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>> All right. Let's get started. So hi, everyone. Hello and welcome. My name is Lisa and I'm a senior program specialist with Futures Without Violence and hosting today's webinar. A collaborative model to address domestic and sexual violence. Thank you for joining us today and we want to thank the office on violence against women for supporting this webinar and our overall program and responding to the workplace violence.

We have a great team of presenters whom I will introduce shortly. Before I do that, I want to introduce my colleague, staff attorney Elena Dineen. She'll provide technical support. Lead us through the logistical aspects of today's presentation.

>> Thank you, Lisa. Good morning, everyone. In terms of logistics, today's webinar will run until 12:30 Pacific time. During the webinar, your line will be muted whether you are calling in by the phone or through the computer. You may ask our presenters a question or report a technical issue by using the chat function on the right of your screen or sending a private message to me. To send a private message, go to the chat box drop-down menu on the upper right corner and choosing the start chat with host option. You can call 888-523-8445 if you are having technical difficulties. I want to point out a couple features we'll be using today. Closed captioning is provided in today's presentation. Captions will appear on the box in the bottom many of your screen. You have the ability to scroll up and down. When you manually scroll through the text, the auto scroll will be disabled. To reenable, click on the auto scroll box on the upper right corner of the captioning box. The presentation itself will be approximately one hour and we will have a question and answer section for about 25 minutes. Feel free to type questions into the chat box throughout the presentation. And our presenters will do their best to answer all of those questions at the end of the presentation. In hopes of making this webinar more interactive, we have incorporated several poll questions. So please stay tuned for those. At the end of the webinar, you will be prompted to answer a short evaluation. Please take a moment to give us feedback on today's presentation and also make suggestions for future topics. We want to be responsive to all of your needs. Also as a reminder, a recording of today's webinar and a PDF version of the PowerPoint slides will be available on our web site at Futures Without Violence after the presentation. The PDF is already available in the box on the lower right hand corner of your screen. That's it. Thanks, Lisa. Back to you.

>> Lisa Kim: Thank you. So as I mentioned earlier, we have a great team of speakers. I'll first introduce Leslie Hott. She has over 20 years of human resources experience and currently the manager of human resources at the University of Maryland St. Joseph medical center. Where she is responsible for counseling

management on employee relations issues, compliance investigations, policy development, implementation and organizational training. We also have Gail Reid, licensed clinical social worker with 30 years of experience. She is the director of advocacy services at turn around, the assault crisis center of Baltimore city and county which provides services to victims of sexual assault and human trafficking.

And we have Sarah Sullivan. Currently the training institute coordinator, comprehensive domestic violence center. Coordinates training on a wide range of partner related topics to community and work-place audiences. Sarah has national training experience in gender-based violence and worked in Baltimore communities for the past decade.

So I would love to get a better sense of who is in the webinar and who is pretty familiar with the topic. We'll show you a quick poll. Right now, you should be able to see a poll here that says do you currently have a program that engages and educates employers or individuals on the workplace impacts of violence? The responses are yes, no, not sure. And I see that folks are chiming in right now. I'll give it another couple seconds.

Okay. Can folks see the results now? Looks like we have almost 56%, more than half the room that has some sort of program that engages and educates folks on the workplace impacts on violence. I'm really glad to see that. I want to acknowledge all the experience and expertise in the room right now. We invite you to share with all of us any lessons learned or any information you want to share about your project in the chat box to the right. And for the folks that said no or not sure, we're really glad you are here today. We hope you'll find today's session helpful. And we're excited to share one example or one model for doing this work.

In terms of learning objectives, we hope that, you know, number one, after the presentation we hope you'll be better able to identify the ways that domestic and sexual violence impact the workplace. Two, to be able to describe the ways that employers can effectively and proactively respond to incidents in workplace violence that promotes a victim-centered approach and greater accountability for the employees. And hope you'll be better able to explore collaboration between different community Stakeholders to address the impacts of violence.

I also wanted to give a quick introduction to the workplaces , national resource center. It is a web-based resource center that was mandated by the violence against women act. And originally part of the larger victim's economic security and safety act. This was created in partnership with 7 other organizations such as legal momentum, resource sharing project of the coalition against sexual assault and the corporate alliance and partner violence to name a few of those partners.

The web site is a resource for anyone who wants to learn more about the workplace responses to domestic violence. Has free tool kits and resource links, training videos for supervisors, a guide for advocates and a model policy. If you

visit the our web site next year, it's going to be different than what you see now. You can click on the web links box under the chat box and that will take you to our page. But it will look a little different.

>> Can I stop you? The slides are not moving for participants.

>> Lisa Kim: Is everything good?

>> The slides aren't moving forward for the participants.

>> Lisa Kim: Participants aren't able to move the slides. Only
Can participants all see the boxes in different colors? No.
Okay, great. Let me try to reshare this.

Can people see this now? I'm really sorry about this, everyone. Looks like we have some technical difficulties where the slides are not advancing for some people and for other folks you have to manually scroll this. Right now, we should be on the slide that says workplaces respond national resource center on the top.

