



# WE ALL PLAY A ROLE

in creating safe public space by supporting each other when we're harassed. That's what bystander intervention is all about.

## A LOT OF DIFFERENT THINGS COUNT AS HARASSMENT...

- Intimidating looks and staring
- Comments about appearance
- Vulgar gestures, whistling, and making kissing noises
- Following someone
- Racist, xenophobic, homophobic, sexist, and transphobic slurs

**WE ALL HAVE THE RIGHT TO BE SAFE IN PUBLIC SPACE.** But that's not how everyone experiences it.

- Public exposure and masturbation
- Grabbing, touching, and groping
- Defacing public spaces

## HARASSMENT CAN ESCALATE INTO VIOLENCE

## HARASSMENT CAN HAPPEN ANYWHERE...

- Near schools, playgrounds, and campuses\*
- On buses, trains, and planes
- In stores and other places of business
- On sidewalks and streets, and in parks

- At sports events, festivals, and concerts
- Online
- Near workplaces\*

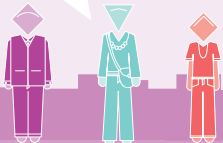
\*Special laws cover harassment at school and work, but they aren't addressed here.



# PEOPLE EXPERIENCE PUBLIC SPACE DIFFERENTLY

**OUR IDENTITIES**—who we are and how others see us—impact our safety in public space and how we experience harassment.

What are your identities?



How do they affect how you move through public space?



Have you experienced harassment before?



Do you identify as female or gender nonconforming?



Do you identify as LGBTQ+?

Are you a person of color?



Are you from an immigrant family?



Do you have a visual or hearing impairment? Do you have a disability?



## WHAT IS PRIVILEGE?

Privilege is a set of unearned benefits and power maintained by a group in society. It extends to all parts of identity—race and ethnicity, gender identity and expression, class, language, ability, religion, and many others. Your privilege—and your vulnerability—can change depending on the situation you're in. In some spaces, your privilege gives you more power than others. That means you might be able to help in a way others can't.

**But remember: Bystander intervention isn't about being a hero!**

# COMMON REASONS PEOPLE DON'T TAKE ACTION

## “NOBODY ELSE IS DOING ANYTHING.”

This kind of thinking is called the “bystander effect” and it allows a whole crowd to wait for someone else to act. It takes courage to be the first to do something.

## “I’M AFRAID I’LL MAKE THINGS WORSE.”

You can pick a less direct action, like asking someone else to help.

## “IT’S HARMLESS, RIGHT?”

Verbal harassment makes targets feel uncomfortable and threatened, and can escalate to physical violence.

## “IT’S A CULTURAL THING.”

Harassment is a product of racism, sexism, homophobia, and xenophobia—not the product of any one culture or identity.

## “I CAN’T MAKE A DIFFERENCE.”

Your actions can discourage the harasser, support the target, and help prevent future harassment.

## “IT’S NOT MY PROBLEM.”

Even if you’ve never been a target, a friend or loved one probably has been. Harassment hurts everyone.

## TIPS FOR MOVING TO ACTION

The first step to being helpful is paying attention to what’s going on around you. If it’s hard to tell what’s happening, focus on the person targeted. Do they look uncomfortable? Are they trying to move away? Look up from your phone and take out your earbuds to be a good observer.

Turn the page for tips on becoming a good bystander.



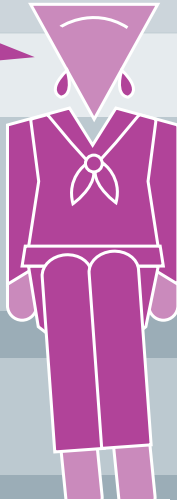
THE 5 D<sub>s</sub> OF BYSTANDER INTERVENTION

# DISTRACT

Take an indirect approach to de-escalate the situation.

