SHOW UP

YOUR GUIDE TO Bystander Intervention

PUBLIC ACCESS DESIGN
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

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

HARASSMENT CAN HAPPEN ANYWHERE...

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

*Special laws cover harassment at school and work, but they aren’t addressed here.
**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+?

**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!
“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.

“IT’S NOT MY PROBLEM.”
Even if you’ve never been a target, a friend or loved one probably has been. Harassment hurts everyone.

“I CAN’T MAKE A DIFFERENCE.”
Your actions can discourage the harasser, support the target, and help prevent future harassment.

“I’M AFRAID I’LL MAKE THINGS WORSE.”
You can pick a less direct action, like asking someone else to help.

“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.

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 Ds OF BYSTANDER INTERVENTION

DISTRACT

Take an indirect approach to de-escalate the situation.

SAY:

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

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

SAY:
Are you okay?

You can also say: “Can I sit with you? Can I accompany you somewhere? What do you need?”
Assess your safety first. Speak up about the harassment. Be firm and clear.

**THE 5 Ds OF BYSTANDER INTERVENTION**

**DIRECT**

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?”
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.

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.
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CUP
Ingrid Haftel

Hollaback!
Debjani Roy, Leah Entenmann, and Agunda Okeyo

Designer
Leah Garlock

The Center for Urban Pedagogy (CUP) is a nonprofit that uses the power of design and art to increase meaningful civic engagement. 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

Leah Garlock is a visual and interactive designer, with an insatiable curiosity for cultures, people, and big ideas. leahgarlock.com

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Share your story and read other people's stories at 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.
WE ALL PLAY A ROLE IN MAKING PUBLIC SPACE SAFE.
Together, we can end hate and harassment!