

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The Policy prohibits retaliation against anyone who is raising an allegation of sexual or gender-based harassment, cooperating with the investigatory process in any way (including the complainant, the respondent, and any witnesses or other persons who provide information in connection with an investigation), or for opposing discriminatory practices. Retaliation can take many forms, including the dissemination of information to dissuade participants and witnesses in connection with the ODR process or to discourage participants or witnesses from assisting with that process.

## III. PREVENTION

### Risk Reduction

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No one is immune to sexual or gender-based harassment. While the responsibility for misconduct lies clearly with the individual who commits it, members of the Harvard community should be aware of the ways we can help keep ourselves and others safe.

As individuals we can:

- **Have a plan.** Talk with your friends about your plans for the night **before** you go out. Do you feel like drinking? Where do you want to go? Having a clear plan ahead of time helps friends look out for one another.
- **Travel together.** Make arrangements to travel with friends to minimize vulnerability. Go out as a group and come home as a group. Avoid situations in which you would be isolated with people you do not know or trust. Do not leave your friends behind.
- **Call for help.** Don't hesitate to call for help if you're feeling uneasy, scared, or pressured. Contact HUPD (Urgent # 617-495-1212) and/or local police if you are in immediate danger and need help.
- **Trust your intuition.** If a situation or person doesn't seem "right" to you, trust your gut and remove yourself, if possible, from the situation.
- **Consume alcohol in moderation.** Know your personal limits for alcohol consumption.
- **Open containers.** Do not leave your beverage unattended or accept a drink from an open container.
- **Tell a friend.** If you go out with someone you do not know well, tell a friend about your plans. Make plans to check in with someone you can rely on if you need help.

And wherever you are, keep in mind these general safety tips:

- Walk only in lighted areas after dark
- Always have extra money to get home
- Keep the doors to home and cars locked
- Have your keys and phone in your hand or easily accessible
- Save the HUPD telephone number in your cell phone now (617-495-1212) so it is easily accessible if you need it
- Call the Campus Escort Service (HUCEP) at (617-494-8237) if you are uncomfortable walking home alone in the evening

## Bystander Intervention

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The following guidelines have been developed with reference to the bystander intervention information provided by OSAPR and the Department of Defense's Safe Helpline program.

### What does it mean to be an active bystander?

A bystander is anyone who observes a situation. We all observe thousands of incidents daily, but usually do not acknowledge the situation as needing our response. An *active* bystander is someone who acknowledges a problematic situation and chooses how to respond. Active bystanders must decide if they will speak up, step in, or offer assistance.

### Why are people hesitant to be active bystanders?

Research has found that people struggle with whether helping out is their responsibility. This concept, called diffusion of responsibility, means that if several people are present, an individual is much less likely to help, believing someone else will. In other situations, bystanders may fail to intervene if the situation feels ambiguous and the bystander is worried about misjudging the situation. Fearing consequences, social stigma, embarrassment, or a threat to safety, it can be legitimately difficult to determine how and when to intervene.

### What can I do?

Have you ever stopped a friend from going home with someone when they were very drunk? Have you ever gotten a friend to Urgent Care or taken care of them for the night because you knew they were too drunk to be left alone? Have you been willing to call out racism, homophobia, sexism, and/or transphobia in someone's jokes? Have you interrupted when you notice someone is being bullied? These are all examples of being an active bystander. Active bystander intervention encourages people to watch for those behaviors and situations.

There are a variety of ways to intervene. Some of them are direct, and some of them are less obvious:

- Make up an excuse to get the person out of a potentially dangerous situation—"I'm starving—do you want to grab some food?" or "I need to run to the restroom—will you come with me?"
- Never leave the person's side, despite the efforts of someone to get the person alone or away from you
- Use a group of friends to remind someone behaving inappropriately that the behavior should be respectful
- Take steps to curb someone's use of alcohol before problems occur
- Call the authorities when the situation warrants

## **If I choose to intervene, how do I make sure I stay safe?**

Usually, intervening in a group is safer than intervening individually. Also, choosing a method of intervention that de-escalates the situation is safer than attempting a confrontation. However, there is no single rule that can account for every situation. Use good judgment and always put safety first.

### **Check in before you check out:**

- Trust your instinct when you notice something is off
- Interpret the situation as needing your response. It is your business to check in with your peers
- Choose a safe way to intervene that feels natural to you, and don't hesitate to enlist the support of friends, peers, and professionals
- Checking in is a way to show respect for people in your community. Practice kindness and be a decent human. It's that simple.

