



The Commitment (CIECC)

Section I: Encouraging Shared Community Values

Hayward is a compassionate City that celebrates the diversity of its Community and honors difference regardless of political affiliation, economic status, place of origin, immigration status, religion, age, race, ethnicity, gender, gender identity, sexual orientation, physical ability or other personal characteristics. While it is not possible to legislate attitudes and behaviors that build community in Hayward, there are actions that can be taken to reduce tensions, foster respect of human and civil rights between people of differing backgrounds, and improve relationships.

Part	Action Item	Responsible Department	Policy References	Timeline	November 2018 Progress & Updates
A.1 - Working with Other Public Agencies Serving the Hayward Community	A.1.1 - The City of Hayward will continue to participate in the Hayward Local Agencies Committee (HLAC) – with the Hayward Unified School District (HUSD) and Hayward Area Recreation and Park District (HARD). The City will propose multi-agency sponsorship and coordination of activities and events designed to increase the awareness of, and celebrate, the various cultures and customs represented in the Hayward Community.	City Manager's Office	City of Hayward Strategic Initiatives ¹	Ongoing	<p>Progress: Staff presented the Commitment, focusing on action items related to HARD, HUSD, and all three agencies together, at the March 2018 HLAC meeting. Staff will continue to suggest opportunities for collaboration around multicultural events.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p> <p>Related Action Items: A.2.1, A.3.1, A.3.3</p>
A.2 - Working with Community-based Organizations and Organized Community Groups	A.2.1 - The City of Hayward will sponsor, co-sponsor, or otherwise support community events designed to encourage inclusion, increase cultural and religious awareness, and celebrate diversity in the Hayward community.	City Manager's Office	<p>Complete Communities</p> <p>Goal 1: Objs: 1, 2, 3, 4, 5</p> <p>Tennyson Corridor</p> <p>Goal 1: Obj. 1 Goal 4: Objs. 1, 2, 4</p>	Ongoing	<p>Progress: Ongoing. The City currently sponsors a number of community events designed to raise awareness of and celebrate diversity in Hayward; staff will continue to support these and work to identify others.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p> <p>Related Action Items: A.1.1, A.3.1, A.3.3</p>
	A.2.2 - This Commitment (CIECC) pursues a multi-pronged approach to ensure equitable access to information, activities, meetings, events, goods, services, and resources available in the Hayward Community – particularly for our underserved and most vulnerable community members. This includes efforts to make direct, intentional investments in historically disadvantaged neighborhoods. The City will lead an effort in concert with the Tennyson Corridor Improvement Area, Historical Society, California State University East Bay (CSUEB), Chabot College, and HARD resources to identify flexible spaces and locations throughout Hayward that would feature exhibits, performances, and speakers representing and honoring the different cultures in the Hayward community with the goal of broadening opportunities for participation and engagement.	City Manager's Office		City to draft initial inventory of available venues and events by November 2019	<p>Progress: Not yet started.</p> <p>Updates: Task Force members clarified that this list is intended to be both a community resource and a resource for the organizations who help create the list to hold events in more geographically diverse locations throughout Hayward.</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p>

¹ For more information, See Appendix, Page A-1 and A-2.



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Part	Action Item	Responsible Department	Policy References	Timeline	November 2018 Progress & Updates
A.3 - Outreach	<p>A.3.1 - The City of Hayward staff, local community-based organizations, and businesses:</p> <p>A. Will develop a calendar of events that reflects the cultural, religious, economic, ethnic, and geographic diversity of our community.</p> <p>B. Will attend local festivals, performances, cultural events, and community meetings to share the calendar and information about opportunities to gather, learn, and share in community.</p>	City Manager's Office	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities Goal 1: Obj: 1, 2, 3, 4, 5</p> <p>Tennyson Corridor Goal 1: Obj. 1 Goal 4: Obj. 1, 2, 4</p>		<p>Progress: A community calendar is now available from the front page of City of Hayward's website and at the link below:</p> <p style="text-align: center;">https://www.hayward-ca.gov/discover/community-calendar</p> <p>Updates: In addition to creating a community calendar, Community Task Force members suggested using the time before and immediately after City Council meetings to advertise community events on the screen in Council Chambers and via KHRT.</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p> <p>Related Action Items: A.1.1, A.2.1, A.3.3</p>
	<p>A.3.2 - The Community Taskforce will collaborate with City Staff to continue to encourage community members to attend, apply, and participate in Board and Commission meetings and report any concerns about issues impacting quality of life, honoring differences, access to opportunity in the Hayward community, as well as to share ideas and information on activities which are designed to foster a sense of belonging, inclusion, connectedness, and civic engagement.</p>	City Clerk's Office	<p>Complete Communities Goal 1: Obj: 1, 2, 4, 5</p>	Ongoing	<p>Progress: Ongoing</p> <p>Updates: None</p> <p>Additional Resource Needs: None</p>
	<p>A.3.3 - The Community Taskforce will collaborate with City Staff to continue to attend local festivals, performances, and other cultural events to share information about opportunities to gather, learn, and share in community.</p>	City Manager's Office with Community Partners	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities Goal 1: Obj: 1, 2, 3, 4, 5</p> <p>Tennyson Corridor Goal 1: Obj. 1 Goal 4: Obj. 1, 2, 4</p>	Ongoing	<p>Progress: Ongoing</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time; staff or volunteer time will be required to meet this objective going forward.</p> <p>Related Action Items: A.1.1, A.2.1, A.3.1</p>



