Domestic Violence: A Union Issue

A Workplace Training Kit
For Unions
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A Workplace For Us

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Acknowledgments

We are grateful to the many people who gave their expertise and time to the creation of this training resource kit, in particular: Elizabeth Bernstein of EBC, Connie Cordovilla of the American Federation of Teachers, Michelle Kipper of the Family Violence Prevention Fund, and Susan Lander of the American Federation of State, County and Municipal Employees, and all of the Coalition of Labor Union Women National Officers and Women Designees who provided guidance on this project. We are also indebted to the Office for Victims of Crime, U.S. Department of Justice for their support of this project. Most of all, we are grateful to the survivors of domestic violence who shared their experiences with us to educate others.
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The material was adapted from the publication entitled, "Domestic Violence: A Union Issue - A Workplace Training Resource Kit for Unions," produced by the Family Violence Prevention Fund. Edited by Donna Norton, Esq., Family Violence Prevention Fund, Catherine O'Reilly Collette, American Federation of State, County and Municipal Employees, and Nicole Kresch, Coalition of Labor Union Women, Center for Education and Research. This project was supported under award number 97-VF-GX-K004 from the Office for Victims of Crime, Office of Justice Program, U.S. Department of Justice. Points of view in this document are those of the author(s) and do not necessarily represent the official position of the U.S. Department of Justice.

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Welcome to the
Domestic Violence: A Union Issue
A Workplace Training Resource Kit!

This Training Resource Kit provides clear, comprehensive training outlines, along with overheads and handouts, to help you reach union members, shop stewards, union staff, labor leaders and employers with education about domestic violence as it affects the workplace.

What is the Kit’s Purpose?

The Family Violence Prevention Fund and the Coalition of Labor Union Women (CLUW) have joined together to encourage workplace responses to domestic violence and to help unions to develop prevention and intervention strategies.

The following training materials were developed to provide comprehensive training that is both appropriate for a unionized workplace setting and sensitive to the needs of people who are abused.

What are the Goals?

The goals of the Training Resource Kit are:

- Increase awareness and understanding of domestic violence.
- Increase opportunities for union members who are abused or abusive to access resources.
- Increase the knowledge of members, stewards, staff and labor leaders about how to best support workers who are abused.
- Educate unions and their members about best responses to domestic violence.
- Motivate members, stewards, staff and labor leaders to get involved and become part of the solution in the union, at work and in the community.
Who Uses the Kit?

The Training Kit was designed for union members, shop stewards, union staff (e.g. Business Agents, Safety and Health, Collective Bargaining, Members Assistance, Health and Welfare Funds, Organizing, Education, Political Action) and labor leaders (e.g. Officers, Executive Board members). It is also designed for CIUW activists to use with their own locals or in collaboration with their CIUW sisters from other unions.

Other groups that might benefit from the Kit include:

☐ Standing and Ad-Hoc Union Committees
☐ Security and Safety Professionals
☐ Human Resources Departments (generally in larger unions)
☐ Community Domestic Violence Victims Advocates

Who are the Target Audiences?

The Training Resource Kit is intended to reach four audiences through four separate training sessions.

Union Members:
This training session explains why domestic violence is a union concern and reaches members the steps that can be taken in the union and at work to respond to domestic violence.

Shop Stewards:
For this group, we have created a training session related to the steward’s role and responsibilities, emphasizing safety and job jeopardy issues and strategies to use in advocating on behalf of members with management.

Union Staff:
The training session for this group encourages union staff to incorporate supportive responses to domestic violence.

Labor Leaders:
For this group, we have created a training session that informs officers why domestic violence is a union issue and why it should be a part of the union’s educational and political goals.
How Does the Kit Work?

Different audiences have different needs. Yet, some of the important information about domestic violence needs to be shared with all four target audiences.

To meet your training needs, we designed Training Components, some written for all audiences and some for a specific audience, such as labor leaders. You can create training sessions for each target audience by combining the components appropriate for that group. We have created outlines for each session that will guide you in creating your training sessions (see pp. 30-33).

How to Use the Kit

1) Identify your audience (Union Member, Shop Steward, Union Staff, Labor Leaders)
2) Review the Training Session Outline and the Training Components for your selected audience.
3) Select the components that fit your audience and training needs, altering the session outline as needed, or use the session outline as it is designed. Add or remove training components based on the time allotted to your training session.
4) Select the components needed for your outline from the kit and compile them into a single training outline.
5) Select the accompanying overheads and handouts.
6) Determine the length of time your training session will take.
7) Review the training guidelines for suggestions for a successful event.
8) Practice, practice, practice!
Partnering with Domestic Violence Victim Advocates and Service Providers

Why Work Together?