## IV. ASSISTANCE FOLLOWING AN INCIDENT

What are your options if you experience sexual or gender-based harassment?

### Access to Harvard's support resources

(For more information see Section I of this Guide):

- Harvard University Health Services, including Harvard University Counseling and Mental Health Service and HUHS Behavioral Service
- Office for Sexual Assault Prevention and Response (OSAPR)
- School or Unit Title IX Coordinators
- Office for Dispute Resolution (ODR)
- Harvard University Police Department (HUPD)

### Seeking medical treatment from HUHS or area hospitals

If you have experienced physical or sexual violence, it's important to get medical care as soon as possible. Even if you feel fine, you may be injured or at risk of contracting a sexually transmitted infection or becoming pregnant.

**To reach the HUPD in an emergency, call 617-495-1212.** Community members are strongly encouraged to store 617-495-1212 into their cell phone speed dial list.

If a community member calls 911 from an on-campus phone, the call will go to either the Cambridge Police or the Boston Police depending on their location. As the HUPD maintains a good working relationship with both departments, they will typically inform the HUPD of the 911 call. Community members who call 911 from a cell phone will be connected with the Massachusetts State Police, which then will transfer the call to the appropriate jurisdiction, unless the incident occurred on state-owned property (for example, the area around the Charles River and the Fenway).

If you have an **urgent health problem**, physical or emotional, that requires prompt attention but is not a life-threatening emergency:

- Visit [HUHS Urgent Care](#), open 24 hours a day;
  - Monday-Friday, 7:30 a.m. to 5:30 p.m., Smith Campus Center 3rd Floor
  - Monday-Friday 5:30 p.m. - 7:30 a.m., all day on weekends and holidays, Pound Hall Basement
- HUPD will transport you to HUHS; you do not need to share with HUPD the reason you need to seek medical attention. Call HUPD at 617-495-1212.
- OSAPR will provide transportation and/or staff member accompaniment to an area hospital of your choice. Call OSAPR's 24-hour hotline at 617-495-9100.

If you have **questions about your medical options**, you can discuss them with the following resources (additional community resources in Appendix C):

- OSAPR's 24-hour hotline, 617-495-9100
- Boston Area Rape Crisis Center (BARCC), 800-841-8371

**Timelines** to keep in mind if you are thinking about seeking medical care:

- If you suspect that you were given any type of drug, testing should be administered as soon as possible as different drugs will be detected for different periods of time after they have been ingested. Similarly, clinicians can best retrieve medical evidence within days after an assault
- For pregnancy prevention, you must begin the medication within 72 hours of the assault
- HIV emergency post-exposure prophylaxis (PEP) should be started as soon as possible for maximum effectiveness, and must be started within 72 hours of the potential exposure

Medical technology is evolving rapidly and may cause the window for treatment and evidence collection to expand. Contact a sexual assault nurse examiner (SANE) program (at Beth Israel Deaconess Medical Center and certain other local hospitals) for the most up-to-date information. Specially-trained SANE nurses are skilled in performing exams and collecting evidence from patients who may have experienced a sexual assault. They also can help you address pregnancy, HIV, and related concerns. For a full list of hospitals with SANE nurses, visit the Boston Region Designated Hospitals on the Commonwealth of Massachusetts Department of Health and Human Services website.

Some guidelines for **evidence preservation**:

- Do not bathe, douche, smoke, change your clothes, or clean the area where you were assaulted before evidence is collected
- Write down everything you can remember about the alleged perpetrator, including a physical description, the use of force or threats, if applicable, and any information you remember concerning the person's identity
- Save copies of email messages, text messages, instant messages, social networking pages, pictures, logs, or any other documents that could be helpful in an investigation of the incident
- Both HUPD and HUHS can advise and assist you in the preservation of evidence. Even if you do not believe you want to pursue criminal action, it is good to retain evidence in case you want it available later

**Keep your options open. Medical professionals can collect and preserve physical evidence. It is up to you whether, when, and with whom you share that evidence.**

## **Obtaining Interim Measures from the School or Unit Title IX Coordinator**

Interim measures are individualized supports to help those who may have experienced incidents of gender-based or sexual harassment, including sexual assault, participate in campus life at Harvard and continue with their studies or work.