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Part	Action Item	Responsible Department	Policy References	Timeline	November 2018 Progress & Updates
	A.3.4 - The Community Taskforce will collaborate with City Staff to continue to leverage existing programs, partnerships, festivals, and events as opportunities to celebrate Hayward's diversity and promote a sense of welcome and connectedness; for example, Neighborhood Partnership Program, Neighborhood Watch, National Night Out, and events at the Hayward Library.	City Manager's Office with Community Partners	Complete Communities Goal 1: Obj: 1, 2, 3, 4, 5	Ongoing	Progress: Ongoing Updates: None Additional Resource Needs: None
	A.3.5 - The City of Hayward will continue to collaborate with California State University East Bay on Book to Action, including on the recently applied for grant to support Book to Action: Immigration in 2017-2018. The \$5,000 budget proposal would provide funding for Spanish and English books for community distribution, interpreters for community events, program advertising, and food for community events.	City Manager's Office and Library and Community Services	Tennyson Corridor Goal 1: Obj. 1 Goal 4: Obj. 1, 2, 4 City of Hayward Strategic Initiatives ⁵	By September 2018	Progress: Complete Updates: None Additional Resource Needs: None at this time.
	A.3.6 - The Community Taskforce will collaborate with City Staff to continue to assist the City to develop a "This Is Hayward" toolkit/welcome package that will include lists of resources, newsletters, social media sites for new businesses and community members.	City Manager's Office	Complete Communities Goal 1: Obj: 5 Tennyson Corridor Goal 1: Obj. 1 Goal 2: Obj. 3 Goal 4: Obj. 3		Progress: Not yet started. Updates: Task Force members also suggested establishing a Community Ambassador program in which volunteers would attend City events to provide residents and community members with information about the Hayward community, events, and City services. Additional Resource Needs: None at this time; future resources needs could include funding for design work and printed materials and/or staff time to administer a Community Ambassador program.



The Commitment (CIECC)

Section II: Fostering Accessibility

Hayward is proud to be the third most diverse city in the nation and we continue to strive to make our city accessible and equitable for community members. This section, Strategies for Increasing Accessibility, focuses on our commitment to making Hayward an inclusive city.

The City of Hayward welcomes the multiple languages spoken here and our seniors, families, and individuals who choose to call Hayward home. It is imperative that we provide access to a variety of information and opportunities, including meetings, events, employment, and affordable housing for community members. We reaffirm our commitment to persons with disabilities to improve upon the standards set by the Americans with Disabilities Act (ADA) through ongoing assessment and evaluation.

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
B.1 - Improve Access and Inclusion to City Services and Information	B.1.1 - Make print, media, and web information accessible in top languages spoken by Hayward community members, including: <ul style="list-style-type: none"> ▪ City programs, services, and information (Website, Facebook, Twitter, Meetings, etc.) ▪ Attachments are provided in format that allow access for people using screen reading software ▪ Online forms such as smart forms ▪ City Promotional materials ▪ Contact options are provided via email and phone ▪ Public and community transportation information ▪ Page for How to apply for a job with the City of Hayward 	City Manager's Office	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Obj: 5 Tennyson Corridor Goal 1: Obj. 1 Goal 2: Obj. 3 Goal 4: Obj. 3	Ongoing	Progress: Ongoing Updates: None Additional Resource Needs: None at this time. Staff will continue to work to realign current resources to address this action item. Staff anticipates requesting additional budget in the FY20 budgeting process to cover translation costs for written materials. Related Action Items: D.2.1, D.2.2
	B.1.2 - Conduct city meetings, events, and programs in accessible and inclusive venues.	City Manager's Office	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Obj.: 5 Tennyson Corridor Goal 1: Obj. 1 Goal 2: Obj. 3 Goal 4: Obj. 3	Ongoing	Progress: Ongoing. The September City Council meeting Updates: None Additional Resource Needs: None at this time. Related Action Items: A.2.2, B.1.5



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Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
	B.1.3 - Ensure that there is affordable and accessible rental housing throughout the City of Hayward, including an evaluation of the effectiveness of the City's Affordable Housing Ordinance in general, and the Affordable Housing Impact Fee, in particular (Article 17, SEC. 10-17.400).	Library and Community Services	Complete Communities Goal 2: Objs.: 1,2,3,4	Ongoing	Progress: Ongoing. The City Council revisited and updated the Affordable Housing Ordinance on November 28, 2017, including an increase in feed for builders who do not include below-market rate units in new housing developments. On May 29, 2018, the City Council approved an 18-month moratorium on decontrolling rent-controlled units and introducing just cause protections. Staff is currently evaluating the administrative process of decontrolling units and will return to Council with recommendations. Updates: None Additional Resource Needs: None at this time.
	B.1.4 - Ensure that events held in the City of Hayward are affordable and accessible regardless of economic or familial status; consider requiring event sponsors to use "equity" tickets which discount or waive fees for eligible groups as one method to achieve this goal.	City Manager's Office	Complete Communities Goal 1: Objs: 1, 2, 3, 4, 5 Tennyson Corridor Goal 1: Obj. 1 Goal 4: Objs. 1, 2, 4	Ongoing	Progress: Ongoing – staff plans to integrate this item into new criteria for selecting which events to fund throughout the year. Updates: None Additional Resource Needs: None at this time.
	B.1.5 - Ensure events sponsored by the City of Hayward are held in various locations across the city for equitable access for all neighborhoods. (Ex. Events not just held in downtown Hayward)	City Manager's Office	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Objs: 1, 2, 3, 4, 5 Tennyson Corridor Goal 1: Obj. 1 Goal 4: Objs. 1, 2, 4	Ongoing	Progress: Ongoing – staff plans to integrate this item into new criteria for selecting which events to fund throughout the year. Updates: None Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources. Related Action Items: A.2.2, B.1.2