Talking about domestic violence is not an easy task. Working with advocates who have expertise in domestic violence awareness training will provide you with resources to strengthen your presentation. Some unions with Members Assistance Programs (MAPs) may also have staff with expertise in the area of domestic violence. However, when unions partner with domestic violence advocates and service providers in the community, they have immediate access to resources, such as local shelters or residential services, expertise, and state-of-the-art responses to assist members with domestic violence situations.

Also, some community programs have services that assist multicultural, lesbian, gay or bisexual communities, or people with disabilities. Co-training can easily be facilitated by dividing the Training Session components based on your areas of expertise, with the advocate focusing on domestic violence information and the union on the work-related topics. A domestic violence specialist can talk to workers who come forward with questions after the training.

When you teach members about domestic violence, you also have to be ready to provide solutions for those who come forward for help. Partnering with the people who can provide services and guidance enables unions to meet this need.

Locating and Selecting Advocates

To locate domestic violence advocates and service providers, contact the National Domestic Violence Hotline at 1-800-799-SAFE (1-800-787-3224 for the hearing impaired) and ask for a list of resources in your area. When making calls to advocate agencies, ask specifically for people who are currently doing community
education on domestic violence. If no one is found, talk directly to the agency’s director. Explore the agency’s ability to do training in a union setting. Chapter 3, Guidelines for Community-Based Domestic Violence Advocates and Chapter 5, Tips for New Trainers in this kit can assist advocates with union training activities.

As the resources of these organizations are usually already limited, be clear about the goals of your training, indicating how many trainings will be scheduled and over what timeframe. Ask the agency to confirm their ability to participate in this type of project.

If you are unable to find an agency partner to participate in the training, ask one of the advocates that you do locate to consult with you about the training and its delivery. Also, discuss their ability to be a referral resource for members who need assistance.

Arranging for Reimbursement

Although most domestic violence services are non-profit, they are not always able to provide free services. And, even if they offer free training or consultation, the agency can only benefit from any reimbursement or contributions that your union is able to give. Review the section below, Creating a Long-term Relationship, for creative arrangements that offer support to the advocates who provide service to your union.

Coalition of Labor Union Women (CLUW) National Office

CLUW’s national office can assist you in locating a CLUW-trained educator, provide training for union activists who want to develop an expertise in domestic violence prevention, or provide technical assistance to your union regarding workplace strategies. Call the national office at (202) 223-8360.

Preparing for Domestic Violence Training in a Union Setting

Recognizing Needs: Making a Case for Training on Domestic Violence

If you are working to initiate a domestic violence training within a specific union or to coordinate educational events at union conventions or conferences, consider the needs of the union(s). What are the concerns of the union leadership? Union leadership may be at different stages of awareness regarding the importance of domestic violence as a workplace issue. Some unions may still believe that domestic violence is a private matter rather than a union concern. Consider presenting The Labor Leaders Forum from this kit to gain the support of the union’s Executive Board or other key officials. Make your case by focusing on how the job jeopardy, safety, work/family and economic concerns relate to domestic violence.
Training Context: Incorporate Material or “Stand-Alone” Training

There are potential advantages and disadvantages to including information on domestic violence in existing programs or presenting “stand-alone” programs. The advantage of using an existing program format, such as a shop stewards’ training or a safety and health training, is that it is an established training with a guaranteed audience. Some disadvantages are possible time constraints and the need for permission to add new information to a standard union training program.

A “stand-alone” training on domestic violence provides a forum with a single focus. Union conferences or other educational events are natural settings for this type of training. Yet, members may believe that choosing to go to a domestic violence seminar is a sign to others that they are in abusive relationships. So, attendance at a forum on domestic violence may be low. Advertising the seminar as “Healthy Relationships” may increase attendance or include domestic violence training in an established training program.

Coordination: Union Services, Policies, Procedures and Benefits

It is crucial that you review relevant collective bargaining agreements, union resources and employer policies prior to the training to determine how these may be creatively applied to help members who are abused. For more information on coordinating work efforts and adapting policies, procedures and benefits to address domestic violence, consult *The Workplace Responds to Domestic Violence: A Resource Guide for Employers, Unions and Advocates*, published by the Family Violence Prevention Fund (see www.fvpf.org/store).