Interim measures may be implemented **at any time** and may include:

- Extensions of time or other course-related adjustments
- University-issued and University-enforced no contact orders
- Alterations to course schedules or work schedules
- Arranging for a campus escort
- Changes in housing
- Leaves of absence
- Increased monitoring of certain areas of the campus

These are just a few examples of interim measures. Title IX Coordinators work with students, faculty and staff to ensure that interim measures are individually tailored to meet each individual's unique needs.

If you have questions about interim measures, do not hesitate to reach out to your School or Unit Title IX Coordinator.

It is important to know that you do not have to file a formal complaint with ODR or a report with HUPD in order to receive interim measures.

## **Informal Resolution requested from either ODR or your School or Unit Title IX Coordinator**

Some incidents of sexual or gender-based harassment may be resolved through an informal resolution process without a full investigation. If informal resolution is appropriate, an ODR Investigator, the Title IX Coordinator from your School or Unit, or the Title IX Officer or will work with both parties to reach a mutually acceptable informal resolution.

## **Filing a formal complaint with the ODR**

Harvard students, faculty, staff, other Harvard appointees, or third parties may file written complaints of sexual or gender-based harassment against Harvard students, staff, and most faculty members with the Office Dispute Resolution (ODR) at any time.<sup>3</sup>

<sup>3</sup> ODR does not investigate complaints brought against Harvard Law School or Harvard Business School faculty members. ODR also does not investigate complaints brought by Harvard Law School students against other Harvard Law School students.

## The ODR Process

- **Filing a complaint.** The complaint must be in writing and describe allegation(s) of sexual and/or gender-based harassment. The Complainant is the person bringing the complaint, and the Respondent is the person against whom the complaint is brought.
- **Who is on the Investigative Team?** An ODR Investigator and, at the option of the Respondent's School or Unit, a representative of that School or Unit who is trained to assist in investigations.
- **Initial Review.** The Investigative Team reviews the Complaint and interviews the Complainant to decide whether the allegations, if true, would violate the Sexual and Gender-Based Harassment Policy. If yes, the case is opened for investigation.
- **Opening the Complaint for Investigation.** The Investigative Team informs the Respondent of the allegations in writing and invites the Respondent to submit a written response within one week.
- **Evidence Gathering.** The Investigative Team individually interviews the Complainant, the Respondent, and other witnesses, and reviews other evidence (text messages, social media). The Complainant and the Respondent each have an opportunity to participate in an additional interview to respond to all information that may be used by the Investigative Team in reaching a conclusion.
- **Personal Advisors (for students).** Both the Complainant and the Respondent may bring a personal advisor to any interviews with the Investigative Team.
- **Personal Advisors (for staff).** In cases of alleged domestic violence, dating violence, sexual assault, or stalking, both the Complainant and the Respondent may bring a personal advisor to any interviews with the Investigative Team. In cases where the Respondent is also a member of a collective bargaining Unit and requests a union representative, in accordance with a union member's right to request representation during investigations that may reasonably lead to discipline, the Complainant may bring a personal advisor to any interviews with the Investigative Team.
- **Personal Advisors (for faculty).** See the faculty procedures for the respective school of the Respondent for detailed information regarding personal advisors.
- **Guidelines for Personal Advisors.** Personal advisors may look at the complaint, the response, and other documents with student identifying information redacted, offer feedback on their advisee's written statements, and provide general support. During interviews, personal advisors may not speak for their advisees, although they may ask to suspend the interviews briefly if they feel their advisees would benefit from a short break. An attorney may serve as a personal advisor.
- **Draft Final Report.** The Investigative Team makes findings of fact and, based on those findings, decides whether it is more likely than not that there was a violation

of the Policy. The Investigative Team then provides the Complainant and the Respondent each with a draft of the Final Report of Investigation. Both parties have one week to provide ODR written comments on the draft.

