

# Welcome to the Webinar



**We will begin at 11:00am (PT)**

A recording and a copy of the slides will be available after the webinar.

Your line will be muted to cut down on background interference so please use the chat box to share your name, your organization, your location and any questions you have for our speakers.



# A COLLABORATIVE MODEL TO ADDRESS THE WORKPLACE IMPACTS OF DOMESTIC AND SEXUAL VIOLENCE

## **Presenters:**

Leslie Hott, University of Maryland – St. Joseph Medical Center

Lisa Kim, Futures Without Violence

Gail Reid, TurnAround, Inc.

Sarah Sullivan, House of Ruth Maryland

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# Poll #1

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Do you currently have a program that engages and educates employers or individuals on the workplace impacts of violence?

- ☐ Yes
- ☐ No
- ☐ Not sure

# Learning Objectives

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*At the end of this presentation, you will be better able to:*

1. Identify the ways that domestic and sexual violence (DV/SV) and stalking impact the workplace.
2. Describe the ways that employers can effectively and proactively respond to incidents of workplace violence (DV/SV/Stalking) that promote a victim-centered approach and accountability for employees who are perpetrators.
3. Explore a collaboration between community stakeholders to address the impacts of violence.

# Workplaces Respond National Resource Center

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Created and funded by U.S. Department of Justice, Office on Violence Against Women

Addresses domestic and sexual violence and stalking (prevention and response)

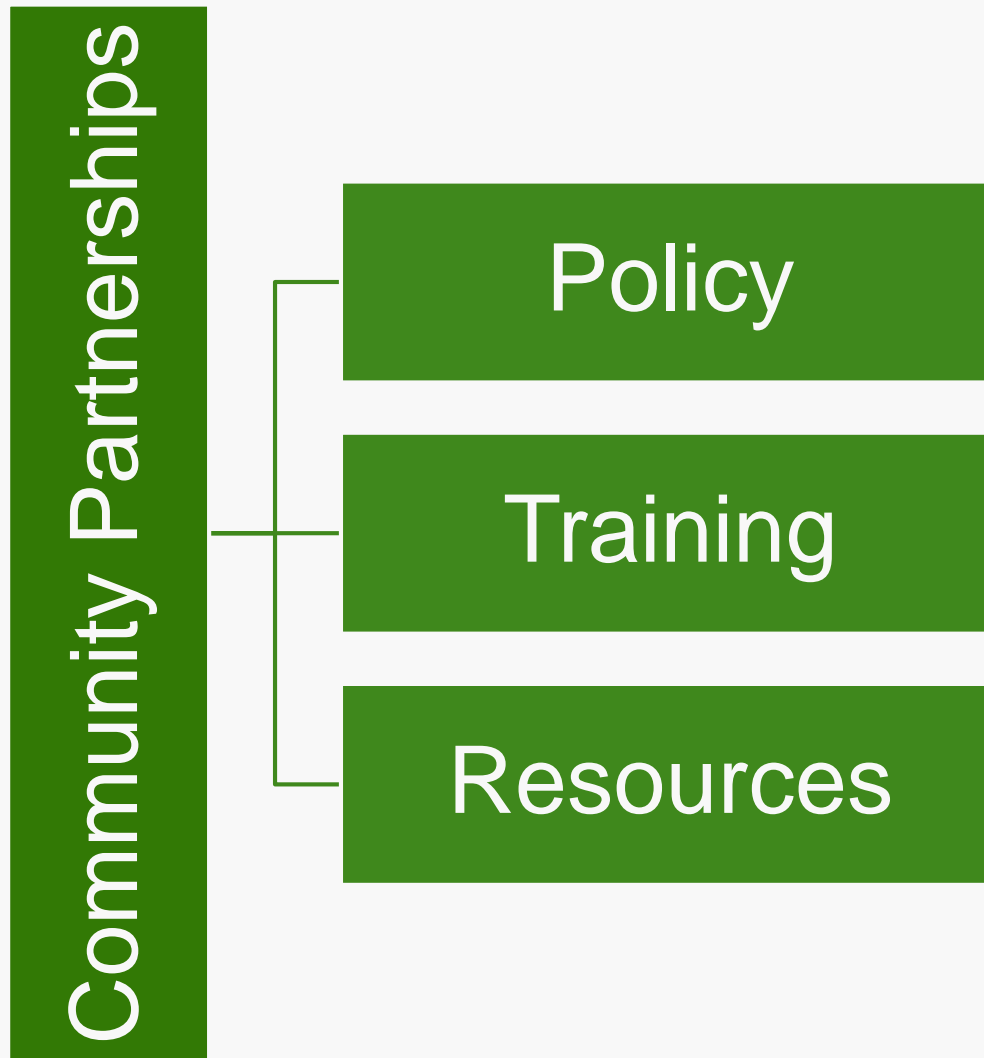
Audience includes non-traditional stakeholders: employers, unions, worker organizations

