

**TOWN OF WAYLAND - TOWN CLERK'S OFFICE**  
**NOTICE OF MEETINGS OF TOWN BOARDS/COMMITTEES/COMMISSIONS**  
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**NAME OF BOARD/COMMITTEE:** Human Rights, Diversity, Equity and Inclusion (HRDEI) Committee

**FILED BY:** Seath Crandall

**DATE OF MEETING:** Tuesday, June 21, 2022

**TIME OF MEETING:** 6:00 p.m.

**PLACE OF MEETING:** Wayland Town Building 41 Cochituate Rd – All-Remote

**\*Note:** *Items may not be discussed in the order listed or at the specific time estimated. Times are approximate.*

One may watch or may participate remotely with the meeting link that can be found at <https://www.wayland.ma.us/public-body-meeting-information-virtual-inperson-and-hybrid>

Pursuant to Chapter 20 of the Acts of 2021, this meeting will be conducted via remote participation. No in person attendance by members of the public will be permitted. This meeting may be recorded which will be made available to the public on WayCAM as soon after the meeting as is practicable.

**INDIGENOUS LAND ACKNOWLEDGMENT:** Today, as we begin, we would like to acknowledge the following Indigenous Peoples on whose traditional homelands we live, work and gather today: the Massachusett, the Nipmuc, the Wampanoag, and the Pawtucket; We acknowledge their ancestors, particularly Karto of the Massachusett tribe, who was steward of much of the land now encompassing Sudbury and Wayland when European settlers arrived to colonize this place in 1638. We seek to understand, acknowledge, and remember the painful, ongoing history of war, genocide, and forced removal of Indigenous peoples by European settlers. And we offer a living celebration of the Indigenous communities who are not just part of the past, but who continue to live and make new history here today. May we all commit to deepening our relationships with Indigenous communities and to being their allies in working for justice.

**AGENDA**

- |         |  |
|---------|--|
| 6:00 pm | 1. Call to Order   |
| 6:05 pm | 2. Public Comment  |
| 6:10 pm | 3. Discussion and possible vote to approve meeting minutes of May 18, 2022 |
| 6:20 pm | 4. Discussion re: Open Meeting Law   |
| 6:45 pm | 5. Discussion and possible vote re: community hotline                      |
| 7:45 pm | 6. Announcements   |
| 7:50pm  | 7. Topics not reasonably anticipated 48 hours in advance                   |
| 7:55 pm | 8. Next meeting date: Tuesday, July 19, 2022, from 6pm                     |
| 8:00 pm | 9. Adjourn   |

**TOWN OF WAYLAND HUMAN RIGHTS, DIVERSITY, EQUITY  
AND INCLUSION (HRDEI) COMMITTEE HOTLINE**

**I. HRDEI Committee Charge**

The HRDEI Committee (“Committee”) shall serve in an advisory capacity to the Select Board, and shall have the following charge and responsibilities:

*“...Serve as a portal for residents or visitors to make a report about concerns, complaints or questions of discrimination or unequal treatment of individuals within the Town of Wayland, so that victims and witnesses can feel safe and town officials can investigate such reports, concerns, complaints or questions. The Committee shall develop procedures for accepting and managing complaints, whether anonymous or named, and protecting the reputation of all parties involved as appropriate and legally required. While the Committee may report and render recommendations on certain issues involving the Town, the Committee does not have the authority to formally investigate complaints, the power to subpoena witnesses or take sworn testimony, or the power to adjudicate or mediate the resolution of disputes between individuals or entities.”*

**II. Public Records Law and Confidentiality**

As an advisory committee of the Select Board and public body, the Committee is subject to the Massachusetts Public Records Law and its regulations, which give individuals the right to access public records. Public records are broadly defined as “books, papers, maps, photographs, recorded tapes, financial statements, statistical tabulations, or other documentary materials or data, regardless of physical form or characteristics.” There are a few strict and narrowly defined exemptions providing a basis for withholding disclosure, in whole or in part, from a person making a public records request.