Let me try one other thing. I'm really sorry about this. Just bear with me for another second. I'm trying something else now. And I'm advancing the slides. Can people see me advancing the slides? All right. It's working. Yes. All right. Victory. Thank you.

Okay, great. So right now you should be able to see a slide that says workplaces respond national resource center. Thanks, everyone, for your moral support.

All right. So to continue on, if you visit this page next year, it will look a little different. We're working hard to make the page a little more interactive and easier to navigate. So if you have any feedback, we would love to hear from you. Our email is workplacesrespond@futureswithoutviolence.org and that email is also on our web site. We'd love to hear from you if you have any feedback about how we can improve the site.

As part of this overall program, we launched a project called low age high risk where we focus on sectors where low wage and immigrant workers are vulnerable to violence such as in agriculture, restaurants and healthcare. We have had the privilege to partner with various Stakeholders including anti-violence service providers and employers. But also nontraditional partners like unions and worker organizations. And this collaboration with the labor rights movement makes a lot of sense. As you all know, economic security is a critical factor in reducing the risk of violence or increasing the chances of leaving a violent situation. And likewise, limited economic security is a major factor in increasing an individual's victimization. One's economic security and access to a safe working environment is intimately tied to one's right to personal safety and well being.

And so through our work together with all of our partners, we have been able to better understand how to develop industry specific solutions to safety and security for workers and employers.

So for folks currently thinking about designing a program that will engage workplaces or, you know, already have something in place, we recommend these four major components. And of course, this isn't everything. But policy, training, resources

and community partnerships.

My co-presenters will go through each of these in greater depth. I'll give a quick overview. The first is that policy. We think it's important that we institutionalize support and accountability through a policy and a protocol. And that's something that specifically addresses domestic violence and stalking.

The second is to have a training component. And this training should be for all staff including managers. What we've done in our pilot sites to create a longer and more in-depth training for supervisors and managers and a shortened version for the rest of the staff. And the rationale behind this is supervisors are influential people in the organizations. They have the power to shift workplace culture and from a more economical standpoint, the reality is businesses often can't spare workers for something like a 4 to 6 hour training like they could for managerial or salaried staff.

Resources available to help raise awareness and connect people to resources like hotlines. And that can be in the form of a poster or brochure and last but not least, to do all of this work with partners, we work with all of our partners to develop each component by having regular monthly meetings and engaging the partners to be the ones that lead the trainings rather than it be future is coming in to deliver the training or placing the burden on the employer's HR team.

Just to reiterate again, the collaborations could be with service providers and employers. Could be with workers' rights groups. And the way our collaborations worked at it are these four components.

Without having specifically gone into them, so now I want to briefly go over who our partners were and where the pilot sites were. We had three sites representing three different industries. In Florida, the employer was one of Florida's major tomato growers called sun ripe certified. In New York we worked with two restaurants. And University of Maryland St. Joseph medical center. And Florida and New York we partnered with coalition of Im Moka lee workers and local service providers such as Vida legal assistance and connect New York. Brings service providers and workers' rights organizations together since both have a vested interest in people's safety and creating a workplace to prevent and address domestic violence. And you'll notice that our Maryland site is a little different in that while the workers' rights piece is missing, we have three service providers. Two of which you'll hear from soon who are experts on, on domestic violence and sexual assault and equal housing opportunities. The hospital also had a multi-departmental team of staff people and we relied on them and that team to help inform the design of our work because the other critical piece of having someone representing workers' rights or just work hes in general, it brings that perspective and make sure the content and the language and whatever we design is relevant and relatable for the folks that are getting trained. My co-presenters are Maryland site partners. I'm so excited for them to speak and for us to talk about our

experience piloting this and also just give you a peak of what we've developed. A lot of the content is found in the trainings that we've developed. I'll turn it over to Gail now who will take us through identifying the ways that domestic and sexual violence impact the workplace.

>> Gail Reid: Great. Thank you, Lisa. Can you hear me okay?

>> Lisa Kim: Yep.

>> Gail Reid: Okay, good. I wanted to also start to thank them for the project to work on. I see that a lot of people attending are working domestic violence agencies. It's been an exciting partner for me. Support employees who are dealing with these issues.

So what I'm going to talk a little bit about is Lisa talked about developing policy as part of the project and also developing training. And so our training, as Lisa was saying, was geared towards --

>> Lisa Kim: Sorry to interrupt. I'm seeing participants are saying they are having a hard time hearing you. Speak closer to your mic.

>> Gail Reid: Is that any better? Okay. Anyway, we developed an approach we called the three Rs which has to do with recognizing and understanding what domestic and sexual violence is. And we also wanted to create a culture within the workplace that understands that although these are often considered private issues away from the workplace, they do impact the workplace and can occur at the workplace. And we wanted our training to talk about how do you respond as a supervisor or a co-worker. And what to do once you've identified there's an issue someone might be having.

So I wanted to talk about recognize and probably a lot of you are familiar with these terms. Just to put definitions up there that we were focusing on gender based violence. That is violence that comes out of gender role expectations and issues around unequal power and relationships. And we sort of set ourselves a tall order. We wanted to make sure we were including domestic violence/intimate partner violence and also sexual violence. That includes a whole range of behaviors. So we really wanted to try to address all of these things. And that was a bit of a challenge but we were committed to that.