Partnership of national organizations: legal, advocacy, business

Free educational materials, interactive features, technical assistance

# Comprehensive Program

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# Cross-sector partners

## Agriculture

Immokalee, FL



- Coalition of Immokalee Workers
- Fair Food Standards Council
- Vida Legal Assistance
- Sunripe Certified

## Restaurant

New York, NY



- Restaurant Opportunities Centers
- Connect
- Colors Restaurant
- Amali

## Healthcare

Towson, MD



- St. Ambrose Housing Aid Center
- House of Ruth Maryland
- TurnAround, Inc
- University of Maryland – St. Joseph's Medical Center

# 3Rs

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## □ ***Recognize***

- ✓ Dynamics of domestic and sexual violence
- ✓ Impacts of violence on workplace

## □ ***Respond***

- ✓ Laws, policies and procedures
- ✓ Safety planning and risk assessment
- ✓ Supports and accountability

## □ ***Refer***

- ✓ Workplace resources
- ✓ Community partnerships



# Recognize

# Definitions

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- Gender Based Violence
  - ▣ Violence that occurs as a result of gender role expectations and unequal power relationships
- Domestic Violence/Intimate Partner Violence
  - ▣ A pattern of coercively controlling behaviors used by a current or previous partner to maintain power in the relationship
- Sexual Violence
  - ▣ Includes a range of behaviors including harassment, coercion, and sexual assault

# Sexual Violence

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- ❑ Unwanted sexual attention, contact or behaviors
- ❑ Sexually obscene communication
- ❑ Sexual exploitation
- ❑ Sexual coercion
- ❑ Sexual activity without consent
- ❑ Sexual assault that is coerced, forced, or there is a threat of force

# Poll #2

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**Can you name an example of domestic or sexual violence or stalking showing up in the workplace?**

# Workplace Impact

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At the  
workplace

Appearance  
in the  
workplace/  
stalking

Threats,  
harassing,  
or violent  
incident

Using work  
resources to  
perpetrate

Somewhere  
else but  
affects work

Missing  
work

Performance  
issues – victim,  
perpetrator, co-  
workers

Physical/  
mental health  
issues/  
Trauma

# Impacts & Costs to Employers

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- **Lost Productivity**: The annual cost of lost productivity due to domestic violence is \$727.8 million (in 1995 dollars) (CDC, 2003)
- **Medical costs**: The costs of direct medical and mental health care services related to intimate partner violence total nearly \$4.1 billion a year (CDC, 2003)
- **Security Concerns**: 94% of corporate security and safety directors at companies nationwide rank domestic violence as a high security concern (CAEPV, 2008)

# Impact on Victims/Survivors

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- ❑ Safety
- ❑ Health/medical issues
- ❑ Legal issues
- ❑ Child care
- ❑ Housing
- ❑ Finances
- ❑ Absences
- ❑ Chronic tardiness
- ❑ Changes in work performance
- ❑ On the job harassment and violence
- ❑ Unexplained bruises or injuries
- ❑ Resignation/Termination

# Cost to Victims/Survivors

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- Of 79% of stalking victims who had a job, one in eight lost time from work. More than half the victims surveyed lost five or more days from work.