Within this legal framework, it is paramount to the Committee that the confidentiality, privacy and reputation of individuals coming forward to report concerns, questions or complaints be protected to the greatest extent possible. As such, the Committee will establish a phone hotline wherein callers may leave a name, phone number and brief message, or opt to proceed anonymously. No one will be denied assistance based on his/her/their preference to proceed anonymously, and the Committee will not solicit any information beyond what is necessary to determine the issue at hand and possible resources available. Further, the Committee will not utilize an intake form or other written tool to document interactions with callers.

**III. Hotline Message**

The Committee will set-up Google Voice or similar service that allow multiple hotline volunteers/devices to access the phone line and receive real-time alerts when callers leave a message. Volunteers will use only the assigned Google Voice phone number when making and returning calls and will refrain from using their personal phone numbers.

The following hotline message will be recorded:

*“You have reached the Wayland Human Rights, Diversity, Equity & Inclusion Committee’s hotline. If this is an emergency, please hang up and call 9-1-1. Please speak slowly and clearly to leave your name and telephone number. You may also leave a brief message as to the nature of your call. If you prefer to remain anonymous, please let us know and your information will be kept confidential. A member of the Committee will return your call within 48 hours, or as soon thereafter as possible. Please indicate whether it’s okay to leave a message at the number you provided, and the best time to reach you. Thank you and have a good day.”*

Callers will be able to leave a message 24 hours a day, 7 days a week and 365 days a year, either anonymously, or by indicating their names and phone numbers. A brief message as to the nature of the complaint may also be included if callers so desires. Once received, the Committee’s policy will be to return calls within 48 hours, or as soon thereafter as possible.

#### **IV. Hotline Volunteers**

Committee members will rotate the responsibility of checking hotline messages between monthly meetings, pursuant to the sample schedule outlined below.

July/August 2022 (Mei-Ling)

August/September 2022 (Isabel)

September/October 2022 (Jessica)

October/November 2022 (Karen)

November/December 2022 (Yauwu)

December/January 2023 (Heather)

January/February 2023 (Janot)

February/March 2023 (Steve)

March/April (Yamini)

April/May 2023 (Dovie)

#### **V. Intake Procedure**

In conducting phone intakes, hotline volunteers will introduce themselves as members of the Committee. They will focus on listening to callers in an empathetic manner, building trust, obtaining relevant information and identifying next steps.

As a preliminary matter, volunteers will inform callers that the Committee does not offer legal advice, and complaints will not be investigated nor adjudicated. Instead, the role of the Committee is to connect callers to general information, referral and/or options concerning their complaint.

Volunteers will focus on ascertaining the following things:

- (1) Whether the caller or incident is connected to Wayland;
- (2) The degree of privacy and confidentiality desired by the caller;
- (3) The general nature of the issue (i.e. discrimination in housing, education, employment, etc.);
- (4) The caller's desired outcome, if known; and
- (5) Any other assistance or steps the caller has pursued.

*MANDATED REPORTERS: If the assigned hotline volunteer is a mandated reporter, he/she/they will disclose this fact to the caller prior to conducting the intake, explaining that Massachusetts law requires him/her/they to make a report when, in the volunteer's professional judgment, there is reasonable cause to believe that a child is experiencing abuse or neglect. The volunteer will further inform the caller of the opportunity to speak to a different volunteer who is not a mandated reporter. If the caller elects to speak to a different volunteer, the intake will immediately cease and the matter will be referred to another volunteer for follow-up. No one will be denied assistance for opting to speak to a different person on this basis.*

#### **A. Follow-Up/Referrals**

When the initial phone intake concludes, hotline volunteers will inform callers of next steps and follow-through. Volunteers will utilize the HRDEI Committee's Community Resource Guide to identify agencies or providers that can potentially help in the area of housing, domestic violence, food, safety, unemployment, disability, LGBTQ, legal, etc. Other guides and resources, of course, may be consulted depending on the nature of the issue.