And in our training and helping people recognize these issues, we wanted to explain to people and help them understand what we were talking about. So this is an example when we were talking about sexual violence, the training would talk about unwanted sexual attention, contact or behaviors. So things that are unwanted. Comments being made, unwanted touching. This included also sexual exploitation. And on to sexual assault. And we also wanted to understand that for people who maybe have experienced this away from the workplace, can certainly impact their work and their attendance and other issues.

And for myself, again, someone who works with survivors, those of us who work with survivors understand how very, very important employment is for people and that many people do lose their jobs because of these kinds of issues.

So we wanted to have another poll. And this one has to do

with can you name an example of domestic or sexual violence or stalking, which we also included, any time that you are aware of something that has shown up in the workplace?

I'm seeing things like sexual assault in the parking lot, calls and texts, frequently calling, perhaps someone entering the building to find someone. Trauma symptoms in employees. Let me give you a few more seconds and then we'll end this poll.

So we're going to end this poll. So we have 58 responses and covering quite a bit. I'll tell you what we can do is we can look through these responses as we're moving on and come back to this. We'll continue to be talking about how these behaviors show up and impact the workplace. So I'd like to turn things over to Sarah Sullivan to talk about workplace impact. >> Sarah Sullivan: Thanks, Gail. Hi, everybody. So those were all really great answers to our poll question. And I think it starts to answer the question of why work? Why are we talking about how this affects the workplace? And fact is somebody who is being abused, much like everyone else, has a regular work schedule at a regular place that they go to and their abuser will know what that schedule is. And it's a guaranteed spot where their victim or survivor is going to be.

So I want to talk a little about the impact that it has on the workplace. So first, we've seen incidents happen at workplaces. Like I said, the abuser knows where their victim is. It ends up being a threatening situation for not only the victim but the people around the victim who are at the workplace. Also impacts productivity in the sense that if somebody is using work resources to contact their abuser or their victim and the abuser is calling all the time or, say, one of your employees is the abuser, they are using work resources. But then outside of work, someone who is being affected by intimate partner violence maybe has to miss work because of health issues or they miss work because their partner isn't allowing them to go to work. Or perhaps their productivity goes down because they don't feel safe. Or they are sick all the time and showing signs of trauma. So it impacts the workplace in a lot of ways both in terms of safety and productivity.

These are some quick stats on the impact and the cost for employers. So there is lost productivity in the sense that people miss days of work, they are unable to perform at peak capacity. Time is taken up managing the abuse and screening phone calls, that sort of thing. Medical costs, same idea. Somebody being physically abused will end up in the hospital more frequently and oftentimes, the mental health issues also end up being medical bills. And then security concerns. The vast majority of safety companies rank domestic violence as a pretty high security concern. It's something we don't talk about that frequently. But it is something, like I said, where an abuser knows where the victim is and they are targeted.

So the impacts on victims and survivors. Here we've got things that are affected in the victim's life. So their personal safety. And that is not just in terms of literal safety but whether or not they feel safe. Health and medical

issues like we talked about before. Someone being abused will end up in the hospital more frequently. Legal issues, child care. Oftentimes somebody's abuser is only option for child care. Housing. If someone needs to flee their living situation. And finances depending on what the financial situation between the partners is. And what ends up happening at work is absences, chronic tardiness. Someone may start showing signs that look as though they are slacking off but in reality they are dealing with trauma. Like we said before, the harassment and violence could come to the workplace. Somebody may be showing unexplained bruises. Perhaps somebody is wearing long sleeves all the time during the summer to hide things. Or there's a general change in their behavior. So those are all signs that could tell you that someone's health or safety is being affected by intimate partner violence.

And what this means is oftentimes a victim will start showing signs that they are not necessarily committed to their job any more, which isn't actually the case. And having a trauma-informed background will help you spot that. Financial independence is crucial for a victim having the resources they need to be able to keep themselves safe. And the last thing a victim wants is to be fired from their job.

This is something about the cost to the victims and survivors. As you can see, it's an issue both for victims and for employers. The amount of money that is lost every year due to violence against women or others is astronomical. And last year victims lost 8 million days of work, which is 32,000 full-time jobs. If you think of the impact it has on the economy along with specific corporations, it's pretty large.

I'm going to hand this back over to Gail for a second to talk about trauma-informed care and income for victims.
>> Gail Reid: Okay. Thank you, Sarah. So as Sarah was saying, there are a lot of costs to survivors and also to the workplace. I was looking through the comments that people made about things that you've seen come up in the workplace and a lot of perpetrators showing up at the workplace, making threatening phone calls, showing up in the parking lot. We all know that often what happens is employers when they become aware of this become very concerned about safety and what happens. A lot of times they let that employee go. The employee who is the victim in the situation has lost a job. And again, for those of us who work with survivors, we know there's a large segment that are domestic violence victims and their children. So there can be a lot of negative consequences. And we also know sometimes this is the perpetrator's goal as they would like that person to lose their jobs.

So I think it's important to understand jobs the trauma sensitive work we try to do where we understand it is better for survivors to have options, to have choices and to have some control over their situation.