- **Final Report.** The Investigative Team considers any comments from the parties before preparing a Final Report that states findings and conclusions. The Final Report also outlines any recommended measures to be taken by the School or Unit to eliminate any harassment, prevent its recurrence, and address its effects. The Final Report is provided to the Complainant, the Respondent, the Title IX Coordinator in Complainant's School or Unit, and the appropriate officer in the Respondent's School or Unit.
- **Length of the Investigation.** It is the policy of the University to provide prompt and equitable methods of investigation. The Procedures provide that the Final Report ordinarily will be provided to the parties within six weeks of receipt of the complaint. However, extra time may be needed to accommodate party or witness availability, to comply with requests by external law enforcement, or as a result of the complexity of the investigation and the severity or extent of reported misconduct.
- **Appeal Rights.** The Complainant and the Respondent may appeal the decision of the Investigative Team within one week of the date of the Final Report if:
  - There was procedural error in the investigation, which may change the outcome of the decision; or
  - There is substantive and relevant new information that was not available at the time of the investigation and that may change the outcome of the decision.
- **Appeal Process.** Any appeal is considered by an impartial appellate panel selected from a trained committee of faculty and senior administrators. Ordinarily, appeals will be decided within two weeks.
- **Simultaneous Notifications to the Parties.** The Complainant and the Respondent will receive simultaneous notification, in writing, of the determination in an ODR investigation, any available appeal procedures, any change to the determination prior to it becoming final as a result of an appeal, and the final determination.

The procedures for complaints against students, the procedures for complaints against staff, and the procedures for complaints against faculty are available at [titleix.harvard.edu/procedures](http://titleix.harvard.edu/procedures).

## Sanctioning Process

- **Who is responsible for sanctioning?** Following ODR's determination that there was a violation of the Sexual and Gender-Based Harassment Policy, the relevant School or Unit determines the appropriate discipline through its own processes and notifies the parties. The members of the School and Unit disciplinary boards receive training at least annually on issues related to sexual and gender-based harassment, including domestic violence, dating violence, sexual assault, and stalking, and on investigation techniques that protect the safety of the parties and promote accountability.
- **Possible Sanctions** (vary depending on the nature and severity of the conduct):
  - For students (vary from School to School): warning or admonishment, probation, suspension or requirement to withdraw, dismissal, or expulsion.
  - For employees: warning, probation, suspension, or termination.

## Reporting to HUPD

Members of the Harvard community are strongly encouraged to report instances of sexual assault, domestic violence, dating violence, or stalking to HUPD, although you may choose not to make a report. On your request, other University officials will assist you in notifying HUPD and/or local police.

When you report an incident to HUPD, you will be provided with immediate physical protection and transportation to a medical facility if necessary. By reporting to HUPD, you are not committing to file charges or to testify in court. Individuals who report that they have experienced dating violence, domestic violence, sexual assault, or stalking, whether on or off campus, will be provided with a written explanation of their rights and options as well as resources and services available both at Harvard and in the community.

If you report an incident to HUPD:

- HUPD's Sensitive Crime Unit will be assigned to the case. All members of the Unit have been trained in the investigation of sexual offenses and other sensitive crimes and the impact of the crime on the victim.
- A uniformed or non-uniformed officer, by request, will respond to you in person to help you obtain medical treatment, assure your safety, and obtain a description of the alleged perpetrator.
- You will be interviewed. You may specifically request a female officer. A friend or counselor may be with you during the interview. All statements you make may be used during any subsequent legal proceedings. The officer will ask you for the location and time of the incident, a description of the alleged perpetrator, and a description of any injuries.

- The police may request a medical examination (at the Beth Israel Deaconess Medical Center Rape Crisis Intervention Program, if appropriate) to ensure that you have not suffered physical injury and to complete a medical report that can be used in a court proceeding if you decide to press charges.
- HUPD will maintain your identity in confidence. Although HUPD may circulate a “community advisory” about the incident in cases that present a serious or continuing threat to the Harvard community, HUPD withholds victims’ names as confidential. Every effort will be made to maintain confidentiality and to respect the legitimate privacy concerns of all involved individuals.

### **Criminal prosecution:**

If you have experienced sexual assault, domestic violence, dating violence, or stalking and you want your assailant to be criminally prosecuted, you should notify HUPD immediately for assistance and guidance. Under Massachusetts law (M.G.L. chapter 258B), crime victims are entitled to the protections of the [Massachusetts Victim Bill of Rights](#). The [Massachusetts Office for Victim Assistance](#) has created a [guide](#) for crime victims.

Do you want to report the incident to the police? While the University encourages reporting incidents of sexual violence to HUPD, the choice belongs to you.

### **No contact and protective orders:**

#### **What is a no contact order?**

A no contact order is issued by your School or Unit and is designed to limit or prohibit contact or communications between or among individuals. No contact orders generally are mutual, meaning that they restrict each party from contacting, or communicating with, the other. The Title IX Coordinator for your School or Unit can provide you more information about no contact orders.