A designated point person will be available to supervise the hotline, provide guidance and trouble-shoot, if needed. The point person may be changed from time to time.

#### **B. Closing Intakes**

The Committee's goal is to provide prompt and brief service to callers within the scope of its charge. Steps will be taken to provide swift resolution of matters, and when services are complete, callers will be expressly informed that no further action will be taken. If the caller needs further assistance in the future, however, he/she/they may access the hotline again. Thereafter, the matter will be closed.

#### **C. Reporting Procedures**

It is the responsibility of hotline volunteers to make oral reports to the full Committee at its regularly scheduled monthly meetings, being careful not to divulge any personal or identifying details, such as name, address, phone number, etc. An example of a verbal report is as follows:

*"In the last month we received one call concerning a Wayland resident who reported experiencing racial discrimination at work. The caller was referred to the Massachusetts Commission Against*

*Discrimination and MetroWest Legal Services for further assistance. The caller was also provided a copy of the Community Resource Guide.”*

Oral reports will be reflected in the meeting minutes as well as on the Town’s Waycam video. General data will also become part of the Committee’s annual report. No other record will be kept by the Committee.

**D. Training**

Committee members serving as hotline volunteers will familiarize themselves with the intake procedures described herein prior to operating the phone hotline. If they have additional questions, they are encouraged to connect with the designated point person/hotline supervisor.

**VI. Press Release**

The Committee has prepared a press release to notify the public of the phone hotline. The press release will be disseminated widely (i.e. Wayland Patch, social media, local list-serves, public library, etc.

## Wayland Community Incident Reporting Hotline (DRAFT)

### **Voicemail Message (Other languages)**

"You have reached the Wayland Human Rights, Diversity, Equity & Inclusion Committee. If this is an emergency, please call 911. We welcome your call and look forward to assisting you. Please speak slowly and clearly to leave your name, telephone number and the best or safest time to reach you. You may also leave a brief message as to the nature of your call. If you prefer to be anonymous, please let us know. Your information will be kept confidential. A member of our committee will return your call within 48 hours. Thank you."

### **HRDEIC Community Phone Line Charge**

The HRDEIC Phone line is a resource for the community, a way for residents to report incidents and seek help. Responders will act as liaisons connecting reporting individuals with previously designated point persons in the Town of Wayland, Wayland Public Schools, and Wayland Police Department. Responders will also listen empathetically, collect information, and will suggest resources (from the HRDEIC Resource Guide), as needed.

### **HRDEIC Procedure for Collecting and Addressing Incident Reports**

The HRDEIC will receive incident reports via phone/voicemail, online, or email, and will respond within 2 days.

Confidentiality: There will be a limited number of trained individuals, who would have access to the hotline Voice Mail and the information relayed, including trained HRDEIC members, and the previously designated point person for the Town/School/Police Department. The responders will be in charge to respond to the members of the public who reach out, regardless of the method of communication.

If the first contact is through voicemail, the responder will write down all details, including when it is safe to call. She/he will call the reporting person back and gather details about the situation and the desired steps and outcomes, the degree of privacy/confidentiality, and desired help and resources.

How to introduce ourselves: I am a member of the HRDEIC, I have received your message, how can I assist you?

The very first step will be to determine the degree of confidentiality and privacy desired. We will inform them that we would need to report any suspected child abuse/neglect, threats to self-harm, or threats to harm others.

These details will determine the next steps for the HRDEIC. The responder will also suggest any relevant resources from the resource guide, noting that suggestions are not endorsements of any particular services. The responder will note that the HRDEIC does not offer legal advice, mediation services, or investigation.

If the situation is ongoing, the responder will suggest that the reporting person continue documenting occurrences and keep the notes in a safe place.

The HRDEIC responder should encourage the reporting person to contact us again if further assistance is needed.