**(Baum, Bureau of Justice Statistics, 2009)**

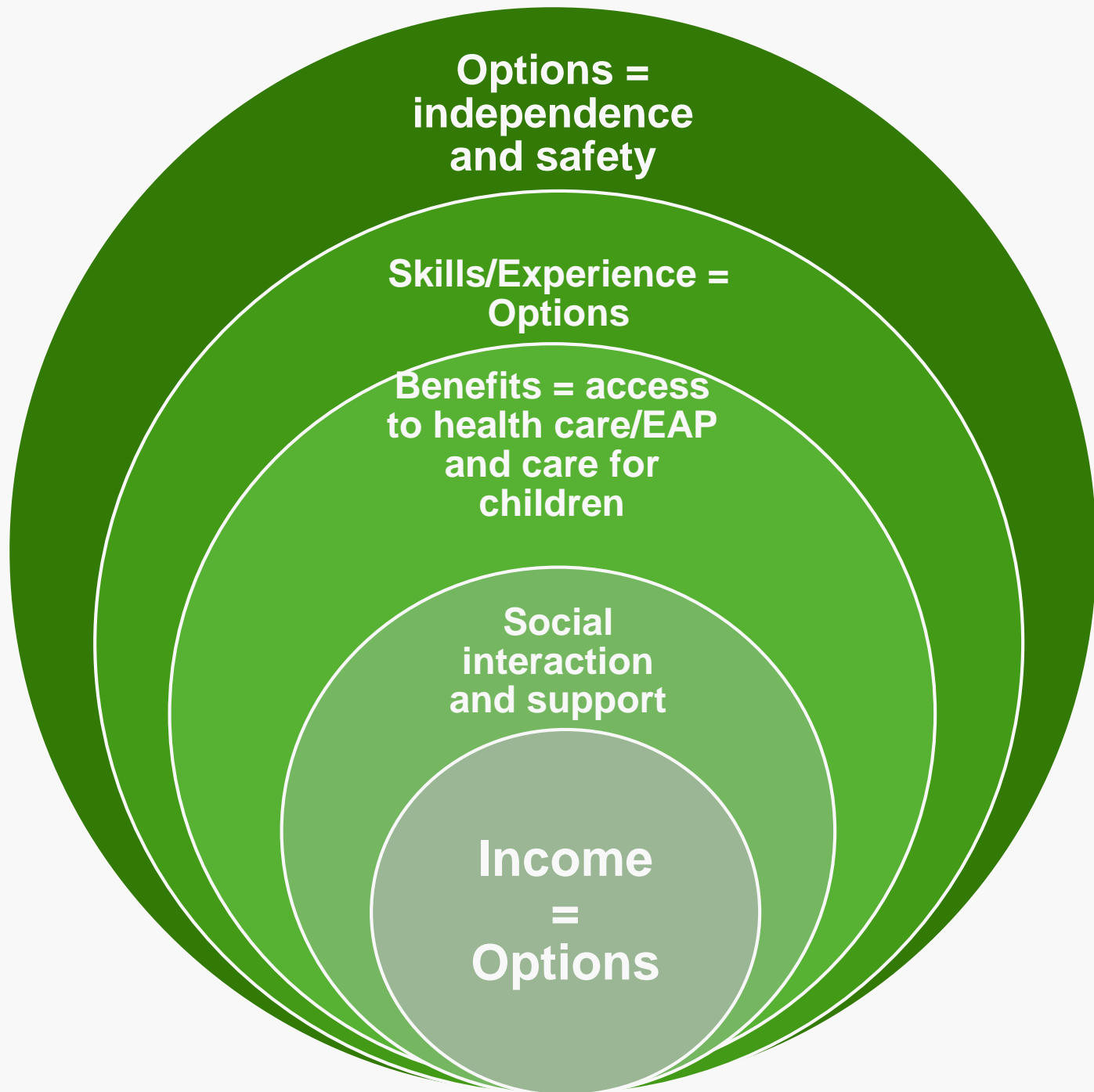
- 36% of rape/sexual assault victims lost more than 10 days of work after their victimization.