#### **What is an abuse prevention order?**

An abuse prevention order, often called a “209A order,” or a “protective order,” is a civil order issued by a court intended to provide protection from abuse by a family or household member or those in certain dating relationships. For this purpose, “abuse” is defined as attempting to cause or causing physical harm, placing another in fear of imminent serious physical harm, or causing another to engage involuntarily in sexual relations by force, threat or duress.

## If I hold an abuse prevention order, how can Harvard help me?

Harvard complies with Massachusetts law in recognizing abuse prevention orders and other valid protection orders from Massachusetts or other states.

If you obtain a protective order from domestic or dating abuse, harassment, stalking, or sexual assault from any state in the United States, you should provide a copy to HUPD and to your Title IX Coordinator. HUPD will attempt to serve the protective orders on defendants and will arrest people who violate protective orders on campus. You can provide HUPD with a copy of an active protective order that already was served so that information about the victim and the defendant are made part of HUPD's record management system and can be shared with all HUPD officers.

If you have a protective order, you may meet with an HUPD officer to develop a safety action plan. Coordinating with your School or Unit Title IX Coordinator and other University officers, HUPD will help to put in place safety measures that may include, but are not limited to:

- the use of a temporary escort
- special parking arrangements
- changing classroom location
- changing supervisor
- changing work location
- allowing a student to complete assignments from home, depending on the course

The University cannot apply for an abuse prevention order, no contact order, or restraining order, but can assist a person in obtaining such an order.

If you have a protective order, you may meet with an HUPD officer to develop a safety action plan for your time at Harvard.

## V. APPENDICES

### Appendix A. Massachusetts State Laws

#### Dating Violence and Domestic Violence

There are no crimes called “dating violence” or “domestic violence” in Massachusetts; however, there are related crimes of assault, battery, and abuse. “Abuse” is defined in Massachusetts General Laws (M.G.L.) chapter 209A § 1 as “the occurrence of one or more of the following acts between family or household members:

- (a) attempting to cause or causing physical harm;
- (b) placing another in fear of imminent serious physical harm;
- (c) causing another to engage involuntarily in sexual relations by force, threat or duress.”

The phrase “family or household members” is defined as “persons who:

- (a) are or were married to one another;
- (b) are or were residing together in the same household;
- (c) are or were related by blood or marriage;
- (d) [have] a child in common regardless of whether they have ever married or lived together; or
- (e) are or have been in a substantive dating or engagement relationship, which shall be adjudged by district, probate or Boston municipal courts [in] consideration of the following factors:
  - (1) the length of time of the relationship; (2) the type of relationship; (3) the frequency of interaction between the parties; and (4) if the relationship has been terminated by either person, the length of time elapsed since the termination of the relationship.”

#### Sexual Assault

There is no crime called “sexual assault” in Massachusetts; however, there are related crimes of “indecent assault and battery,” “rape,” and “assault with intent to commit rape.”

Indecent Assault and Battery is a crime under M.G.L. chapter 265:

- § 13B (Indecent assault and battery on a child under the age of fourteen);
- § 13B 1/2 (Commission of indecent assault and battery on a child under the age of fourteen during commission of certain other offenses or by mandated reporters);
- § 13B 3/4 Commission of indecent assault and battery on a child under the age of fourteen by certain previously convicted offenders);
- § 13F (Indecent assault and battery on a person with an intellectual disability); and
- § 13H (Indecent assault and battery on a person fourteen or older).

The term “indecent assault and battery” is not defined by statute.

Rape is a crime under M.G.L. chapter 265:

- § 22 (Rape, generally: “Whoever has sexual intercourse or unnatural sexual intercourse with a person and compels such person to submit by force and against his will, or compels such person to submit by threat of bodily injury . . . ”);
- § 22A (Rape of a child: “Whoever has sexual intercourse or unnatural sexual intercourse with a child under 16, and compels such child to submit by force and against his will or compels such child to submit by threat of bodily injury . . . ”);
- § 22B (Rape of a child during commission of certain offenses or by use of force: “Whoever has sexual intercourse or unnatural sexual intercourse with a child under 16, and compels such child to submit by force and against his will or compels such child to submit by threat of bodily injury and . . . ”);
- § 22C (Rape of a child through use of force by certain previously convicted offenders: “Whoever has sexual intercourse or unnatural sexual intercourse with a child under 16, and compels such child to submit by force and against his will or compels such child to submit by threat of bodily injury, and has been previously convicted of or adjudicated delinquent or as a youthful offender for . . . ”);
- § 23 (Rape and abuse of child: “Whoever unlawfully has sexual intercourse or unnatural sexual intercourse, and abuses a child under 16 years of age . . . ”);
- § 23A (Rape and abuse of child aggravated by age difference between defendant and victim or when committed by mandated reporters: “Whoever unlawfully has sexual intercourse or unnatural sexual intercourse, and abuses a child under 16 years of age and . . . ”); and
- § 23B (Rape and abuse of a child by certain previously convicted offenders: “Whoever unlawfully has sexual intercourse or unnatural sexual intercourse, and abuses a child under 16 years of age and has been previously convicted of or adjudicated delinquent or as a youthful offender for . . . ”).