As you may know, other member-related services and departments can be involved in responding to domestic violence situations at work. To better coordinate the training, talk with any union representatives, Members Assistance Programs, Employee Assistance Program professionals (either internal or external), Occupational Health staff, Security Services managers, and others who respond to members’ personal situations at work. All of these people should be prepared to respond to any situations that come to the surface as a result of the training. A coordinated response will ensure that everyone responds in a manner that best supports people who are in abusive relationships.

Determine Who is Attending

If you work with a large union with multiple departments, work units and positions, you may want to consider the mix of participants prior to the training. Are the attendees from several locals or one specific local? Are they likely to know each other well or be unfamiliar with each other? Will they have similar work or union backgrounds? Will the audience be primarily women or men or mixed? All of this information will assist you in customizing your approach to the specific audience. The training components do include
audience interaction, but do not require participants to disclose any personal information. Some attendees may feel more comfortable within groups of familiar people, while others may feel more freedom to ask questions in a room full of people they don’t know.

Prepare Materials that Fit the Audience

If your audience will be bilingual or multicultural, think about how to adapt the training content and handouts to reflect the language and culture of the audience. As always, be aware of the effects of racism and discrimination in the local community. Some members or union staff may have had negative experiences when seeking help for domestic violence in the community in the past. When possible, include information about diverse referral resources with the handouts.

Prepare Resource Materials

Include a list of any resources and contacts in your union who are prepared to offer assistance to members who are abused. If you have a union Members Assistance Program or external Employee Assistance Program, include their contact information. In addition, work with the domestic violence advocate to draw up a list of local resources and phone numbers that provide services in the areas where your members work and live.

Including Key Union Members or Staff in the Training

Including key people from the union in the training may help members or union staff understand that the training is important. Officers, Executive Board members, Members Assistance, Legal or Safety and Health are logical choices. They could introduce the session or even co-present the components related to union responses, adding their expertise regarding the union’s role, contract language, the law and services. They may or may not have experience with domestic violence issues. Encourage them to read this chapter to prepare for the training session.

Time and Space Limits

If you are conducting a training in a large conference context or as part of a general training program, find out where your session fits in the overall agenda. Make sure you have a back up plan if you need to adapt your presentation in case your time slot is shortened.

Since the training encourages group participation, it would be best to limit the attendance to about 20 to 30 people at a time. If time and space resources are limited you could stretch this number to as high as 40 to 50 people, but audience participation may suffer. With larger groups, team teaching is the best approach. If necessary, two trainers can split a group into two smaller groups.
Past Events

Find out if there have been any violent events in the workplace(s) of the attendees or grievances related to domestic violence, or if any members or staff were killed by their spouses or partners at home or at work in the last few years. If so, members and union staff may have a greater sensitivity to the topic of domestic violence. It may be best to have the key union contacts acknowledge the shared trauma of the violent event during the training introduction. Remember to respect the confidentiality of those involved in an event at all times.

Presenting the Module

Audience Awareness

Audience members may not want to talk about personal information during the audience participation if they believe the information might be used in some official manner. Be sure to emphasize your role as a trainer and as a resource during the training and respect members’ rights not to reveal information in the training setting.

Gender, Sexual Orientation, Racial or Ethnic Concerns

As referenced in the Training Components section, gender issues tend to be a delicate topic in the workplace. Occasionally, some men think that referring to victims as women and abusers as men is just another way of labeling men as the “bad guys.” Acknowledging the sensitivity of the issues, presenting the information in a balanced and inclusive manner, and including male trainers or male organizational contacts in the training, may offset any perception that the agenda is woman-biased. The training content addresses the crucial role that men can play in stopping domestic violence, and points out that many men are in fact in the front lines of violence prevention efforts.

At the beginning of the presentation, let audience members know that domestic violence affects people in all intimate relationships, regardless of gender, sexual orientation or racial or ethnic background. Encourage the audience to think beyond the stereotypes that some audience members may hold about who is abused and who abuses.
Helpful Tips for Presenting the Training

- People who are abused, members who abuse, and family members affected by abuse will be present at the training. Be prepared, as people may come forward after the session asking for assistance or information. Make sure that you have correct and current resource information for both the union and community resources.

