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

This project was supported by Grant No. 2012-T-AX-K055 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this program are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.
Poll #1

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

- Yes
- No
- Not sure
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.
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

Community Partnerships

- Policy
- Training
- Resources
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

☐ **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

- 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

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

**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

- **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

- 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

- 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

Options = independence and safety

Skills/Experience = Options

Benefits = access to health care/EAP and care for children

Social interaction and support

Income = Options
Impacts & Costs of Perpetrators

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.

(McCormick & 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

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?

- 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

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

- 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

- 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

- Investigation
- Safety
- Clear statement of what is and isn’t acceptable
- Accountability
- Prevention
DV/SV/Stalking Policy

- 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

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

- 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

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

- 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 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?

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

- Essential to proactive, comprehensive action
  - HR
  - EAP
  - Legal
  - Security
  - Union
  - Others

- Each dept’s roles and responsibilities
Prevention and Response Strategy

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

Proactive  Prevention
Response  Collaboration
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

- 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

- 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

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

- Posters, brochures, safety cards, etc.
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
St. Joseph Medical Center trains staff to identify domestic violence among its own
Workplace Toolkit

- Poster for the workplace
- Safety Card for Employees
- Protection Order Guide For Employees
- Supervisor Training Video
- Quiz
Questions & Answers
Thank you!

Please fill out a short evaluation:

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