The HRDEIC responder will write down all the details to compile a report, and if needed, forward the information to the designated point person within the Town, schools, or law enforcement. The HRDEIC responder may want to call the designated point person, depending on the urgency and gravity of the situation. The designated point person will contact the reporting individual to discuss any decisions and actions before taking them.

### **Follow up**

Within one month of the incident report, an HRDEIC responder will follow up with the reporting person, and note down any steps taken, progress made, and remaining needs. This will close the report. If the case is still open when the responder shift changes, the responder must inform the next one.

### **Special Cases**

In certain cases, such as if the incident involves human rights or DEI violations, the HRDEIC may provide recommendations directly to the Select Board.

We should permit reporting of witnessed cases of discrimination or mistreatment. We will encourage the witness to ask the victim to make a report. Unless it involves imminent danger or child neglect/abuse, we will not take action on secondhand reports, but will include these reports in our data.

## **Trainings**

It is extremely important for responders to receive training on communicating with individuals who have experienced trauma. Before gathering all the details needed, the individual should be encouraged to speak freely and share their experience. Often, they may need to talk it over to be able to understand it more clearly themselves. It is particularly important to listen compassionately, to understand that they know their situation best, and not to tell them how to feel or what to do.

Recommended:

Trauma-informed Training

Responder Training

Cultural Sensitivity/Competency Training

Suggest that all members of the HRDEI Committee take these trainings, whether or not they serve as responders. Funding for the trainings will likely be needed.

Pilot Phase: Ingrid and Mei-Ling will staff the hotline. Initially we will have one-month shifts. This may change depending on volume.

Phase II: Any members of the HRDEIC who have been trained, can volunteer to staff the hotline. We also suggest recruiting individuals from the community who are already mandated reporters or trained as responders, such as social workers, mental health clinicians, crisis counselors, who would be willing to volunteer to staff the hotline as needed.

## **Procedures for Data Collection**

- A spreadsheet/database will be created, recording types of incidents, primary/witnessed/anonymous reports, resolutions, the gender/race/ethnicity etc. of the individual affected, and the perceived reason for the discrimination/mistreatment. The responder must enter the data into the database. If there is still a need for follow up, when the responder's shift ends, they must inform the next responder.

The Town should create an account for the database, such as through Qualtrix, and provide access to the HRDEIC members staffing the hotline.



- The responder/s will report the data at the monthly meeting, sharing a general description without any identifying details. The members may discuss steps to educate the community or may make recommendations.

We may need funding for evaluation of the data, depending on the volume of reports.

### **Promotion of the Hotline**

We should select a date for the launch after obtaining final approval from the Select Board and the Acting Town Administrator.

Collaborate with those who are working on Media (Steve, Yamini (?)) to promote the launch of the line, including having someone call to reserve public bulletin boards, and to figure out costs. We will also need a poster/flyer. We need everyone in the community to know that this hotline exists.

Promote line on the Wayland Town Website, HRDEIC Social Media and Wayland social media pages, Town Crier, Wayland Patch, school listserv emails, through the Wayland Free Public Library, and other Wayland entities and nonprofits. We need other members to volunteer to put together a list of groups and organizations and to send them the flyers.

**Wayland Human Rights, Diversity, Equity & Inclusion Committee**  
**Meeting Minutes | Wednesday, May 18, 2022, 6:00-8:30**

**Members present via Zoom:** Steve Wynne (meeting chair), Karen Blumenfeld, Mei-Ling Ellerman, Dovie King, Janot Mendler de Suarez, Ingrid Pacios, Heather Plneault (taking notes), Yamini Ranjan, Jessica Schendel, Yauwu Tang and Isabel Xue. John Bugbee (town staff). Not present: Kylie Byrne, Adrienne Correia and Isabella Donovan.