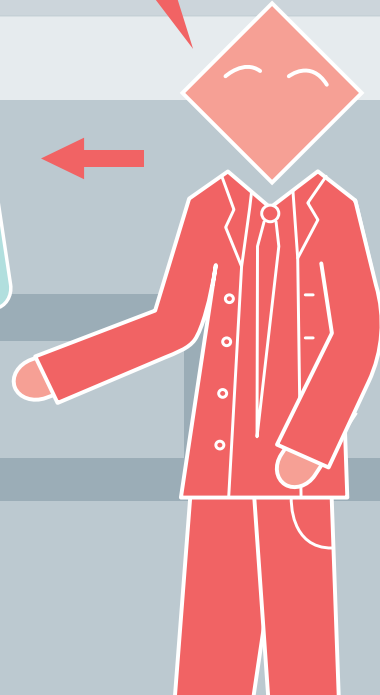
**SAY:**

Excuse me, do you know what the next stop is?



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Start a conversation with the target or find another way to draw attention away from them. Ask them for directions or the time, or drop something.

THE 5 Ds OF BYSTANDER INTERVENTION

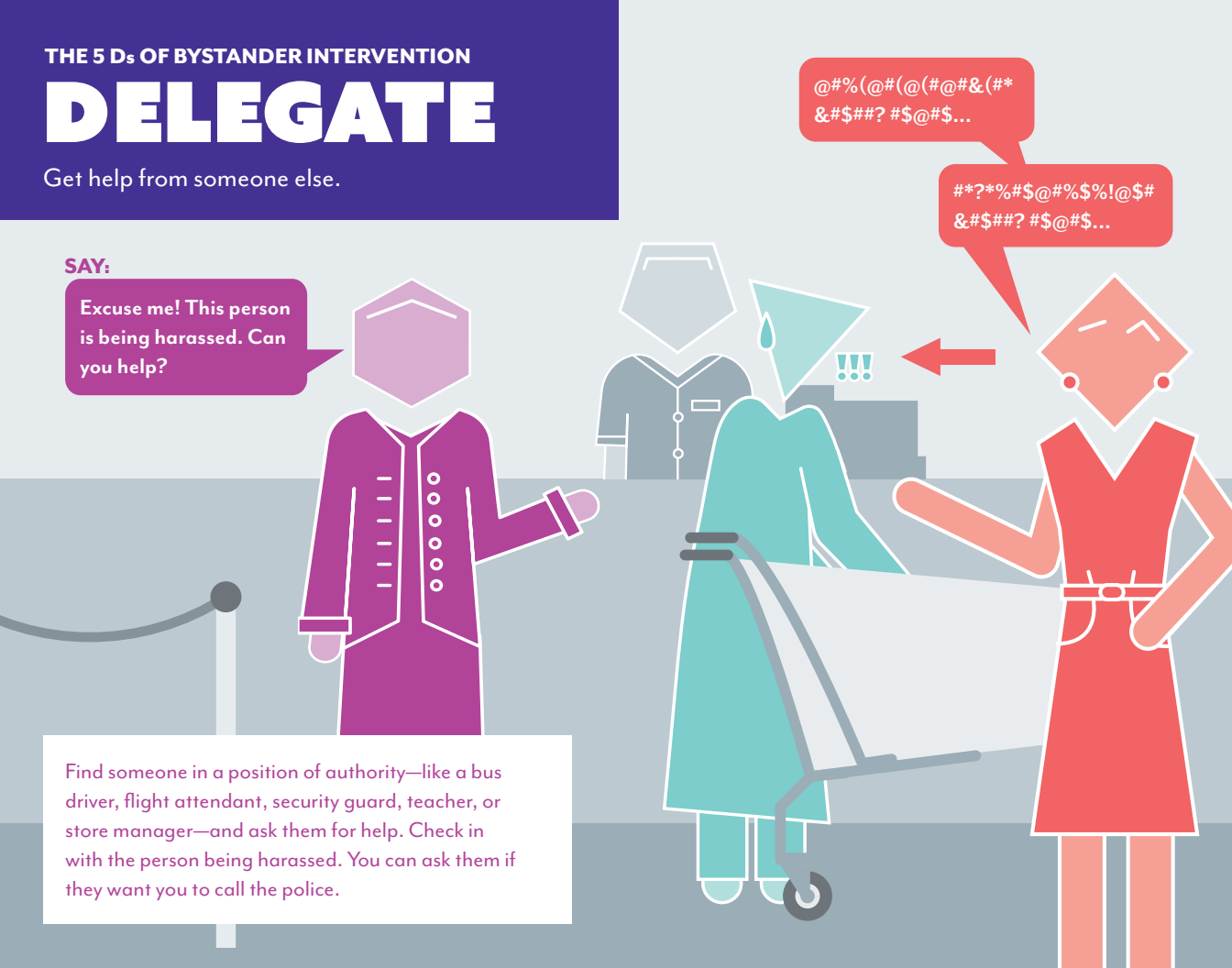
# DELEGATE

Get help from someone else.

**SAY:**

Excuse me! This person is being harassed. Can you help?