Assault with intent to commit rape is a crime under M.G.L. c. 265, § 24. “Assault with intent to commit rape” is not defined by statute.

## **Stalking**

Stalking is a crime under M.G.L. c. 265, § 43(a), where it is described as follows:

“Whoever (1) willfully and maliciously engages in a knowing pattern of conduct or series of acts over a period of time directed at a specific person which seriously alarms or annoys that person and would cause a reasonable person to suffer substantial emotional distress, and (2) makes a threat with the intent to place the person in imminent fear of death or bodily injury, shall be guilty of the crime of stalking. . . . The conduct, acts or threats described in this subsection shall include, but not be limited to, conduct, acts or threats conducted by mail or by use of a telephonic or telecommunication device or electronic communication device including, but not limited to, any device that transfers signs, signals, writing, images, sounds, data, or intelligence of any nature transmitted in whole or in part by a wire, radio, electromagnetic, photo-electronic or photo-optical system, including, but not limited to, electronic mail, internet communications, instant messages or facsimile communications.”

## **Consent**

“Consent,” in reference to sexual activity, is not defined by statute in Massachusetts. However, lack of consent is an element of the crimes of rape and indecent assault and battery.

## **Appendix B. Additional On-Campus Resources**

### **BGLTQ Student Life**

The [Harvard College Office of BGLTQ Student Life](#) provides support, resources, and leadership development for bisexual, gay, lesbian, transgender, queer, and questioning students. Through collaboration with students and student organizations, the Office creates opportunities for fellowship, thoughtful dialogue, and the pursuit of knowledge. The Office seeks to foster a safer, more diverse, and inclusive campus by educating and engaging the Harvard community about the multiplicity of sexual and gender identities.

Contact BGLTQ Student Life: [bgltq@fas.harvard.edu](mailto:bgltq@fas.harvard.edu), 617-496-5716, 7 Linden Street, Second Floor, Offices 23, 24, 25

### **Harvard International Office (HIO)**

The [Harvard International Office](#) (HIO) provides services to international students and scholars at Harvard College, the graduate and professional Schools, and to Harvard’s numerous research centers and affiliated teaching hospitals to minimize the difficulties they may experience both upon arrival and during their stay at Harvard.

Contact HIO: 617-495-2789

## Harvard Travel Assist

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[Harvard Travel Assist](#) provides 24/7 access to medical and security services, including in-person counseling referrals and emergency assistance to eligible students, faculty and staff traveling internationally.

Contact Harvard Travel Assist: +1 (617) 998-0000; [travelassist@harvard.edu](mailto:travelassist@harvard.edu); for faster, 24/7 response call rather than email

## Harvard University Campus Escort Program (HUCEP)

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The [Harvard University Campus Escort Program](#) (HUCEP) is a campus safety program developed by Harvard College in partnership with HUPD. HUCEP teams, trained and supervised by HUPD, provide walking escorts to students, faculty, and staff seven nights a week (10:30 p.m.- 2:00 a.m., Sunday through Wednesday; and 10:30 p.m.- 3:00 am Thursday through Saturday) during the academic year. HUCEP teams cover the Yard, River, Quad, and North Yard areas. Teams are made up of two undergraduate and/or graduate students and are identified by their brightly colored vests labeled "HUCEP." Escorts respond to both calls for service through the HUCEP hotline (4-8237 or 38H-UCEP), and by being flagged down by students, faculty and staff in need of an escort.

Contact HUCEP: 617-494-8237

## Harvard University Disability Services

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[Disability Services](#) serves as a central resource on disability-related information, procedures and services for the Harvard community.