- 1. Call to Order:** 6:03 Steve Wynne verified a quorum by roll call. Yamini read the introductory statement and Indigenous Land Acknowledgement.
- 2. Public Comment:** 6:07 Mary Ann Borkowski spoke regarding recent mass shootings with the hope that HRDEIC could respond in some way.
- 3. Speaker Session:** 6:10 Superintendent of Schools, Dr. Omar Easy and Director of Diversity, Equity and Belonging, Caroline Han, joined the HRDEIC for a conversation about their work in the schools. Dr. Easy and Ms. Han described their roles in the schools and shared some work that they have been doing. They responded to questions from the group regarding the following topics:
  - a. The work of the Task force on Healthy Relationships
  - b. A proposal from students at the HS to create a new course focused on race and equity
  - c. Trauma based responses and training
  - d. Possible collaboration between the schools and the HRDEIC
  - e. Ways to encourage a world view and perspective for our students
  - f. Wayland Community Festival scheduled for this spring or fall
  - g. The proposed incident hotline
- 4. Discussion and possible vote of new chair, vice chair and clerk:** 7:11
  - a. Several possible nominations were discussed. Mei-Ling nominated Dovie for vice chair and Steve seconded the nomination. Mei-Ling nominated Yamini as chair and Janot seconded. Steve nominated himself as clerk and this was seconded by both Dovie and Jessica. Heather made a motion to accept the slate as nominated and Karen seconded the motion. The motion passed unanimously by roll call vote.
  - b. Discussion regarding the different roles and responsibilities.
  - c. Adam Gutbezahl of the Selectboard joined the meeting at 7:27.
- 5. Discussion and possible vote on new HRDEIC meeting dates and times.** 7:31 The committee discussed meeting dates and times and also debated having occasional special deliberations regarding specific topics, trying to respond quickly to specific incidents and whether to meet more often or just have ad hoc meetings as needed. Karen moved to set the meeting schedule as the third Tuesday of the month from 6-8:30, but withdrew her motion upon advice from Adam in order to retain flexibility. Steve found it was the consensus of the group to meet at this time beginning in June.
- 6. Discussion and possible vote to approve meeting minutes from April 20, 2022.** 7:42 Dovie moved to approve the minutes and Steve seconded the motion. Minutes approved unanimously by roll call vote.

**Wayland Human Rights, Diversity, Equity & Inclusion Committee**  
**Meeting Minutes | Wednesday, May 18, 2022, 6:00-8:30**

- 7. Discussion of community hotline, incident intake/response procedures.** 7:44 Ingrid and Mei-Ling presented their recommendations for how to move forward with the community hotline. The committee members asked numerous questions on many aspects of the hotline, including but not limited to questions about procedures, confidentiality, data use, promotion, and the need for more conversation. The feeling of many was the need to review materials and discuss in greater detail as a sole agenda item at a meeting in the near future.

**7.5** 8:31 -Adam informed the committee that the selectboard is ready to make non-voting members voting members. He would like to have the committee report to the SB quarterly. 8:33 - Adam and Isabel left the meeting.
- 8. Discussion of Cultural Holidays, HRDEIC recognition** 8:33 The chair, Steve, asked to table this agenda item for a future meeting. As announcements, he stated:

  - a. The AAPI statement had been approved and was ready to be posted. Steve will send it to the town and post to the HRDEIC Facebook page.
  - b. The pride board graphics had been previously approved.
  - c. The Ukraine statement was published today on the town website and Facebook page.
- 9. Discussion and possible vote to prepare a statement regarding the upcoming Supreme Court decision on the 1973 case Roe v. Wade and the 1992 case upholding it Planned Parenthood v. Casey.** This item was tabled for a future time.
- 10. Discussion of use of Special meetings to allow for more in-depth discussion of selected topics.** This agenda item was discussed during item #5.
- 11. Discussion of strategies for planning annual special events.** This item was tabled for a future time.
- 12. Topics not reasonably anticipated 48 hours in advance.** None.
- 13. Announcements.** None.
- 14. Adjournment** 8:37 Dovie moved to adjourn. Steve seconded the motion. The motion was approved by unanimous roll call vote. The next meeting will take place on June 21, 2022 ,at 6pm.