- Let the audience know you will be discussing difficult material that may trigger deep feelings. Some of the introductory components include this content.

- Assure the audience that the seminar will focus on both positive steps to take and resources.

- Highlight real-life stories that bring the audience a better understanding of the reality of abuse. Stories that are presented illustrating union members' experience are most compelling. You can also refer to the case study included with the components or the stories presented in the video.

- Engage the audience from the beginning of the training and encourage their participation. Establish guidelines on how to talk about domestic violence situations in a respectful way, setting limits on interactions to keep the training on time while encouraging supportive discussions. Avoid any mention of members' cases by name and do not allow the training to become an individual consultation forum.

- Use a Question and Answer technique throughout the training. This involves asking a question of the audience, allowing them to answer to the best of their abilities, and adding in points not covered by audience members. This will increase the audience's attention span and feelings of ownership of the training concepts.

- Remain calm and clear when responding to a hostile audience member. There is usually at least one person who will openly and sometimes angrily blame the abused person for the violence. The section "Dealing with Hostility" in Chapter 5, Tips for New Trainers can help.

- End the training with a hopeful, action-oriented message regarding domestic violence and the union's ability to respond. Remain available after the session for people who want to talk and get further information about resources.

If you disagree with the content of the training components, consult with a domestic violence advocate before presenting any alternate material. Domestic violence situations are complex and unpredictable--what works for one problem in the workplace may not work for domestic violence situations.
Creating a Long-term Relationship

Maintain Contact with the Domestic Violence Advocates or Service Providers

The union can benefit from having the expertise of local domestic violence services available for consultation and for its members. As in any organization, people change positions often. Regular contact with the agency will help you stay up-to-date on who is working in what position and any changing responsibilities.

Encourage Ongoing Education

Encourage the union to talk about the topic of domestic violence in other related trainings, such as violence prevention or work/family stress. Ask the participating domestic violence advocate to also be a source for information, videos, brochures or other domestic violence resources for these trainings.

Unique Partnerships

You may find that there is some reciprocal matching of needs between the union and the domestic violence agency or shelter. The following is a list of the types of relationships that can be arranged with domestic violence advocates:

Union Activities:

- Make financial contributions or grants to domestic violence community programs or shelters.
- Donate computer hardware, software or user training, and printing or photocopying.
- Offer job training or volunteer opportunities to women in shelters.
- Provide training workshops on workers’ rights or other related issues to both shelter staff and residents.
- Throw a holiday party for women and children at a shelter.
- Organize a used “cell phone” drive at the union hall. A Verizon Wireless program offers used cell phones to assist women in crisis. To find out about donating used cell phones, see www.donateaphone.com.
☐ Adopt a shelter and involve members in fundraising activities. Encourage retirees to volunteer at community agencies.

☐ Include community service needs in a union legislative or political action agenda and incorporate domestic violence services and advocacy in union legislative or social action campaigns.

☐ Participate in the National Work to End Domestic Violence Day (see www.fvpf.org/workplace).

Community-Based Services can offer the union:

☐ Sample articles for union newsletters.

☐ Answers for union staff with questions about specific member situations.

☐ Speakers or trainers.

☐ Safety cards or brochures with local resources.

☐ Volunteer opportunities for the union members.

☐ Residential services (shelters).

☐ Non-residential services (legal services, counseling for individuals and children).

☐ Consultation on using social service systems. (10)
Guidelines for
Community-based Domestic
Violence Advocates and Service
Providers Working with Unions

Union Activists and Trainers, turn to Chapter Two

The reward of one duty is the power
to fulfil another. — George Eliot

Domestic Violence and Unions

One of the union’s primary functions is to represent the interests of its membership, as defined by a
collective bargaining agreement ("contract") with management and/or other laws. This agreement focuses
primarily on wages and working conditions. Issues relating to domestic violence fall under the general category
of working conditions, including safety and health (e.g. threatening or harassing phone calls at work, stalking
on the job, physical altercations on the job) and job jeopardy issues (e.g. increased absenteeism, performance
problems, threats of job loss).