Contact Disability Services: 617-495-1859; [disabilityservices@harvard.edu](mailto:disabilityservices@harvard.edu)

## Appendix C. Off-Campus and Governmental and Community Resources

### State and Federal Resources

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- [U.S. Department of Education, Office for Civil Rights](#) (OCR)
- [U.S. Equal Employment Opportunity Commission](#) (EEOC)
- [U.S. Department of Justice, Civil Rights Division](#)
- [U.S. Department of State, LGBTI Travel Information](#)
- [Massachusetts Commission Against Discrimination](#) (MCAD)
- [Attorney General of Massachusetts, Civil Rights Division](#)
- [Massachusetts Trial Court, Office of Court Interpreter Services](#) (OCIS)

## **Boston Area Rape Crisis Center (BARCC)**

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Hotline: 800-841-8371; TTY: 800-439-2370

The Boston Area Rape Crisis Center operates a free, confidential, 24-hour hotline for anyone who has experienced sexual assault, their families and friends. BARCC also provides medical advocacy, legal services, counseling services, counseling and education groups, and case management.

## **Beth Israel Deaconess Medical Center (BIDMC): Center for Violence Prevention and Recovery**

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The Rape Crisis Intervention Program (617-667-8141) provides the following services:

- Emergency room services, open 24/7, offering medical care, forensic evidence collection, and crisis counseling
- Crisis counseling and trauma-focused therapy for survivors, their families and friends
- Support groups
- Follow-up medical care
- Medical accompaniment for HIV-post exposure prophylaxis (PEP)
- Assistance navigating medical, criminal justice, and other institutions and systems
- Assistance accessing community resources and services

## **Cambridge Health Alliance Victims of Violence Program**

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Phone: 617-591-6360

The Victims of Violence program is an adult outpatient trauma clinic. It provides:

- Clinical care (psychological assessment, treatment planning and psychotherapy) for adult survivors of physical and sexual violence
- Group programs for adult survivors of childhood abuse and domestic violence
- Crisis intervention and response (initial crisis assessment, treatment planning and episodic or time-limited crisis-focused psychotherapy) for acutely traumatized crime victims and their families
- Victim Resource Center works with victims at no cost to make sure that they have access to community resources, medical services, and the courts.

## **Fenway Health**

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LGBT Helpline (ages 25+): 617-267-9001; Toll-Free: 888-340-4528;  
Monday – Saturday, 6:00 p.m. – 11:00 p.m.

Peer Listening Line (ages 25 & Under): 617-267-2535; Toll-Free: 800-399-PEER;  
Monday – Saturday, 5:30 p.m. – 10:00 p.m.

Información en Español: 617-927-6460

Through Fenway’s Helplines, you can receive help, information, referrals, and support for a range of issues including anti-gay/lesbian harassment and violence.

## **National Sexual Assault Online Hotline**

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### **(operated by the Rape, Abuse & Incest National Network — RAINN)**

Hotline: 1-800-656-HOPE (1-800-656-4673)

The National Sexual Assault Hotline is a free 24/7 telephone hotline operated by the Rape, Abuse & Incest National Network (RAINN). The hotline automatically redirects callers to local rape crisis centers based on the area code and first three digits of the caller’s phone number. RAINN does not keep a record of the caller’s phone number.

## **National Sexual Assault Online Hotline**

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### **(operated by the Rape, Abuse & Incest National Network — RAINN)**

Hotline: [online.rainn.org](https://online.rainn.org)

The National Sexual Assault Online Hotline is a free, live, online alternative to phone hotlines for victims of sexual violence and their friends and families. The online hotline uses a secure and anonymous instant messaging format that allows users to type messages back and forth with trained counselors. RAINN does not capture the IP address or any personal information about the user, and does not store transcripts of conversations. All messages are encrypted so the text cannot be intercepted and read by someone else.

## **Anti-Violence Project (AVP) Hotline**

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Hotline (English/Spanish): 212-714-1141

AVP operates a free bilingual (English/Spanish), 24-hour, 365-day-a-year crisis intervention hotline that is staffed by trained volunteers and our professional counselor/advocates to offer support to LGBTQ & HIV-affected victims and survivors of any type of violence.

## **Asian Task Force Against Domestic Violence (ATASK)**

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Hotline: 617-338-2355

ATASK's 24-hour, multilingual helpline is staffed by trained advocates who together speak a total of 12 Asian languages and dialects including Chinese (Cantonese, Mandarin, and Toisanese), Hindi, Japanese, Khmer, Korean, Nepali, Punjabi, Tagalog, Urdu, and Vietnamese. Callers to ATASK receive crisis intervention, safety planning, emotional support, and information about domestic violence and restraining orders.