I also think when employees are fired for these kinds of things, it tends to lower moral and makes people not want to come forward and maybe bring a potential risk to someone's attention. So it tends to perpetuate the problem. Certainly,

income means options and choices for people. Coming to work is often the only place they feel safe. It's a source of may be the only social interaction and support they have access to. And certainly benefits. But also a future where people can get skills, experiences and training and better hope for more independence and EEPT safety. Those are really important things and so helpful to have workplaces understand this and be willing to work with our clients and their employees around the issues. There's also a concern about -- and we addressed in our training and in the policy how does the employer handle employees who may be perpetrators? I think these are interesting statistics that 80% of perpetrators said their own job performance was negatively affected. Many of them were distracted. Almost caused or did cause an accident at that may be going on with employees.

Should raise red flags around safety in the workplace. And also concerns about public image that these are things that matter to employers.

So here's another poll that we'd like for you to take. And this one has to do with whether you have ever helped a client or a co-worker address workplace issues related to violence. So have you, yourself, ever helped a co-worker with this kind of issue?

So far, a lot of you have assisted someone. Let's take a few more seconds for everybody to finish. And maybe we can end the poll now. If we look at the results of this poll. We have 68% of you have said yes that you have assistant a client or co-worker.

So now I would like to turn it over to Leslie, human resource manager working on this project to talk about the second part of our training and our program which is the response part.

>> Leslie Hott: Hi, everybody. I'm coming at this from the employer's perspective in regards to the response. So part of that entails a response plan. You can put policies in place. You can talk to staff. Unless you have a plan for me within the workplace, you are going to stumble when somebody may come forward and disclose they are being victimized. So part of that response plan is looking at doing a risk assessment. Look at the immediate needs of the individual. You want to look at the victim. You are going to want to support and empower, not rescue. So part of that response plan is looking at what steps do we have in place that we do abc and d. And with the appropriate staff in place. The last thing we want to see is an employee disclosed to a manager who doesn't know what to do and drags the employee to human resources. They have to tell the story again and pull security in and they need to share the story again.

So victims have concerns being an employee and disclosing to the employer I'm being victimized. Safety is one of the primary concerns. Is something going to happen while I'm here? Confidentiality and privacy. Again, having that plan in place so the person does not have to tell their story to five different individuals on five different occasions. And it's

important to share with the individual you can keep things confidential. You have an obligation to keep your staff members safe. Not only the person being victimized but those working around the person. So I really encourage whoever is meeting with the victim to say I can keep things confidential and here's the type of thing I would need to share with others. Job retention. A victim may wonder if I'm going to get fired. Maybe they don't want to deal with the fact I'm experiencing victimization and I'm missing some work and making people uncomfortable around me.

Am I going to be judged more harshly because I'm going through this? And what things does the employer even have to offer me if I disclose? What's going to happen? Are they just going to say okay? It's making sure -- I'll talk about this in a moment that you have things in place the victim then can see this is what may happen to help support me.

Reputation and appearance. If I tell somebody this secret that I have, are they going to look at me differently? Are people going to look down on me and pity me? The financial and economic security. I know Gail mentioned this earlier. That's something we absolutely do not want to add to the list of things that person is experiencing.

So the employer has concerns as well. Looking at safety. Safety goes both ways. Productivity. Is the person going to be able to produce? Potential liability. What if the perpetrator comes on campus and something goes wrong? This person had a potentially a degree I have individual coming after them and we did nothing. The cost. There are costs associated with intimate partner violence. Lost time, low productivity, medical costs. Gail had gone over the cost of just how much partner violence costs. This is huge. Many organizations were able to recruit. And part of the reason behind that is potentially employees don't feel the organization cares about them. Putting a plan in place while it might not impact every employee, it shows to those employed by the organization we care about you not only as an employee but a human being. That falls into place with the reputation. Staff can hear that we care. Clients, patients, the community itself which we are located, they are going to hear that message. We care. You are not just a number to us. That supports happiness and well being. We want the staff to feel happy. We want them to be supported and engaged. This is a part of that.

So back to assessing risk. When you put something like this in place is to immediately look at any potential threat. It's asking questions are there firearms held by this individual? What type of violence are you experiencing? So we can, as an organization decide what we need to do to make you safe at work if you are experiencing violence.

So Gail mentioned in the training we designed, we also addressed perpetrators. Statistically there are perpetrators along with victims. You need to have a response plan if somebody appears to be a perpetrator. Need to be able to investigate the allegation, determine if there's a safety issue. It's also making clear to the staff what is and isn't acceptable

behavior at work. Which can extend to outside of work. Holding people accountable for their actions and prevention. So the training. It's training folks what does the perpetrator look like as we will not tolerate as an organization.

So we designed a policy that specifically addresses partner violence. We named domestic violence, sexual violence and stalking. We want to make sure staff understands what it is that we have a policy written for. So what we did was we looked at existing policies and how they would interact. They have the code of conduct, a harassment policy, things of that nature. We tied those in to support the policy. They all inter lock with one another to provide a safety net for the safe. What this policy does, not only does it guide a manager, team member on what to do if somebody discloses they are experiencing partner violence but also tells the victim this is what we could potentially do for you to support you. So if you disclose, we will pull together a member from our security team to meet with you. We'll talk about restraining orders. Do you have one? Do you need to get one? What community resources are available? Some of my friends here are some of those resources. Do we need to look at changing your shift? Does the perpetrator know what time you work? Does the perpetrator know where you park? Do we need to change your phone extension? There are numerous things we can do from HR perspective to support victims and keep them safe along with the co-workers remaining safe at work.