**(Bureau of Justice Statistics, 2001)**

- Victims of intimate partner violence lose 8 million days of work each year.
  - The equivalent of 32,000 full-time jobs
  - Over 5.5 million days of household productivity

**(Centers for Disease Control and Prevention  
(2003). *Costs of Intimate Partner Violence Against  
Women in the United States*).**





# Impacts & Costs of Perpetrators

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## **Performance:**

- 80% of perpetrators said their own job performance was negatively affected by their perpetration of domestic violence.
- 19% caused or almost caused an accident at work.
- In many cases supervisors were aware of the perpetrator's behavior but failed to confront/admonish the employee about it.

(Schmidt & Barnett, 2012)

## **Missed Work:**

- Between 42% and 51.8% of perpetrators of domestic violence were either late or missed work entirely because of their abusive behavior.

## **Use of Company Resources:**

- More than three-quarters of perpetrators used workplace resources at least once to express remorse or anger, check up on, pressure, or threaten the victim.

(Lim, et al, 2004)

# Poll #3

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Have you ever helped a client or co-worker address workplace issues related to violence?

- ☐ Yes
- ☐ No
- ☐ Not sure

# Respond

# How to create a response plan?

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- Assess risk
- Assess needs
- For victims: act to support and empower, not rescue
- For perpetrators: do not reinforce behavior and make consequences clear

# Victimized Employees' Concerns

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- Safety
- Confidentiality
- Job retention
- Work performance
- Employer assistance
  - ▣ Time off or other changes
  - ▣ Safety measures
- Reputation/appearance
- Financial and economic security

# Employers' Concerns

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- ❑ Safety
- ❑ Productivity
- ❑ Potential liability
- ❑ Costs (lost time, low productivity, medical, accommodations)
- ❑ Employee retention
- ❑ Reputation with employees and clients
- ❑ Happiness/well-being of employees

# Assessing Risk to the Workplace

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- Any threats to come to the workplace
- Any stalking or harassment directed at workplace (phone calls, emails, appearances)
- Firearms
- Protection orders
- Workplace safety planning



# Responding to Perpetrator Employees

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- ❑ Investigation
- ❑ Safety
- ❑ Clear statement of what is and isn't acceptable
- ❑ Accountability
- ❑ Prevention

# DV/SV/Stalking Policy

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- Know and incorporate relevant laws and liability issues
  - ▣ Protection orders
  - ▣ Firearms
- Look at existing policies and how they would interact
- Assistance and referrals for victim-employees
- Perpetrator as employee: use of workplace resources and work time; discipline; time off; referral to resources
- What to do if victim and perpetrator are co-workers

# Risk assessment

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To better understand the:

- ❑ exact nature and context of a threat and/or threatening behavior,
- ❑ identified target (general or specific),
- ❑ apparent motivation behind the threat, and
- ❑ a perpetrator's background, including work history, criminal record, mental health history, and past behavior on the job.
- ❑ a threat level is never fixed and can change over time

# Safety planning

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- A safety plan is a set of steps that the victim considers to minimize the risk they face.
  - Helps victims think through what to do in a potential crisis situation, and ways to avoid those situations
  - Can decrease fear and uncertainty, and increase security and productivity
  - Is different for every person

# Safety planning

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- Some things to consider:
  - Does the perpetrator know the employee's schedule?
  - Can coworkers check in with the employee throughout the day?
  - Can someone escort the employee to and from their car?
  - Is there a quiet space where the employee can go when they are overwhelmed?

# Safety planning

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- In consultation with the employee:
  - ▣ Consider a restraining order in the employer's name, or obtain a trespass order.
  - ▣ Give relevant information about perpetrator to security personnel and reception staff.
  - ▣ Relocating the employee or altering the work schedule until the direct threat is over.
  - ▣ Screen the employee's calls, transfer harassing calls to security or a designated employee, and remove the employee's name and number from automated phone directories and websites.