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Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
	B.1.6 - Ensure that when gathering data and collecting community input on any subject pertaining to the Hayward Community, a variety of neighborhoods will be targeted.	City Manager's Office	<p>Complete Communities Goal 1: Obj.: 5</p> <p>Tennyson Corridor Goal 1: Obj. 1 Goal 4: Obj. 3</p>	Ongoing	<p>Progress: This item is ongoing; however, staff mapped responses to the Hayward Listens survey and found that they were geographically diverse. When administering the upcoming Resident Satisfaction Survey, staff will work with the consultant to ensure that all Hayward neighborhoods are represented in the results.</p> <p>Updates: None</p> <p>Additional Resource Needs: None</p>
B.2 - Improve Access and Inclusion to Our Customer Contact and Community Engagement Processes	<p>B.2.1 - Ensure all new and existing customer service areas in the city buildings have the following:</p> <ul style="list-style-type: none"> ▪ Lower height of service counters to accommodate wheelchair accessibility ▪ Seating for people waiting in line for service ▪ Display information on counter cards or stickers to encourage customers to notify staff if they require assistance ▪ Signage to indicate the locations and availability of hearing loops 	Maintenance Services - Facilities		Ongoing	<p>Progress: Ongoing</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time.</p>
	<p>B.2.2 - Ensure that all design of new and existing administration buildings, traffic management and operations adhere to current standards for accessibility and best practice outcomes, where achievable, for the following elements:</p> <ul style="list-style-type: none"> ▪ Ramps ▪ Stairs ▪ Emergency exits ▪ Street furniture ▪ Pathways ▪ Pedestrian crosswalks (Update flashing pedestrian crosswalk, extend time, increase volume for crosswalk countdown, tactile ground surface indicators) ▪ Way-finding ▪ Lighting ▪ Communication systems (audio loops) ▪ Accessible parking ▪ Access to buildings ▪ Curb cuts 	Engineering & Transportation	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities Goal 1: Obj.: 5 SICC 1b2a SICS 1b2</p>	Ongoing	<p>Progress: Ongoing. As new City facilities are designed and built, they must comply with ADA design standards for accessibility.</p> <p>Updates: None.</p> <p>Additional Resource Needs: None at this time.</p>



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Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
	B.2.3. - Review all City administration buildings to ensure that all emergency information is appropriate and accessible for people with visual, physical, and auditory impairments and for people whose primary language is not English.	Maintenance Services - Facilities	City of Hayward Strategic Initiatives ⁵	By November 2019	<p>Progress: Not yet started.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time.</p>
	B.2.4 - Conduct an audit of all staff work locations to ensure that any employee who requires assistance in the event of an emergency has knowledge about and access to available resources for personal safety and understands the departmental evacuation plan.	Human Resources	Complete Communities Goal 1: Obj.: 5		<p>Progress: Not yet started.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time.</p>



The Commitment (CIECC)

Section III: Dismantling Illegal Forms of Discrimination

California law specifically forbids violence or threats of violence against “protected classes” or groups of people based on their race, color, religion, sex, ancestry, national origin, age, disability, sexual orientation, or political party. California law also states that it is illegal for someone to use force or threats of force to interfere with another’s rights under the United States or California constitutions – or other federal or state laws – because of one’s race, sex, color, religion, national origin, sex (including pregnancy, childbirth, and related medical conditions), disability (physical or mental), age (40 and older), marital status, -sexual orientation, gender identity and gender expression, AIDS/HIV, medical condition, political activities or affiliations, military or veterans status, or status as a victim of domestic violence, assault, or stalking. Federal and state laws also stipulate that it is illegal to discriminate against specified groups in the areas of education, housing, and employment. This section defines actions that the City will take to dismantle discrimination in Hayward, and to help individuals and groups who are subject to expressions of hate and/or experience discrimination that is against the law.