We also address what to do if they are co-workers and work together. Support this policy indicating you are not to hang out in departments where you are not scheduled. And looking at productivity if somebody's not productive. We can take a look and see I see why you are not transporting x number of patients talking -- stalking your girlfriend. There can be a number of them to support.

>> It is essentially a tool that one uses to determine level of risk. There are all sorts of models out there. But what I would suggest doing is teaming up with your local agency and seeing what they use for a RIFB assessment and consider using that one. There's consistency that the victim is interacting with. There's a difference between the personal risk and the risk at the workplace. But having a safety plan and knowing the level of risk benefits both the workplace and the employee. So can help you understand what the threat is. Some people at risk for severe violence. Both add problems for the workplace but there are different problems and can be treated differently. They can help you identify the target whether it's one person in particular or a group of people. Can help you decide what the motivation is. Is that something that can be altered or can that play a role in the way you respond? Getting a sense of the background can give you a sense of what to expect from them. And the threat level can change at any given time. Ultimately, victims know best. There are all sorts of studies about how to assess the risk that a victim is in. But no study has proven to be more affective than the victim's own opinion of the situation. So what that means as an employer is that there's a

certain level of trust you need to place. The work environment needs to be conducive. If they can confidentially and safely disclose information to you, you are going to get a more accurate sense of what level of risk exists.

After doing a risk assessment, there's something called safety planning. A set of steps that a victim could take to minimize the risk they face. Notice it says the victim considers it. A safety plan is not something that is forced on anybody. It's just a tool that can be used when helpful. And it's basically exactly what it says. So it's just a plan for what to do throughout the day to help make sure that the victim is avoiding potential crisis situations. Noticing the places in their life where they could be extra vulnerable and making accommodations and can also decrease the fear and lack of security a victim feels which can increase productivity at work and make them more able to focus on their day. But this is something that is different for every single person. Not just because everybody has a different schedule and a different life. But also because people have different things that are required to make them feel safe.

So I would suggest with employees encouraging them to make a personal safety plan for throughout their entire day. But then with your employees set up safety plan for when they are at work, when they are leaving work and when they are there. And can make sure the workday runs more smoothly.

So we're going to talk about various things to think about. And again, all sorts of resources out there on how to do this. But as an organization, it will be good for you to identify what various Stakeholders need to be at the table for safety planning. Is there a security department? Is there HR? Could it be the managers or co-workers of the individual who needs the safety plan? Are the police involved at all? Maybe you bring in -- these are all things to consider. Does the perpetrator know the employee's schedule? Does the person know exactly when their employee is walking to their car? Do they know the paths they take to work and the bus system? Do they know where the employee's office is. Could that schedule be changed? Or could the schedule be stuck to? This person is walking by their office at this time and if they don't see them within a certain window they call the police or call to check on them. Could someone escort the employee to the car? This is an interesting one. Talk to the victim about who should be doing that. If the abuser sees them walking to the car, is it better to have someone in a security outfit or better to have someone of their same gender? So it seems less threatening? And what are ways you can assist the person being safe without endangering them later when they get home. And is there a quiet space for them to go when they are overwhelmed? And also allow them to decompress, feel better and move on with the workday.

So when talking to an employee, it's important to say -- to find out if there is a protective or restraining order out in the employee's name. And often time, those will include the workplace. If you get a copy of that and the abuser shows up on the campus of the work, you can call the police and they will be

arrested on the spot. Get relevant information such as a picture. A copy of the protective order. Information on what kind of car they drive. Maybe their license plate number. Two various security personnel and the reception staff and anybody who might be able to see somebody coming on when they are not supposed to. You can consider relocating the employee or not listing the employee's phone number and screening their calls so the user can't get through to all of them on the phone either.

So, again, those are all just ideas. And pushing the employee is not usually helpful. But sometimes having an outside observer be able to breakdown each part of their day with them can be useful in finding all different options in keeping someone safe. Those are just ideas. All sorts of resources online.

So now we're going to read through Clara's story.

Clair and her husband are both employees at St. Joseph. He works as a radiation technician and Clara works as an assistant in transport. Co-workers have noticed that she is often late or absent from work. Her behavior has also changed. She is very jumpy at work and appears fearful when startled or caught off guard. She wore more make up and long sleeves even in summer. He drops her off every morning, meets her for lunch everyday and picks her up at the same time every meeting. She appears anxious at the end of the day.