# Clara's Story

Clara and her husband Elias are both employees at St. Joseph's. Elias works as a Radiation Technician and Clara works as an assistant in Transport.



Recently, coworkers have noticed that Clara is often late or absent from work. When she does show up, she is distracted and often misses calls or is late completing work. Clara's behavior has also changed in the last several months. She is very jumpy at work and appears fearful when startled or caught off guard. Coworkers note that she has started wearing more make-up and long-sleeves, even in the summer months.

Despite working in another unit, Elias often appears at Clara's desk several times a day. He drops her off every morning, meets her for lunch every day, and picks her up at the same time every evening. Clara appears anxious at the end of the day.

**As the supervisor, how would you respond?**

# How would you respond?

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1. Listen and support the individual
2. Be proactive but don't make assumptions
3. Together, assess risk and what interventions or actions are possible
4. NOT your job as a supervisor to assess the personal risk and tell them what to do.
5. Respect victim's autonomy and decision making
6. It IS your job to connect a survivor to those expert help sources.



# Multidisciplinary Response Team

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- ❑ Essential to proactive, comprehensive action
  - ❑ HR
  - ❑ EAP
  - ❑ Legal
  - ❑ Security
  - ❑ Union
  - ❑ Others
- ❑ Each dept's roles and responsibilities



# Prevention and Response Strategy

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- ❑ Multidisciplinary team
- ❑ Awareness raising activities
- ❑ Workplace guidance/policies/protocols
- ❑ Education and training
- ❑ Partnerships with community stakeholders

**Refer**

# Principles

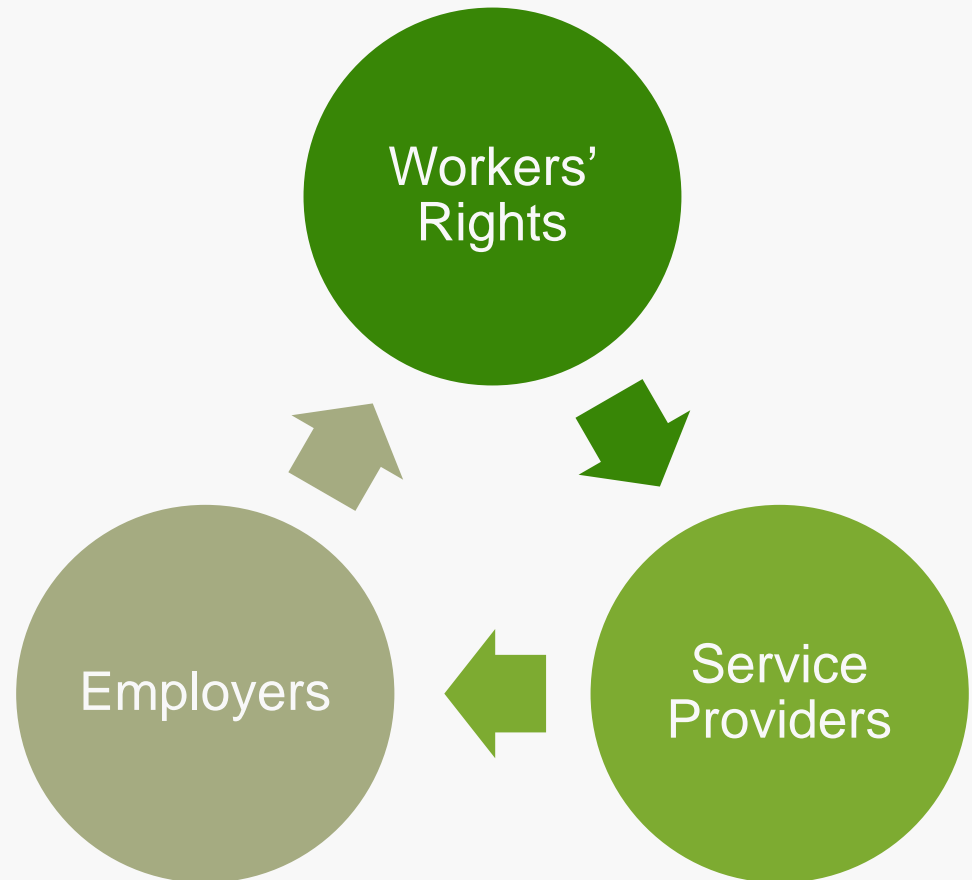
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# Community Partnerships