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
C.1 - Hate Violence and Civil Rights	C.1.1 - The City of Hayward will advocate through the state legislature for immigration status to be added as a protected class under state hate crime law.	City Manager’s Office	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Objs.: 1, 5	Ongoing	Progress: Ongoing Updates: None Additional Resource Needs: None
	C.1.2 - The City of Hayward shall develop a system to enhance coordination among, and develop protocol for, the various City departments who may receive complaints from community members who report to the City that they were subjected to expressions of hate in Hayward.	Hayward Police Department		Ongoing	Progress: Staff is working to develop an electronic tool to direct complaints and reports of discrimination to the appropriate reporting body and connect individuals reporting discrimination to the appropriate resources. This tool will be accessible by the Hayward community at large, City staff, and community organizations and partners so that the process can be easily accessed by all. The platform selected by staff keeps track of the number of times topics are accessed in the system, while keeping the identities of those using the system confidential. Updates: Task Force members emphasized the need to track the number of people seeking to report discrimination, whether or not the incident was to be reported to the City or another agency.
	C.1.3 - The City of Hayward shall develop strategies, in coordination with the Hayward Police Department (HPD), to facilitate the reporting of hate crimes by persons who are hesitant to make reports to HPD, with community agencies such as the National Association for the Advancement of Colored People (NAACP) and/or a City appointed Community Advisory Committee.	Hayward Police Department		Ongoing	Additional Resource Needs: \$1,000 annual service fee. Related Action Items: C.1.5, C.3.1, C.4.1, C.5.1
C.1 - Hate Violence and Civil Rights	C.1.4 - The City appointed Community Advisory Committee will inquire about the City’s policies and procedures with regards to receiving and responding to complaints about reported acts of discrimination by City employees towards the public, to determine if these are adequate, and to make recommendations for improvements if needed. The policies of departments with personnel who are granted powers of authority, such as police officers, fire fighters, inspectors, etc. will be particularly reviewed to determine if adequate steps are being taken to ensure that this power is not abused.	Human Resources	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Objs.: 1, 5SICC 1e3a SICC 1a3 SITT 2c2	By July 2018	Progress: Not yet started. Updates: Task Force members emphasized that this item addresses the need for transparency around complaint, investigation, and disciplinary processes since the outcomes of individual personnel matters are confidential and cannot be made public. Additional Resource Needs: None
	C.1.5 - A coordinated system shall be established, involving appropriate City Departments and other community organizations, for assisting victims of hate crimes. City officials and community agency representatives will provide referral resources for assisting victims of hate crimes. Finally, the referral information will be made available to the public.	Hayward Police Department		By July 2018	See C.1.2/C.1.3 Related Action Items: C.1.5, C.3.1, C.4.1, C.5.1



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Section III: Dismantling Illegal Forms of Discrimination

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
	C.1.6 - The City of Hayward shall coordinate efforts with community organizations and neighborhood groups, including Neighborhood Watch groups and Homeowner Associations, to address hate crime issues occurring in the community.	Hayward Police Department		By July 2018	<p>Progress: Not yet started.</p> <p>Updates: None</p> <p>Additional Resource Needs: None</p>
	C.1.7 - The City of Hayward will continue to participate with other organizations and other cities in the Bay Area, to keep apprised of anti-discrimination activities being conducted in other communities, and to update the Commitment (CIECC).	City Manager's Office		Ongoing	<p>Progress: Ongoing. The City has joined the Government Alliance on Race and Equity, a community of local governments working to achieve racial equity and advance opportunities for all.</p> <p>Updates: Task Force members clarified that the intent of this item is to ensure the City is involved in the regional conversation around anti-discrimination work. Participating in conversations in professional groups, sharing information, and attending trainings are ways to continue this work without creating a formal body.</p> <p>Additional Resource Needs: None</p>
C.2 - Employment Discrimination ²	C.2.1 - Persons reporting suspected discrimination in their place of employment to the City of Hayward shall be assisted in contacting the Federal Equal Employment Opportunity Commission or the California State Department of Fair Employment and Housing. All City departments that receive such complaints will receive the information necessary to make appropriate referrals.	Human Resources	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities Goal 1: Obj.: 5</p>	Ongoing	<p>See C.1.2/C.1.3</p> <p>Related Action Items: C.1.2, C.1.3, C.1.5, C.3.1, C.4.1</p>
C.3 - Housing Discrimination ³	C.3.1 - Persons reporting suspected housing discrimination to the City of Hayward shall be assisted in contacting the California State Department of Fair Employment and Housing and/or local advocacy organizations (e.g. Eden Council for Hope and Opportunity (ECHO), Centro Legal de la Raza). All City departments that receive such complaints will receive the information necessary to make appropriate referrals.	Library & Community Services		Ongoing	<p>See C.1.2/C.1.3</p> <p>Related Action Items: C.1.2, C.1.3, C.1.5, C.2.1, C.4.1</p>

² Federal and California State Laws prohibit discrimination in employment based on one's race, ancestry, national origin, color, sex, religion, physical disability, including AIDS, marital status, age (over 40), and cancer-related medical conditions. Persons are also protected by law from retaliation against them for filing a complaint or for protesting possible violations of the law.

³ California State Law prohibits discrimination in renting, leasing, and selling housing based on race, ancestry, sex, national origin, color, religion, marital status, age, or presence of children in a household, or physical handicap, including AIDS. Individuals are also protected by law from retaliation for filing complaints.



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Section III: Dismantling Illegal Forms of Discrimination

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
C.4 - Discrimination in Education ⁴	C.4.1 - Persons reporting suspected discrimination in a public education institution to the City of Hayward shall be assisted in contacting the appropriate authority including HUSD, State Department of Education, the Community College or State University School Systems. In addition, community-based advocacy organizations will be identified and referred to as appropriate. All City departments that receive such complaints will receive the information necessary to make appropriate referrals.	City Manager's Office with Community Partners		Ongoing	See C.1.2/C.1.3 Related Action Items: C.1.2, C.1.3, C.1.5, C.2.1, C.3.1

⁴ While there are various state and federal laws which prohibit discrimination by public education institutions, the City of Hayward has no authority over the Hayward Unified School District, Community College or State University school systems. The City is committed to working with these public institutions on a voluntary and cooperative basis.