We can put this in the chat box, I believe. As a supervisor, what are some ways you all would respond to this? I see a number of you are typing. Meet with her. Schedule a meeting and discuss with her. Recommend the EIP. That's great. Ask open-ended questions. That's great. Pulling the employee aside. I'm seeing a lot more of the private place. It is a safe space. She's safe coming and talking to you. Make observations of the behavior. This is all great. Thank you, all. So things that are particularly important. Listen and be supportive of the individual. Can be tempting to share our own experiences or give them their opinions. Be proactive and ask open-ended questions. Don't make assumption about what the person is feeling or going through. Work as a partner with the employee to assess the risk rather than putting yourself above them. They often know better. It's much more likely they are going to engage in a safety plan they had a part in creating.

And with that, it's not your job as a supervisor to tell them what to do. Respect their autonomy and decision making and have resources on hand before you are in a situation like this so you can give them those resources immediately.

This is always appropriate to say to someone no one deserves that, I'm here for you, how can I help? This isn't your fault. And we have a policy in place to help protect people in your situation. It's not usually appropriate to give someone advice or tell them what your opinion is other than they don't deserve to be treated that way. Or saying things like why don't you just leave him? Or I'd never let someone do that to me. Or that doesn't sound that bad. All of those things can place judgment on the individual and make it feel unsafe for them to be disclosing to you.

So Leslie is going to talk about some of the ways that happens from an HR perspective.

>> Leslie Hott: Thank you. So depending on your organization, you may have a team composed of various it lacerations of the departments listed here on this slide. Here we've listed HR, the EAP, your legal department security, union reps or whomever else you feel depending on your organization would be essential to helping respond immediately to this individual's needs. So whoever is included in your multi-disciplinary team should have clearly-defined roles. Each member needs to know what their responsibility will be and what they can and can't do. Prevention and response strategy. So not only should you examine your response strategy, you should begin to look at addressing intimate partner violence. Domestic violence is a dirty word here. We're trying to change that. So part of the strategy is, again, the multi-disciplinary team. Raising awareness, policies, guidance, protocols, education and training and partnerships with the community Stakeholders.

And I'll pass it to Gail for refer.

>> Gail Reid: Thank you, Leslie and Sarah. So this is the third part of our three Rs. We had the recognize, respond and refer. And the last thing Leslie was talking about in the response program is the partnerships with the community Stakeholders. We really want to emphasize that as a big part of this project. We really have in terms of this being a pilot project and share some of the things we've learned that we feel strongly that the workplace needs to partner with a service provider and other resources. And community agencies can be proactive in reaching out to employers. And I'll talk about that in a minute. Not just have a response policy but have awareness raising materials available which we'll talk about next. All of that is really important in terms of prevention and early intervention. So we wanted this project to be proactive in those areas and very collaborative. An example of that is saint Joes is part of the University of Maryland medical center. So it's a state-wide system of hospitals. And we did have a hospital from another region reach out to us and say hey would you consider coming and doing this here? It was great. We can meet with your leadership team and talk about the project. We're happy to share materials. We want you to part with your local agency on this. And had he had a good partnership in place. The agency appreciated that as well. People asked a question about how can agencies reach out to employers and businesses and organizations. And you know we all know that bad things happen. We had another hospital where two employees who had been in a former relationship in custody issues. One shot the other in front of the hospital. She was waiting for her bus. Shot her like 2:00 in the afternoon. There was a stand off hostage situation. And he survived. He was shot by the police and killed. But as an agency, we reached out to the hospital and said what can we do? And here's what we've been doing. So I do think agencies can look for those kinds of moments where it seems like you can be helpful to someone. And I think those partnerships -- Leslie knows she can pick up the phone and call

me and Sarah if she has an employee who needs some services. And again, it doesn't have to be initiated by the employer. There are ways for service providers to reach out and people advocating for worker's rights and other agencies like that. I'm going to hand this back to Leslie to talk about more of this from the employer's perspective.

>> Leslie Hott: Thank you. So the responsibility of the organization is to ensure that staff are safe at work as well as at home. We need to start treating our staff as MVPs looking at creating that clear policy, procedure, the protocol when somebody discloses. What's crucial is getting support from leadership and staff and understanding the response protocol and buying into the program. Think about the culture of your facility or organization when you are securing buy in. Does this initiative tie into organizational objectives? Does this impact the bottom line? The likelihood that absences are the result of partner violence within your organization? So it's really thinking about what is the driver of your organization. Can you tie it into organizational goals and objectives to sell it? Healthcare focuses on the patient. We would like to see it expanded to care for one another as well and not just the patient. It's that multi unit response team. Can't always be hr. We are not the experts in everything. We can certainly find resources. But in our organization, we are one part of the giant puzzle. Victim survivor centered and clear process of support. If somebody does make a report. This was written to be used as a guide not only for managers and leaders to understand what may happen. Nowhere does it say you are going to be fired.

Education and training. I think we had mentioned earlier we did develop training programs. We developed two. We developed one for leadership and we developed one for staff. The leadership training -- it was two sessions about an hour and-a-half in length for both. And we came at that one looking at how would a manager look at a staff member they thought was experiencing partner violence? The staff level training was designed to be an hour in length one single session to help staff members recognize partner violence in a co-worker. Somebody they are sitting with 8 hours a day. And something's different and something's off. So this project was about two years in the making where we can roll out our training programs. We pulled people in from the various areas of this organization to talk about the culture. What the leaders feel about the organization. What does staff feel about the organization is the selling point to those folks for this training? We found during the development portion, leaders were hesitant to ask. One even said am I going to get in trouble if I asked that question? So earlier I mentioned we want to make domestic violence not a dirty word. And we've had an uphill battle with that. People don't want to talk about it. It's not a pleasant topic. People are afraid here that they are going to offend someone or hurt their feelings. Or even get in trouble. So that's part of the curriculum that was designed both for leaders as well as staff. You are not going to get in trouble. It's

worthwhile to ask the question and be wrong than to not ask the question and be right and live with the consequences.