Find someone in a position of authority—like a bus driver, flight attendant, security guard, teacher, or store manager—and ask them for help. Check in with the person being harassed. You can ask them if they want you to call the police.



THE 5 D<sub>s</sub> OF BYSTANDER INTERVENTION

# DELAY

After the incident is over, check in with the person who was harassed.

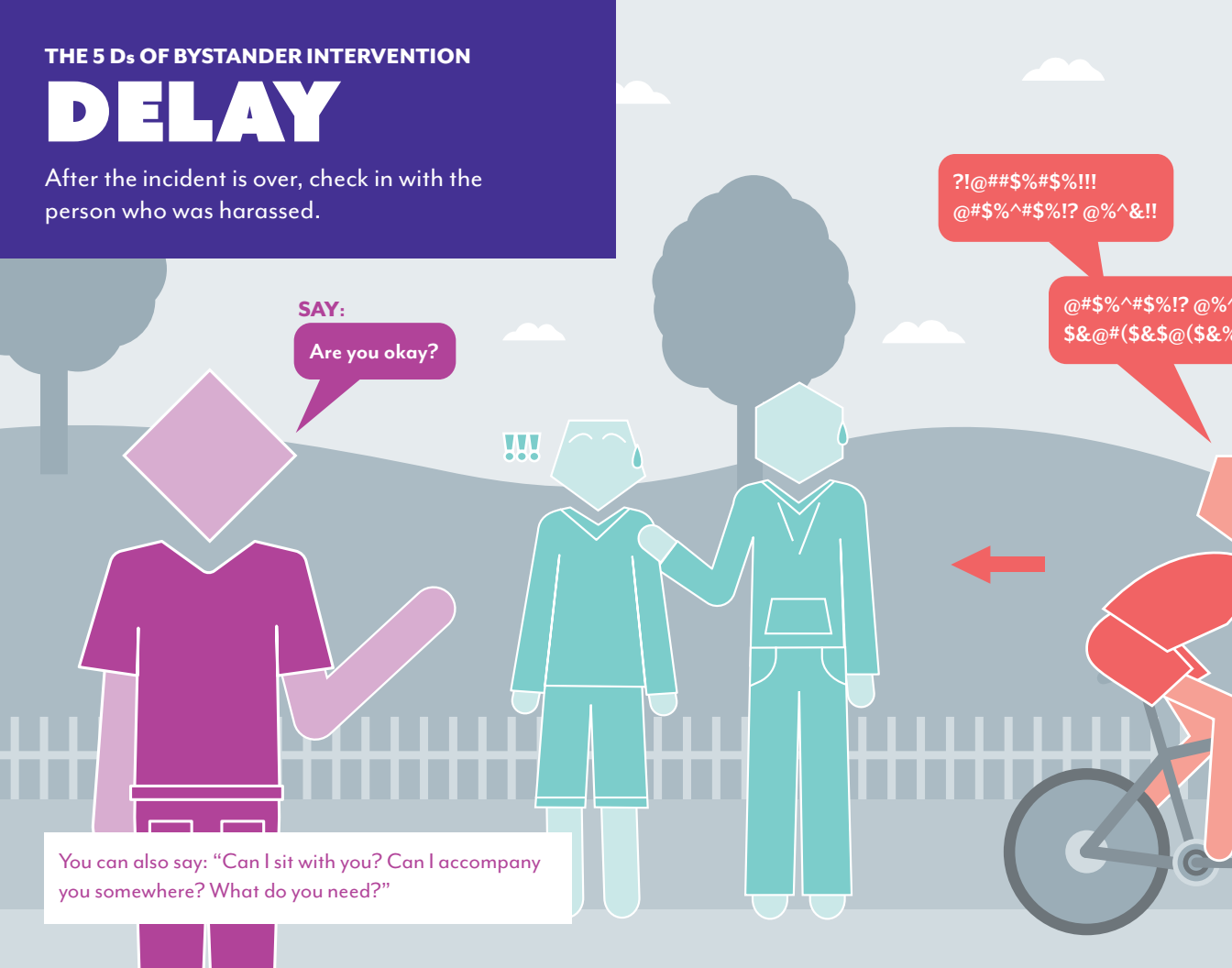
SAY:  
Are you okay?