The Commitment (CIECC)

Section IV: Implementing the Sanctuary City Resolution

On June 6, 2017, the Hayward City Council adopted Resolution No. 17-069 affirming the City of Hayward’s commitment to values of dignity, inclusivity, and respect for all individuals, regardless of their national origin, gender, gender identity, race, religious affiliation, sexual orientation, or immigration status, and thereby declared itself a Sanctuary City. This City Council Resolution reaffirmed policies and procedures that were in place prior to the adoption of the resolution.⁵ The action items that follow are intended to further support and operationalize what it means for the City of Hayward to be a Sanctuary City.

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
D.1 - Information and Resources for Undocumented Residents	D.1.1 - The City shall expand opportunities for partnerships with legal institutions and advocacy organizations (e.g. Berkeley Law, Alameda County Immigration, Legal and Education Partnership (ACILEP)) to provide pro-bono legal assistance to Hayward residents experiencing discrimination.	Library & Community Services	City of Hayward Sanctuary City Res. No. 17-069	Ongoing	<p>Progress: Staff reached out to ACILEP about providing services to Hayward residents and learned that the current contract with Alameda County provides services to Hayward residents. ACILEP reported no additional resource needs, nor a desire/need to enter into a contract specific to Hayward. Staff developed an internal protocol for communicating with ACILEP about U.S. Immigration and Customs Enforcement (ICE) actions in Hayward.</p> <p>Updates: Task Force Members recommended that staff attend ACILEP Rapid Response Training to learn how to identify ICE activity and be a legal observer.</p> <p>Additional Resource Needs: None at this time.</p>
	D.1.2 - The City will expand its mobilization of local resources to serve undocumented immigrants. For example, the City will sponsor advocacy workshops including: Know Your Rights, Workers’ Rights, Pathways to Citizenship, and more.	City Manager’s Office		Ongoing	<p>Progress: Staff has spoken with community organizations providing workshops and other resources to undocumented immigrants in Hayward. Due to concerns about distrust of government as a whole in the undocumented community, staff and partner organizations recognized that City sponsorship may deter people from accessing these resources.</p> <p>Updates: Task Force members suggested that the City could support community organizations by developing a toolkit for these types of workshops.</p> <p>Additional Resource Needs: None at this time. Staff time will be required to develop a toolkit.</p>

⁵ To access a copy of Resolution No. 17-069 and other related policies and procedures, go to: <https://www.hayward-ca.gov/residents/undocumented-residents/city-policies-and-faq>.



The Commitment (CIECC)

Section IV: Implementing the Sanctuary City Resolution

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
D.2 - Equitable Linguistic Access	<p>D.2.1 - <i>Written Communication</i>: The City of Hayward will ensure that there is equitable linguistic access to City programs, services, and information about community member rights and community resources. Provide Access Hayward, website, and other City issued social media in multiple languages. Also, all City press releases should be written in English and Spanish at a minimum (other languages too) and should be distributed through ethnic media, as well as traditional English media.</p>	City Manager's Office		Ongoing	<p>Progress: The City of Hayward website and press releases, which are distributed both to English-language and ethnic media, are currently available in multiple languages and the City's social media channels include content in both English and Spanish. However, Access Hayward is currently only available in English. Staff is investigating options for providing Access Hayward in multiple languages.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time. Staff will continue to work to realign current resources to address this action item. Staff anticipates requesting additional budget in the FY20 budgeting process to cover translation costs for written materials.</p> <p>Related Action Items: B.1.1, D.2.2</p>
	<p>D.2.2 - <i>Verbal Communication</i>: The City representatives who staff the guard station on the first floor of City Hall will be provided the tools necessary to communicate with non-English speakers. Also, when City officials who only speak English are in the media, Spanish interpretation, and access to other language interpretation as needed, will be provided to enhance understanding and convey inclusivity.</p>	City Manager's Office	City of Hayward Sanctuary City Res. No. 17-069	Ongoing	<p>Progress: Guard station staff are provided with a contact list of bilingual staff to assist non-English speakers. Additionally, the station is staffed by a Spanish-speaking guard for the majority of business hours and live Spanish-language interpretation and call-in interpretation for other languages is available at City Council meetings without prior notice. Live interpretation is available in other languages with prior notice.</p> <p>Updates: Task Force members clarified that the intent of this item was for staff to be prepared to rapidly and accurately communicate urgent messages to the entire Hayward community through multiple channels and in multiple languages in the event of an emergency or incident in the community (e.g., an ICE action or natural disaster).</p> <p>Additional Resource Needs: None</p> <p>Related Action Items: B.1.1, D.2.1</p>



The Commitment (CIECC)

