

RESPONDING TO RACIST INCIDENTS

– Quick Staff Guide

STEPS	WHAT TO DO / SAY:	INFORMATION / RESOURCES
1. Listen	<p>Be present and listen fully. Acknowledge the experience; don't minimize it.</p> <p><i>"I'm really sorry this happened. It's not okay, and we take it seriously."</i></p>	<ul style="list-style-type: none"> Racism is never acceptable. Don't dismiss it. Avoid phrases such as: "that's just teenagers." or "there's nothing anyone can do." NCI Support Hub article on Safety and Security
2. Connect to Support	<p>Ask the person if they would like information about support options.</p> <p>If yes, then provide information. <i>"You're not alone in this. There are supports we can help you access. Would you like information about supports at NCI and in Ireland?"</i></p> <p>If no, ask if there is anything that the person needs at this moment. Remind them that they can return to you or another NCI staff member in the future, if they change their mind or want to discuss further.</p>	<p>NCI:</p> <ul style="list-style-type: none"> Student Support Team: studentsupport@ncirl.ie International Support Team: internationalsupport@ncirl.ie Counselling & Wellness: counselling@ncirl.ie <p>Outside NCI:</p> <ul style="list-style-type: none"> Crime Victims Helpline: Freephone 116 006 or text 085 133 7711. Citizens Information: info on victims' rights, services. Compensation for Victims of Crime claims Samaritans (24/7 listening): Freephone 116 123 Free Legal Advice Centre (FLAC)
3. Encourage to Report	<p>Encourage making a report (offer help to do so). Reporting an incident documents experiences and ensures that it is less likely to happen again.</p> <p><i>"It is important to document racist incidents. There are several ways that you can do this. Would you like me to share the options and help you make a report?"</i></p>	<p>NCI:</p> <p>A complaint can be made within NCI using the below policies</p> <ul style="list-style-type: none"> Dignity at Work Policy (staff) Student Policy on the Prevention of Bullying and Harassment (student) <p>Outside of NCI</p> <ul style="list-style-type: none"> iReport.ie (INAR): confidential online reporting tool for racist incidents SpeakOut Tool (NCI): Anonymous reporting platform An Garda Síochána: for crimes/assaults
4. Wrap up	<p>For the student:</p> <p>Validate the importance of the person's wellbeing. Offer to answer or address any outstanding concerns. Encourage them to return to you or another NCI staff member in the future, if needed.</p> <p><i>"Your wellbeing is important. Do you have any other questions or concerns at the moment?"</i> <i>Please come back to me or another NCI staff member in the future, if it would help."</i></p>	<p>For you :</p> <p>Supporting others can be stressful. Please notice if/how the interaction has affected you and seek consultation or support as needed.</p>