In order to push awareness of this program, we developed brochures and safety cards to be distributed throughout the organization. We felt we wanted to paint a theme of organizational support for this program. So for these flyers that you can see, we used real staff members that people knew and recognized and felt comfortable with. And we used staff from all levels of the organization. Some long-term and newer staff members. But it's all people that are very recognizable. So that perhaps if somebody was experiencing some sort of violence, they can look at the flyer and say hey I know that person. It would be okay to tell them what I'm experiencing and see what help is available to me.

Some of the lessons we learned, developing the training. Clearly needs to be industry specific and culturally specific to who you are addressing. Make sure that you have the appropriate literature published in whatever languages that may impact your organization. The training. Who delivers the training. Make sure you have evaluations that they are getting the results that they want. You need to have everything ready to go. Make sure you are ready to roll out the policy as you are delivering the training so everyone has access to it. And sustainability. Super important. And engaging community partners to ensure that your staff are safe. So it's an all-inclusive project. And we've learned a lot along the way. We still have a long ways to go getting everybody through the training here. We have about 2400 staff members. It's going to take a little while. And we'll get there. And pass off to Lisa.

>> Lisa Kim: Thanks, Leslie. So the other thing that we wanted to emphasize is we can't underestimate the role of media. Consider reaching out to your local paper or other media outlets to highlight the work that you all are doing to address workplace violence. I think we still have work cut out for us in terms of redefining workplace safety. So that encompasses more than occupational safety or active shooters, et cetera. So in the case of our work with our partners in our Maryland site, we were able to feature this project and the trainings that we developed in the Baltimore sun and Huffington post. And this coverage has actually led to having various hospitals and other healthcare facilities in the region reach out to us to see if we can provide technical assistance on developing their own programs and we've shared content. We've shared a copy of the policy so people can use that as a model and adapt that for their own workplace.

And the media not only amplifies the issue broadly speaking. But can also spark conversation among staff. To be proud that my employer is being an industry leader, they are taking part of this and really focused on creating a safe workplace for me and it's all part of that shifting norms and shifting that culture. And while it's important to highlight the problem that's out there, people are really hungry for solutions. So, again, I think it's important to have that public facing element of your work so that you are talking about

it more and that just sort of snow balls and others get interested and gets bigger and bigger.

And to wrap things up before we go into our Q and A, I wanted to remind you again on our web site we have a tool kit, a poster, safety card, protection order guide, a training video and a quiz. Modify and use freely. It's a resource for everyone. Feature the trainings and materials we've developed that are specific to the three different industries. So stay tuned for that.

And now with our remaining 15 minutes, we have time for questions and our speakers will respond to them. I'll give folks time to ask questions in the chat box. In the meantime, I already have a few I've saved as the webinar has been going on. What advice do you have for a service provider wanting to reach out to employers in their area to engage in collaboration? But don't know who to reach out or what employer would be willing to work on a project like this. Anything else you want to add?

>> Well, I know we've done a few other things like, for example, we have a healthcare coalition against domestic violence. I think in part healthcare is kind of interesting setting. People already know a fair amount. And people are screening for patients anyway. We have hospitals that have domestic violence hospital-based programming. Leslie and I offered to come and do a presentation. We talked about the project so people could take that back to their healthcare settings, their hospitals and see what they could do with that. So, again, I think if you just step back and looking at what's going on in your community, goodness knows, NFL keeps giving us many opportunities to reach out to those organizations. So there are opportunities to look for -- an agency we don't often think about approaching large employers or even small employers.

>> Lisa Kim: Great. Thanks. Anything else you want to add?

>> I think Gail covered it pretty well. All right. I'll move on to our next question. Someone asked can you give examples about what the training content might include?

>> So what we did was manager and staff training and the manager training came at it from I'm a leader. And I noticed perhaps my staff member is wearing more make up, has long sleeves. How do I come at it without looking punitive. And you are my friend, I don't want to hurt your feelings but I'm concerned about you. We used the three Rs for both. And for the leadership training, we had them do role-playing. Gave them some examples. What would you do? For the staff training, it was much shorter. A little less detailed. But still pushing the theme it's okay to ask. Here's how you can ask and here's how you shouldn't ask. How to set your own expectations for what you expect this individual to do if you do bring up the topic. Not expecting them to leave and then questioning that decision. So from my perspective, that's how it was covered. I'm sure Gail and Sarah would have a different perspective as trainers.

>> I agree with that. A lot of the trainings had dual purpose. To have it not be something that's taboo to talk about. And to give people the language and the tools to do that. And spread

awareness about what the policies are. And what they can expect in response from the organization as a whole.