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You can also say: "Can I sit with you? Can I accompany you somewhere? What do you need?"



## THE 5 D<sub>s</sub> OF BYSTANDER INTERVENTION

# DIRECT

Assess your safety first. Speak up about the harassment. Be firm and clear.

**SAY:**

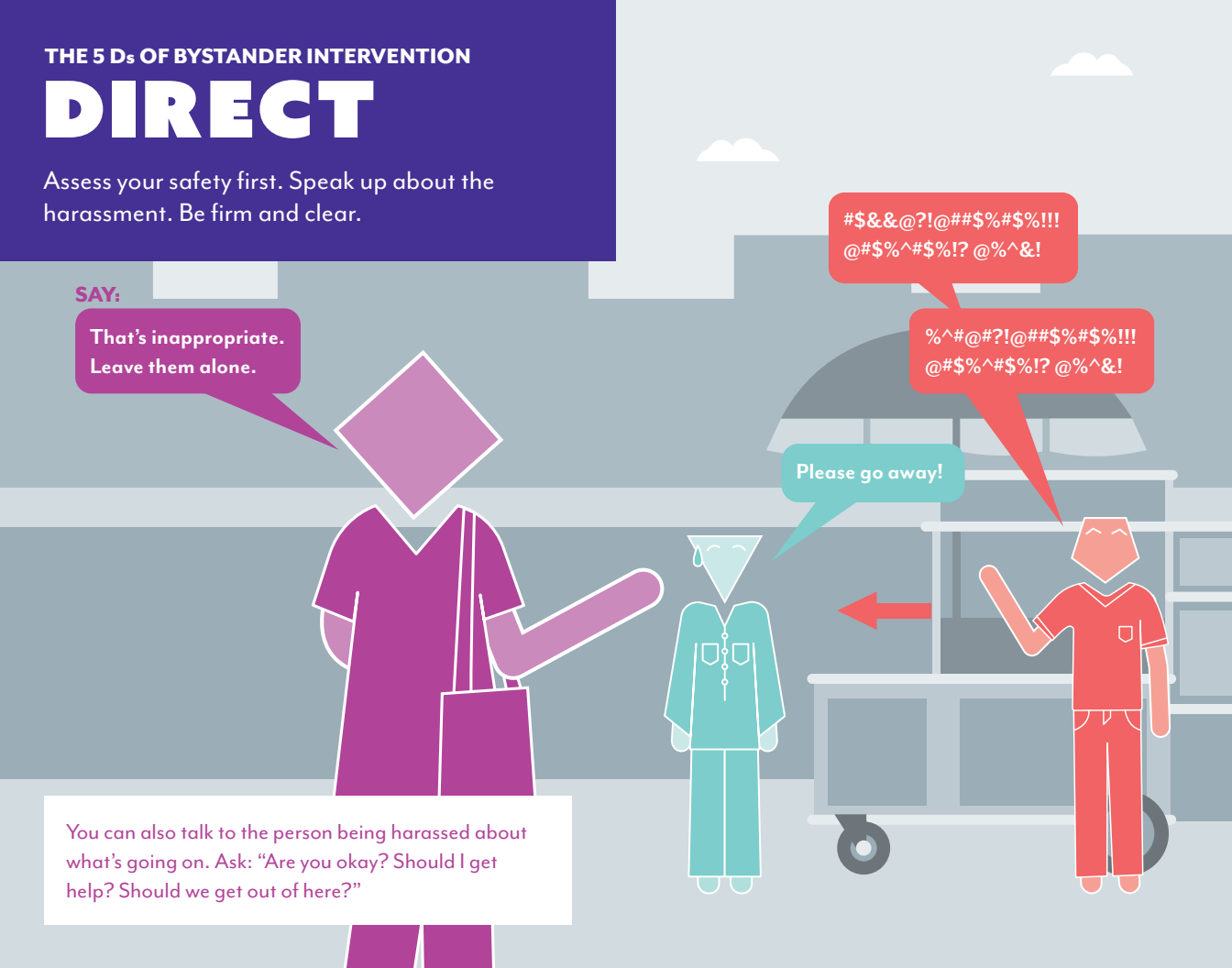
That's inappropriate.  
Leave them alone.