Section IV: Implementing the Sanctuary City Resolution

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
D.3 - Training of City Officials	D.3.1 - All City officials and volunteers will be required to participate in implicit bias trainings.	Human Resources		Ongoing	<p>Progress: Ongoing. As initially requested by the Community Task Force, implicit bias training has been made available to staff. Additionally, individual city departments have been tasked with providing implicit bias training for their employees. Staff is investigating additional methods of supporting a culture of equity, inclusiveness, and compassion in the City.</p> <p>Updates: Task Force members suggested developing a series of ongoing trainings and conversations to build community and capacity to discuss issues of historical discrimination, implicit bias, and race.</p> <p>Additional Resource Needs: None</p>
	D.3.2 - The City shall ensure that the principles of the Hayward Sanctuary City Resolution are practiced as the Hayward City Council Strategic Initiatives Complete Streets, Complete Communities, and Tennyson Corridor are implemented.	City Manager's Office	City of Hayward Sanctuary City Res. No. 17-069 City of Hayward Strategic Initiatives ⁵	Ongoing	<p>Progress: Ongoing</p> <p>Updates: Community Task Force members clarified that this item is intended to intentionally link the activities outlined in this work plan with the City Council's Strategic Initiatives and encourage staff to consider inclusiveness, equity, and compassion in the context of being a sanctuary city as they work to implement the Strategic Initiatives.</p> <p>Additional Resource Needs: None at this time.</p>
D.4 - Hayward Leadership and Collaboration	D.4.1 - <i>Sanctuary City Bay Area</i> - Hayward will take a leadership role in creating a regional body (e.g. Sanctuary Bay Area) to coordinate with other jurisdictions in the Bay Area to advocate for, coordinate with, and share information about sanctuary policies and practices.	City Manager's Office	City of Hayward Sanctuary City Res. No. 17-069	By November 2019	<p>Progress: Not yet started.</p> <p>Updates: Task Force members clarified that the intent of this item is to ensure the City is involved in the regional conversation around immigration and the broader community of anti-discrimination work. Participating in conversations in professional groups, sharing information, and attending trainings are ways to continue this work without creating a formal body.</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p>



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Section IV: Implementing the Sanctuary City Resolution

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
D.5 - Community Forums Regarding Sanctuary Status	D.5.1 - Create opportunities for Hayward community members to dialogue around what it means for Hayward to be a sanctuary city.	City Manager's Office	City of Hayward Sanctuary City Res. No. 17-069	By November 2019	<p>Progress: Ongoing</p> <p>Updates: Task Force members clarified that this item includes reminding Hayward community members that Hayward is a Sanctuary City on a regular basis so the knowledge is widespread and a part of the City's identity. Task Force members also noted that this conversation should be ongoing and a part of regularly scheduled City events and functions.</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p>
D.6 - City Representation: Awareness and Support of Impacted Hayward Community Members	D.6.1 - When speaking publicly, City officials will convey support for the community by expressing concern for, and acting on behalf of, Hayward community members who are impacted by Immigration and Customs Enforcement (ICE) and other federal agency interventions.	City Manager's Office		Ongoing	<p>Progress: Ongoing</p> <p>Updates: None</p> <p>Additional Resource Needs: None</p>
D.7 - Section 287(g) Agreements	D.7.1 - The City of Hayward will publicly commit, as a matter of policy, to not sign Delegation of Immigration Authority Section 287(g) Immigration and Nationality Act agreements ⁶ .	Hayward Police Department	HPD Policy No. 415		<p>Progress: The City's Sanctuary City Resolution, HPD Policy No. 415, and Administrative Rule 1.10: Immigration Status Non-Discrimination Policy prevent the use of City resources for immigration enforcement unless required by federal or state law.</p> <p>Updates: None</p> <p>Additional Resource Needs: None</p>
D.8 - Review of City of Hayward's Policies	D.8.1 - The City of Hayward shall review its policies to ensure that they reflect Hayward's Status as a Sanctuary City, including the possibility of revision to other City policies such that they comply with the spirit and intent of the resolution.	City Manager's Office	City of Hayward Sanctuary City Res. No. 17-069	Ongoing	<p>Progress: Ongoing. In addition to the Sanctuary City Resolution, the City has adopted an Administrative Rule prohibiting discrimination in the provision of City services based on immigration status.</p> <p>Updates: None</p> <p>Additional Resource Needs: None at this time. While this item was previously identified as a high resource action item, staff will continue to work to realign current resources to address this action item before requesting further resources.</p>

⁶ The federal 287(g) Program allows a state or local law enforcement entity to enter into a partnership with ICE, under a joint Memorandum of Agreement (MOA), to receive delegated authority for immigration enforcement within their jurisdictions.



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Section V: Enhancing Community/Police Relations

Based on best practices research⁷ the following action items are designed to create within the Hayward Police Department a culture of transparency and accountability that fosters increased trust and legitimacy with community members, and supports partnerships that strengthen community / police relations in Hayward.