>> Lisa Kim: We really want the trainings to diverge from the typical corporate sexual harassment training. We use a lot of adult learning methodologies. Small group discussions, large group discussions. And we include a lot of scenarios that are pertinent for that industry. So in our Florida site, the scenarios we use to illustrate learning points, it's totally different from the examples we use from the hospital. People really respond to these scenarios that they are like oh, yeah I've seen that happen. Or I notice that going on a lot. Those stories engage people and makes it very relevant and easy to understand. Using the stories to illustrate the points we want to get across. In the example of our Florida site, just given the nature of the industry and not having a lot of Some folks are not fluent English speakers. We've had to modify it so that trainings are in languages that people are speaking. And we had the worker training in the form of a video and having a discussion afterwards. So I encourage people to think about what is the most appropriate for that particular industry and workplace. I don't think there is a cookie cut era approach to this. Yeah, we did try to stick to that. So people are able to recognize what is going on. Know how to respond appropriately. One of my favorite things is that people practice responding with one another. I thought that was helpful. And the third again is what can we do to refer people? We don't expect folks to leave the training feeling like they are supposed to be experts in this.

>> I think if I can add one thing. I forgot to say this earlier in terms of safety planning. Just intersecting oppressions that people face. And so, for instance, if in Florida there's a higher percent chance that your employee is depending on the market could be undocumented. So a number of them may be afraid to come forward with anything that could involve law enforcement in anyway. And things to consider someone's sexual orientation, their gender identity. Their race or economic class and all the different variables that go into how their life might be affected by intimate partner violence.

>> Lisa Kim: Great. Thank you. That's related to this next comment question, I guess. Someone wrote you can consider issues of same gender violence. That are equal to opposite

and concerns as well. And important to note that there are resources for that sort of support. And yes, as I said in the chat box, thank you for raising that point. It's so easy to fall into that oh, yeah, if using the pronoun when talking about victims and survivors. And we strive to stay away from that. We have a component where we make sure that people sort of disentangle stereotypes of who is a perpetrator and who is a victim. Anyone can be experiencing this. Anyone can be perpetrating this. Gail, Sarah, Leslie. Anything you want to add?

>> No, I think that we tried to make sure that we were gender-neutral materials.

>> Lisa Kim: Using ambiguous names like Lee.

>> Yeah. I think these are all important considerations and there's more than we can do and do it better. I do think it's important to talk about that as well.

>> Lisa Kim: Great. We have 6 minutes left. I'm going to go over the next few questions. Somebody said this is a phenomenal tool for employers. Thank you. Have you presented at labor and employment conferences throughout the U.S.? And the answer is yes. We continue to do that. We continue to do that whenever the opportunity arises. This is something that outside Council can pass on to their clients as they are drafting policies and advice regardless of the size of employer. The American Bar Association section on LNE would be a great place to publish or present. Thank you for that. We're trying to work with all of those folks you just mentioned to amplify the issue.

Of those that are service oriented agencies, how many have had DV/SV in their workplace? Do victims have a hard time coming out as they do the work for others? I think maybe this is something that Gail or Sarah might be able to speak to.

>> You are talking about staff who are survivors or talking about --

>> Lisa Kim: I think the question might be stating that even if you are working in a crisis center, yeah. Maybe you are also a victim of do owe mess tick violence.

>> From my perspective, we know the numbers and the high incident rates. Of course, you are working with people who are survivors and something may be up front. We were certainly cognizant of that in our training we knew we would have people in the audience. And we wanted to be careful about anything that could be triggering for those people. We have volunteers and so I think survivors are everywhere really. They are everywhere.

>> Yeah. In my experience, there is sometimes the case where somebody who is working in this field ends up also being a victim and there's a level of I should have known better because I'm doing this work all the time and I have the language for it. And I think that as co-workers, it's just important to be aware of how we talk about it even amongst each other so that shame is something that isn't there and that we are able to treat ourselves with the same compassion we would treat our clients with.

>> Lisa Kim: Great. All right so with three minutes left, I'm going to read off our last question. Is there specific training materials and/or resources for indigenous and immigrant people who are employees? And the answer is yes. Some of our content is translated into Spanish for our Florida site and for our Maryland site. Other than what you can find with futures, I want to give a shout out to a great organization called ASISTA. They have recently published a guide called stop workplace sexual violence assisting immigrant survivors. And I'm going to -- I just Googled it right now. I'll copy and paste that link here in the chat box. So that you can access that. And at some point in the future, we hope to partner with them and do a webinar that would focus exclusively on immigrant populations

and working with work hes at our nonnative English speakers or indigenous or immigrant populations. Thank you.

So I think we'll wrap it up here. I want to thank all of you so much for being on this webinar and engaging with us and answering all those polls, asking those questions. We appreciate it so much. We have a very short evaluation that we would love for you to fill out. It's very helpful for us to know how can we do this better? Is there more content you'd like to see in the future? And continue to share resources in the chat box. I see some of you from ERA sharing resources. Thank you. So we'll keep this open for another minute so folks can interact more. But I want to thank our speakers and OBW and all of you. So have a great rest of your day from wherever you are tuning in from.

[End webinar]