You can also talk to the person being harassed about what's going on. Ask: "Are you okay? Should I get help? Should we get out of here?"

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Please go away!





## THE 5 Ds OF BYSTANDER INTERVENTION

# DOCUMENT

It can be helpful for the target to have a video of the incident. Laws about recording in public vary, so check local laws first.

*Is anyone helping the person being harassed? If no, use one of the other 4 Ds to help them.*

*Only document the situation if it's safe.*

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### TIPS FOR DOCUMENTING PUBLIC HARASSMENT

- Keep a safe distance.
- Film street signs or other landmarks that help identify the location.
- Say the day and time.

**ALWAYS** ask the person targeted what they want to do with the footage. **NEVER** post it online or use it without their permission.

Keep your attention on the person being harassed—**make sure anything you do is focused on supporting them.**

# SHARING YOUR STORY AS A BYSTANDER...



Helps build a network of support by reminding others they're not alone

Gives other people and organizations important info on where and how harassment is happening



Amplifies the stories of targets and bystanders

Helps make harassment visible



Share your story and read other people's stories at [ihollaback.org](http://ihollaback.org) or download the Hollaback! app for your iPhone or Android. For more resources—including info on what do if you're harassed—visit [ihollaback.org](http://ihollaback.org).

This project was produced through **Public Access Design**, a program of the **Center for Urban Pedagogy (CUP)**. Public Access Design projects use design to make complex urban issues accessible to the people most affected by them. [publicaccessdesign.org](http://publicaccessdesign.org)

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## The Center for Urban Pedagogy (CUP)

is a nonprofit that uses the power of design and art to increase meaningful civic engagement. [welcometoCUP.org](http://welcometoCUP.org)

**Hollaback!** is a global, people-powered movement to end harassment. We work together to understand the problem, ignite public conversations, and develop innovative strategies that ensure equal access to public spaces. [ihollaback.org](http://ihollaback.org)

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# WE ALL PLAY A ROLE IN MAKING PUBLIC SPACE SAFE.

Together, we can end hate and harassment!