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- Service providers engage employers and vice versa
- Anti-violence service providers partner with unions or other workers' rights advocates and vice versa



# Employer's perspective

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- Responsibility to ensure staff are safe at work and at home
  - Employees as the MVPs
- Need to create a clear policy and procedure
  - Supports for leadership and staff in understanding response protocol
- In healthcare, the focus is on the patient
  - Expanding care to employees

# St. Joe's Workplace Policy

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- DV/SV policy is part of the ecosystem of existing policies
- Multi-unit response team: not just HR!
- Victim/survivor-centered
- Clear process of accountability and support if someone makes a report

# Education and Training at St. Joe's

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- Develop a context-specific and culturally-relevant training curriculum
  - Relatable examples
  - 3Rs model
  - Know your audience
  - Separate training for managers/supervisors and general staff





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- PHOTO: GETTY IMAGES
- # IT'S TIME TO SAY **enough**
- to Domestic and Sexual Violence:**  
**TOGETHER, WE CAN MAKE A DIFFERENCE!**
- ## IT'S YOUR CONCERN
- Domestic and sexual violence (DV/SV) and stalking are not "personal" problems that stay at home. Chances are that in your workplace, many employees are victims, perpetrators, or have a friend or family member who is a victim.
- ## WHAT CAN I DO?
- ### IF I'M EXPERIENCING VIOLENCE
- It's not your fault. You're not alone. **Help is available.**
- Take a safety card, found throughout the hospital and in human resources
  - Refer to UMSJMC Policy on DV/SV, which can be found on the intranet.
  - Reach out for help to your supervisor, Human Resources, or Employee Assistance Program
  - Call a national or local DV/SV agency
- ### IF I'M A CO-WORKER
- Don't be a bystander.**
- You don't have to be an expert to make a difference.**
- Recognize that someone you know is dealing with a difficult situation. Ask how you can help.
  - Respond by letting them know you are concerned about them. It's OK to ask
  - Refer them to resources that can help.
- ### IF I'M A SUPERVISOR/MANAGER
- Recognize when an employee is affected by DV/SV.
  - Respond by referring to their workplace needs, avoiding judgment and considering safety.
  - Refer them to resources that can help.
  - If an employee is a perpetrator of DV/SV or stalking, please talk with HR.
- ## RESOURCES
- National Domestic Violence Hotline:**  
**800-799-SAFE(7233) / thehotline.org**
- Rape and Incest National Network:**  
**800-656-4673 / rainn.org/es (Spanish)**
- UMSJMC Human Resources:**  
**410-337-1288**
- UMSJMC Employee Assistance Program:**  
**800-437-0911**
- TurnAround 24 Hour Helpline:**  
**443-279-0379**
- House of Ruth Maryland 24 Hour Hotline:**  
**410-889-RUTH (7884)**
- PHOTO: GETTY IMAGES; COURTESY OF: UMSJMC  
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- UMSJMC
- UNIVERSITY OF MARYLAND  
SYSTEM OF JAIL
- 
- UMSJMC
- UMSJMC



Photo by Iris Silverberg

**ES TIEMPO DE DECIR**

**¡NO MÁS!**

**A la Violencia Doméstica y la Violencia Sexual:**  
JUNTOS PODEMOS HACER LA DIFERENCIA!

**¿Está experimentando Violencia Doméstica (VD), Violencia Sexual (VS), o Acoso?**

- ¿Es su relación insegura o con falta de respeto?
- ¿Alguien está amenazando o haciéndole daño a usted o algún miembro de su familia?
- ¿Ha experimentado que le tocan de manera sexual sin su consentimiento?
- ¿Alguien le ha estado siguiendo, acosando o haciendo sentir temor?