Part	Action Item	Responsible Department	Policy Reference	Timeline	November 2018 Progress & Updates
E.1 - Building Community Trust and Police Department Legitimacy	E.1.1 - Transparency: As part of building mutual trust with the community, the Hayward Police Department (HPD) will publish its internal and external policies and practices, including its Use of Force Policy, Body Worn Cameras policies, and its policies and practices which relate to schools and students, in places and ways that express them clearly and transparently to the public.	Hayward Police Department	City of Hayward Strategic Initiatives ⁵ Complete Communities Goal 1: Objs.: 1, 5	By November 2019	<p>Progress: All HPD policies are available on the City website at the following URL:</p> <p style="text-align: center;">https://www.hayward-ca.gov/sites/default/files/police/HPD%20Policy%20Manual%2006072018.pdf</p> <p>Updates: The Community/Police Relations Subcommittee edited this item to read:</p> <p>E.1.1 - Transparency: As part of building mutual trust with the community, the Hayward Police Department (HPD) will publish its internal and external policies and practices, including its:</p> <ul style="list-style-type: none"> (A) Use of Force Policy, (B) Body Worn Cameras policies, and (C) its policies and practices which relate to schools and students, in places and ways that express them clearly and transparently to the public <p>The Subcommittee also recommended changing the timeline to complete item (A) by 3/31/2018, (B) by 6/30/2018, and (C) by 12/31/2018.</p> <p>Additional Resource Needs: None</p>
E.1 - Building Community Trust and Police Department Legitimacy – continued:	E.1.2 - Building Legitimacy with the Public: To achieve external legitimacy, HPD should involve the community in the process of developing and evaluating HPD’s policies and procedures related to training, use of new technology, etc. The Community Taskforce recommends a partnership between the community and HPD take the form of a newly created HPD Advisory Committee, made up of community members who reflect the diversity of the Hayward community. ⁸ This Advisory Committee will also review cases involving officer-involved shootings, in-custody deaths, and other serious incidents that have the potential to damage community trust and challenge the legitimacy of, or reduce confidence in, the HPD.	Hayward Police Department	City of Hayward Strategic Initiatives ⁵ Complete Communities Goal 1: Objs.: 1, 5	By November 2019	<p>Progress: Staff has worked with the Community/Police Relations Subcommittee and the Community Task Force to develop the HPD Community Advisory Panel (CAP). Staff plans to return to Council in January to receive recommendations for CAP members.</p> <p>Updates: The Community/Police Relations Subcommittee edited this section to include:</p> <p>E.1.2.B – Building Legitimacy with the Public – Part 2: The Hayward Police Department will participate, along with other local law enforcement agencies, in the Annual Community/Police Relations Summit (in partnership with the Hayward NAACP and Chabot College)</p>

⁷ References to the source documents used to inform the Action Items in this section are provided in the Appendix to this document.

⁸ Norm Stamper, retired Seattle Police Chief, states in person and in his book, *To Protect and Serve; How to Fix America’s Police*, that there should be an equal partnership between the community and law enforcement (page 247-248). See *Endnote 1 – Appendix, Page A-2, Section A. 1. D.*



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					<p>designed to enhance mutual understanding and strengthen relations between community members and local police.</p> <p>The Subcommittee also recommended changing the timeline to complete item E.1.2 by a date TBD, and E.1.2.B by 6/30/2018.</p> <p>Additional Resource Needs: None at this time.</p>
	<p>E.1.3 - Measuring Community Trust: HPD will use various means and opportunities to regularly and periodically measure the trust level of the community in HPD. This may include: A) Participation in the City of Hayward’s biannual community surveys of public opinion - HPD Administration and the City Manager’s Office will participate in the design of the questions that will measure the public’s trust level in HPD; and B) The development of other community surveys that measure the public’s trust level in HPD to be circulated in partnership with community partners at existing community events (e.g. Summer street festivals, the Russell City Blues Festival, the Zucchini Festival, Barber College events). The City will develop procedures for analyzing, sharing, and utilizing the data gathered to improve community and police relations in Hayward.</p>	Hayward Police Department	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities</p>	Ongoing	<p>Progress: Ongoing. The next Resident Satisfaction Survey will be administered in 2019.</p> <p>Updates: The Community/Police Relations Subcommittee edited this section to read:</p> <p>“HPD will use various means and opportunities to regularly and periodically measure the trust level of the community in HPD. This may include: A) Participation in the City of Hayward’s community surveys of public opinion <u>that take place every other year....</u>”</p> <p>Additional Resource Needs: None at this time.</p>
E.2 - Enhancing Community Partnerships	<p>E.2.1 - New Hire Orientation: HPD will embrace the practice of introducing and touring new hires through a minimum of five diverse community or neighborhood-based faith or community organizations; this will include attending at least one community or neighborhood event sponsored by one of the participating organizations. Newly hired HPD staff will also participate in events sponsored by local minority and women-owned professional businesses and associations.</p>	Hayward Police Department and Human Resources Department	<p>Goal 1: Objs.: 1, 5</p> <p>Tennyson Corridor</p> <p>Goal 1: Obj. 1 Goal 2: Obj. 3</p>	Ongoing	<p>Progress: Not yet started. Staff will work to develop a feasible strategy for incorporating neighborhood, faith, and community organizations in new hire training.</p> <p>Updates: The Community/Police Relations Subcommittee edited this section to read:</p> <p>“HPD will embrace the practice of introducing and touring new hires through a minimum of <u>five diverse neighborhood, faith, and community organizations....</u>”</p> <p>Additional Resource Needs: None at this time.</p>
E.3 - Commission on Accreditation for Law Enforcement Agencies (CALEA)	<p>E.3.1 - Assessing Community Engagement, and Police and Community Relationships: Interviews with sworn and professional staff should not be the sole source of information for determining or certifying the strength of the Department’s level of community engagement and building relationships of mutual respect.⁹ Instead, HPD should offer the CALEA evaluation team the opportunity to interview community members who reflect the diversity of Hayward to better evaluate this community engagement. To facilitate this, HPD will provide contact information of local faith and community-based service</p>	Hayward Police Department	<p>City of Hayward Strategic Initiatives⁵</p> <p>Complete Communities</p> <p>Goal 1: Objs.: 1, 5</p>	Ongoing	<p>Progress: Will be implemented during the next CALEA evaluation in 2021.</p> <p>Updates: The Subcommittee recommended changing the timeline to complete item to “At the time of next CALEA Assessment – Date: 2021”</p> <p>Additional Resource Needs: None</p>

⁹ For example, the CALEA report stated, "An interview with Patrol Captain revealed that agency officers engage the community well and develop rapport...".