## **DOVE (Domestic Violence Ended)**

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Hotline: 888-314-3683 or 617-471-1234

DOVE offers a crisis hotline that operating 24/7 all year. The hotline offers a confidential, nonjudgmental, and supportive ear, and provides information on available options and resources.

## **Massachusetts Alliance of Portuguese Speakers (MAPS)**

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Helpline: 617-864-7600

MAPS provides confidential Portuguese-language sexual assault and domestic violence services, Monday-Friday, 9:00 a.m.- 5:00 p.m.

## **The Network/La Red (TNLR)**

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Hotline: 617-742-4911; TTY: 617-227-4911

TNLR's English/Spanish hotline provides confidential support, information, safety planning, and referrals to anyone who has experienced LGBTQ/T partner abuse as well as folks in the SM/kink and polyamorous communities who are being abused or have been abused by a partner. TNLR also offers information and support to friends, family, or co-workers concerning domestic violence in LGBTQ/T communities.

## **REACH Beyond Domestic Violence**

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Hotline: 800-899-4000

The hotline staff is trained to provide supportive and confidential services in English and Spanish 24/7 all year, to those concerned about their relationships or concerned about a friend or family member. Hotline advocates listen, provide general information about dating and domestic violence, help create personal safety plans, and connect callers with local resources.

## **RESPOND Inc.**

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Hotline: 617-623-5900

The RESPOND crisis hotline is available 24/7 all year. It provides emotional support, resource referrals, and information on legal options, statewide shelter availability, and community resources to anyone who has experienced domestic violence.

## **SafeLink Domestic Violence**

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Hotline: 1-877-785-2020; TTY: 1-877-521-2601 (both operated by Casa Myrna)

SafeLink is a statewide, 24/7 toll-free hotline for anyone in Massachusetts who is affected by domestic violence. Calls are free, confidential, and anonymous. SafeLink advocates are multilingual and have access to translation services for more than 130 languages.

## **Saheli Boston**

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Helpline: 1-866-4SAHELI (1-866-472-4354); info@saheliboston.org

Saheli provides language-specific information and support services for South Asian women who have experienced domestic violence. Callers to Saheli's helpline will receive a response within 24 hours.

## **loveisrespect.org**

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Hotline: 1-866-331-9474; text: "loveis" to 22522; live chat: loveisrespect.org

Whether through an IM-style chat, the phone service, or via text messaging, trained peer advocates are available 24/7 to provide anonymous and free education, support, and advocacy to teens and 20-somethings who have questions or concerns about their dating relationships.

## **National Domestic Violence Hotline**

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Hotline: 1-800-799-SAFE (7233); TTY: 1-800-787-3224; live chat: thehotline.org

The National Domestic Violence Hotline is a 24/7 toll-free hotline for anyone affected by domestic violence. It also offers live chat services via its website every day from 7:00 am to 2:00 am Central Time. Assistance is available in English and Spanish with access to more than 170 additional languages.

## **Transition House**

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Hotline: 617-661-7203; info@transitionhouse.org

Transition House provides emergency shelter, transitional, and supported housing and youth prevention education to the Cambridge community. Transition House operates a confidential, 24-hour crisis line.

## **Hispanic Black Gay Coalition**

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617-487-4241; info@HBGC-Boston.org

Hispanic Black Gay Coalition (HBGC) is dedicated to the needs of the Black, Hispanic and Latin@ LGBTQ community.

## **Refugee and Immigration Assistance Center (RIAC), Boston**

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Address: 31 Heath Street, 3rd Floor, Jamaica Plain; Phone: 617-238-2430; riac@riacboston.org

RIAC is authorized by the Board of Immigration Appeals to provide immigration legal services. RIAC offers comprehensive, professional, and confidential immigration services for low- and moderate-income immigrants.

## **Immigration Equality**

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Legal Emergency National Hotline: 212-714-2904 (open weekdays)

Immigration Equality provides legal services to lesbian, gay, bisexual, transgender, and HIV-positive concerning immigration rights issues.

## **Victim Rights Law Center (VRLC)**

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Address: 115 Broad Street, 3rd Floor, Boston; Phone: 617-399-6720, ext. 19

VRLC represents sexual assault victims within the civil context. Through a model of community collaboration, VRLC has created a network of allies—medical providers, counselors, lawyers, and others—dedicated to improving legal services for rape victims.

## **GLBTQ Legal Advocates and Defenders (GLAD)**

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