**Si ha respondido SI a alguna de estas preguntas, hay ayuda disponible de manera gratuita y confidencial.**

**¿Está la violencia o el abuso impactando su trabajo?**

- ¿Ha llegado tarde al trabajo o ha perdido el día de trabajo debido a la violencia o el abuso?
- ¿Ha tenido que perder el día de trabajo por tener que hablar con la policía, ir a la corte, ver al doctor o por alguna otra razón relacionada con la violencia?
- ¿Encuentra difícil poder concentrarse en el trabajo?
- ¿Ha recibido acoso o amenazas a través de email, llamadas o textos en su lugar de trabajo?
- ¿Su perpetrador ha acudido a su lugar de trabajo?
- ¿Hay otras razones por las que se siente inseguro (a) en su trabajo, o viajando hacia o desde ahí?

**Si ha respondido SI a alguna de estas preguntas, hay pasos que puede tomar para protegerse a sí mismo, su trabajo y la seguridad de todos en su lugar de trabajo.**

# Lessons learned

## Developing training

- Industry-specific and culturally appropriate training content that workers can relate to
- Language access – translations and interpretations

## Training

- Who delivers the training also matters
- Evaluations

## Policy & Materials

- The importance of having diverse perspectives providing input
- Have a policy implementation protocol in place

## Sustainability

- Buy-in from leadership
- Engaging community partners who have mandates to ensure the safety of workers

# Role of media

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SECTIONS SEARCH

THE BALTIMORE SUN

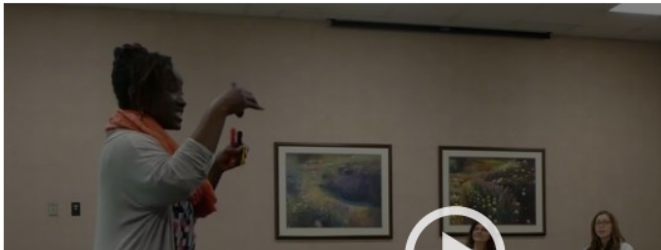
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WEDNESDAY OCT. 12, 2016

BREAKING SPORTS MARYLAND BUSINESS OPINION OBITS ENEWSPAPER ADVERTISING



## St. Joseph Medical Center trains staff to identify domestic violence among its own



THE HUFFINGTON POST

INFORM • INSPIRE • ENTERTAIN • EMPOWER

BUSINESS

## When Domestic Violence Becomes A Workplace Issue

After two employees were killed, the hospital where they worked decided to tackle the issue head-on.