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	organizations, community advocacy groups, and individuals representing the diversity of the Hayward community.				
E.4 - Community Access and Feedback	E.4.1 - District Command Offices: The service hours of HPD's Northern and Southern District Command Substations should be posted at those locations, and the substations should be staffed during those hours so that HPD representatives are available to respond to questions or service requests from community members.	Hayward Police Department		By November 2019	<p>Progress: Complete</p> <p>Updates: The Subcommittee recommended changing the timeline to complete item to 3/30/2018.</p> <p>Additional Resource Needs: None</p>
	E.4.2 - Use of District Command Offices: HPD should develop and implement a community relations campaign to make the public aware that they can ask questions and file compliments/complaints through District Command offices, as well as through other avenues (i.e. Access Hayward) where a single form is used submitting either a compliment or a complaint.	Hayward Police Department		By November 2019	<p>Progress: Not yet started</p> <p>Updates: The Community/Police Relations Subcommittee edited this section to include:</p> <p style="padding-left: 40px;">More information about the District Command offices, including location, can be found here:</p> <p style="padding-left: 40px;">https://www.hayward-ca.gov/police-department/divisions/special-operations-division</p> <p>The Subcommittee also recommended changing the timeline to complete item to 6/30/2018.</p> <p>Additional Resource Needs: None</p>
E.5 - HPD Police Officer and Personnel Training	E.5.1 - Police Officer Engagement with Persons Living with Mental Illness: Require that all sworn officers of HPD take Mental Health First Aid for Public Safety training. ¹⁰	Hayward Police Department	City of Hayward Strategic Initiatives⁵ Complete Communities Goal 1: Objs.: 1, 5	By November 2019	<p>Progress: Staff has reviewed the Mental Health First Aid for Public Safety training and the current HPD training curriculum and found them to be equivalent. Staff is researching additional options for crisis intervention training.</p> <p>Updates: The Subcommittee recommended changing the timeline to complete item to 6/30/2018.</p> <p>Additional Resource Needs: None at this time.</p>
E.6 - Use of Tasers and Body WRAP Restraints	E.6.1 - Use of Tasers and Body WRAP Restraints: HPD will develop a policy requiring professional evaluation of procedures involving the use of Tasers and Body WRAP tools to restrain individuals, and work collaboratively with the HPD Community Advisory Panel to implement any recommended changes in practices or tactics that resulted in a death. ¹¹	Hayward Police Department		By November 2019	<p>Progress: Ongoing. Currently HPD policy requires officers to write a report detailing each instance of use of force, including the use of Tasers and Body Wrap restraints. The report is then reviewed and approved by the officer's Sergeant, Lieutenant, and an Internal Affairs commander for compliance with the department's Use of Force policy.</p>

¹⁰ Mental Health First Aid for Public Safety is an eight-hour course specifically designed for police officers, first responders, corrections officers and other public safety professionals. Just as CPR helps people assist someone having a heart attack, this course provides tools to help identify, understand, and appropriately support someone experiencing a mental health or substance use crisis. (Link: <https://www.mentalhealthfirstaid.org/cs/wp-content/uploads/2016/01/Public-Safety-Overview-2.pdf>)

¹¹ The unsubstantiated marketing information contained in equipment manufacturers' website will not be relied upon. If Hayward PD does not have the capacity to make these professional evaluations, qualified professionals should be contracted to make them. Community members are aware of millions of dollars paid in settlements by City of Hayward to families of residents who died after multiple tasings and/or Body WRAP usage.



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					<p>Updates: The Community/Police Relations Subcommittee edited this section to read:</p> <p>E.6.1 - Use of Tasers and Body WRAP Restraints: HPD will develop a policy requiring professional evaluation of procedures involving the use of Tasers and Body WRAP tools to restrain individuals, and work collaboratively with the HPD Community Advisory Panel to implement any recommended changes in practices or tactics.</p> <p>The Subcommittee also recommended changing the timeline to complete item to a status report on 6/30/2018.</p> <p>Additional Resource Needs: None</p>
E.7 - Urban Shield	E.7.1 - Urban Shield: HPD should withdraw participation from Urban Shield. ¹²	Hayward Police Department		By July 2018	<p>Progress: Not pursuing per Council direction.</p> <p>Updates: The Community/Police Relations Subcommittee edited footnote 12 to read:</p> <p>The overarching goals of Urban Shield include striving for the capability to present a multi-layered training exercise to enhance the skills and abilities of regional first responders, as well as those responsible for coordinating and managing large scale events: https://www.urbanshield.org/about/urban-shield-training. The Community Taskforce recommendation is based on concerns about certain Urban Shield practices that militarize law enforcement, racialize “the enemy” as being people of color and/or of middle eastern decent, and are derogatory toward the Black Lives Matter movement, all of which undermine community / police relations.</p> <p>Additional Resource Needs: None</p>

¹² The overarching goals of Urban Shield include striving for the capability to present a multi-layered training exercise to enhance the skills and abilities of regional first responders, as well as those responsible for coordinating and managing large scale events: <https://www.urbanshield.org/about/urban-shield-training>. However, the Community Taskforce recommendation is based on concerns about certain Urban Shield practices that militarize law enforcement, racialize “the enemy” in exercises as being people of color and/or of middle eastern decent, and are derogatory toward the Black Lives Matter civil rights movement, all of which undermine community / police relations.