



Support

- Stay with the victim to make sure they're okay. Listen if they would like to speak, if possible, provide support in the person's language of preference. Use calming words and gestures to acknowledge their feelings.
- Offer follow-up resources for reporting and/or recovering from the incident as appropriate. The Providing Care section of the *North Shore Racism Response Protocol* includes resources for further support and referrals.
- Encourage those impacted to connect with trusted family and friends afterwards, and take the time needed to recover.

4 S Model for Active Intervention in Racist Incidents & Scenarios



See

- Look around to assess the situation—can you help and stay relatively safe? Are there other people around who can also help? Is there a safe exit if needed?
- Make eye contact with the victim and other bystanders so they know you are there.
- Record the incident on your phone if appropriate, especially if other people are already helping (or if you don't feel safe helping directly).



Speak

- After making eye contact with the person being targeted, show solidarity and try to engage with them by saying something neutral to show you are there without escalating the situation, like "Do you know what time it is?" Remember to keep it brief, simple and use appropriate gestures to ensure understanding.
- Ask people around you for help.
- If there is no immediate danger, check-in with the victim to see if they want to contact a person of authority such as a manager, teacher, bus driver, police etc. and respect their decision.



Stop

- Briefly and directly speak out against the behaviour, not the person e.g. "That comment is racist, we don't tolerate that here" or "That behaviour is hurtful, please stop" (rather than "You are a racist").
- If the person doesn't stop or the situation escalates, try to safely leave the situation with the victim.
- If the offender is aggressive or you can't leave right away, create some safe distance by moving behind a table or chair, or put your hand up with the "stop" gesture to signal you don't want them to come closer.