04/21/2016 12:47 pm ET | Updated Apr 21, 2016

1.9k



Melissa Jeltsen

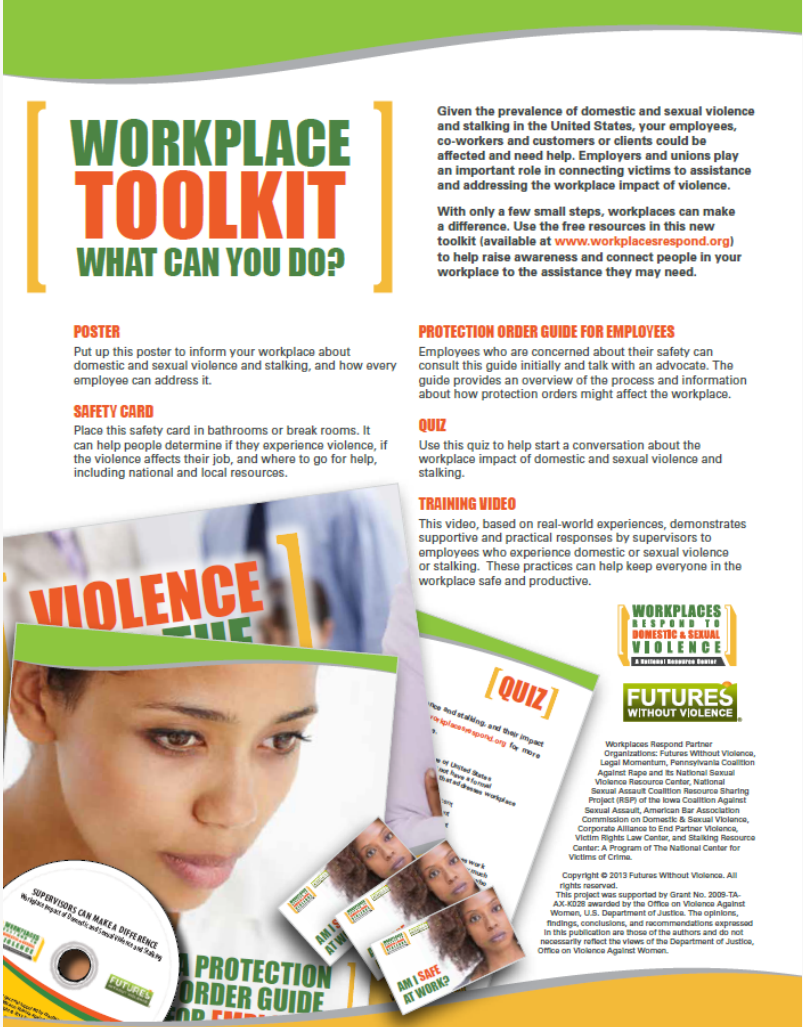


Senior Reporter, The Huffington Post



# Workplace Toolkit

- ❑ Poster for the workplace
- ❑ Safety Card for Employees
- ❑ Protection Order Guide For Employees
- ❑ Supervisor Training Video
- ❑ Quiz



**WORKPLACE TOOLKIT**  
WHAT CAN YOU DO?

**POSTER**  
Put up this poster to inform your workplace about domestic and sexual violence and stalking, and how every employee can address it.

**SAFETY CARD**  
Place this safety card in bathrooms or break rooms. It can help people determine if they experience violence, if the violence affects their job, and where to go for help, including national and local resources.

**PROTECTION ORDER GUIDE FOR EMPLOYEES**  
Employees who are concerned about their safety can consult this guide initially and talk with an advocate. The guide provides an overview of the process and information about how protection orders might affect the workplace.

**QUIZ**  
Use this quiz to help start a conversation about the workplace impact of domestic and sexual violence and stalking.

**TRAINING VIDEO**  
This video, based on real-world experiences, demonstrates supportive and practical responses by supervisors to employees who experience domestic or sexual violence or stalking. These practices can help keep everyone in the workplace safe and productive.

**WORKPLACES RESPOND TO DOMESTIC & SEXUAL VIOLENCE**  
A BUSINESS RESOURCE BOOK

**FUTURES WITHOUT VIOLENCE**

Workplaces Respond Partner Organizations: Futures Without Violence, Legal Momentum, Pennsylvania Coalition Against Rape and its National Sexual Violence Resource Center, National Sexual Assault Coalition Resource Sharing Project (NSAC) of the Inmate Coalition Against Sexual Assault, American Bar Association Commission on Domestic & Sexual Violence, Corporate Alliance to End Partner Violence, Victim Rights Law Center, and Stalking Resource Center: A Program of The National Center for Victims of Crime.

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**SUPERVISORS CAN MAKE A DIFFERENCE**  
Biggest part of a workplace's responsibility to keep safety

**PROTECTION ORDER GUIDE FOR EMPLOYEES**

**AM I SAFE AT WORK?**

# Questions & Answers

# Thank you!

Please fill out a short evaluation:

<https://www.surveymonkey.com/r/workplaceimpacts>