The Contract

The contract is implemented at the workplace through a network of union members commonly called
shop stewards or delegates. (Check with the union to find out what title they use.) A shop steward is a union
member who has either been appointed by the union or elected by the membership to represent the union on
the “shop floor,” to assist members in dealing with management regarding job-related problems and to
represent them if discipline is anticipated. All shop stewards, as representatives of the union at the job site,
have a Duty of Fair Representation (DFR) obligation to the membership. This is a legal obligation of the
union, as the exclusive bargaining representative, to represent all members without discrimination, arbitrariness,
hostility or dishonesty. When a member is acting in their role as shop steward they are granted certain legal rights. These rights give them authority that they would not ordinarily have as a worker so that they can have more power and protection in their dealings with management. This means that a member who is abused, as well as a member who abuses, fully expects the union to represent their interests if their job is in jeopardy.

Stepping in to Help

Collective bargaining agreements outline grievance steps for stewards to follow if a member feels that management is not doing its job or has not followed the terms of the contract. If a member feels that management is not protecting them against threatening phone calls, for example, or if there is a reprimand by management due to performance issues, the union shop steward can step in to help.

These grievance steps might include an informal conversation with management about the problem before a formal grievance is filed. Job-related problems are often resolved at this informal level. However, if the problem is not resolved or the member is dissatisfied with management’s decision, a steward can file a formal grievance. A formal grievance is generally taken through three stages before it may be submitted to arbitration. The Executive Board of the union determines whether a grievance has enough merit to proceed to arbitration. This mechanism provides members who are abused with many options to respond if their job security is jeopardized due to domestic violence. It also provides the same protection for a member who abuses.

Union Structure

Members belong to local unions that elect their own leadership from the membership. Sometimes local unions may belong to a district council or an umbrella organization of many local unions. At the local and state levels, unions generally belong to an international union organization called the Central Labor Council and the State AFL-CIO. Almost all international unions belong to a federation of unions called the AFL-CIO.

Leadership

Unions have many leadership structures. It is important to understand the leadership structure of the union you are working with and respect the lines of expertise, power and authority. Elected officers fulfill the traditional leadership categories of President, Vice President, and Secretary-Treasurer. An Executive Board, often referred to as an E-Board, is another leadership body and can include appointed or elected members who have significant authority in the governance of a union. Unions also have standing and ad hoc committees. These committees carry on important functions for the union and are made up of rank and file members. These committees may include social action, political action, work and family, women, and safety and health.
The Union as an Employer

Each union also functions as an employer because it hires staff to meet the needs of its membership. Training can be geared toward the employees who work for a union. Larger unions have many departments such as Education, Organizing, Safety and Health, Pension, and Health and Welfare. Smaller unions may just have administrative staff.

Working with the Union

To get your foot in the door, locate people in positions related to the services you want to offer to unions. Some unions have internal Members Assistance Programs or Health Funds, with licensed professionals whose responsibility it is to respond to members’ individual and family problems and may already be offering domestic violence services. Other union departments, such as the Women’s Department, Education, Safety and Health, or Security may already be addressing sexual harassment or workplace violence, and have some experience with this issue. Some unions have joined with management in efforts such as Work/Family initiatives, and may have negotiated educational services from outside resources. Smaller unions may rely on peer counselors, a shop steward or business agent who has subject matter expertise or relevant knowledge in crisis intervention or alcoholism. Most unions have education and organizing departments that coordinate all internal training. For other unions, the first stop would be the Executive Board or local union president. For some locals, reaching out to the Central Labor Council might be a good beginning strategy.

Whatever the structure, these existing services can be allies in your efforts to raise the issue within the union. Starting with a key contact or one of these departments, call to find out how the union is structured and who you should contact. CLUW’s national office staff is also a resource in assisting with outreach strategies with unions (202-223-8320 or email info@cluw.org).

Recognizing Their Needs

What are the union leadership’s concerns? Union leadership may have different opinions about domestic violence as a workplace issue. Some union leaders may think that domestic violence is a private matter. In these situations, there are many ways you can frame the issue to generate a response from union leaders. Make sure they understand the economic and social impact of domestic violence. Job jeopardy issues relating to domestic violence, such as absenteeism and work performance, are consistent with the union’s concern for job security. Explain how society’s stigma may prevent members who are in job jeopardy from coming forward to their shop stewards. Point out that domestic violence has the potential to become workplace violence, making it a safety and health issue. Unions with strong work and family initiatives may see a natural link with
domestic violence as a part of their agenda. Increasing their awareness of domestic violence can link with a broader social action agenda for the union.

Exploring Options that Meet a Union’s Needs

There are any number of creative ways to integrate domestic violence into the ongoing activities and functions of the union. Ask your contacts at the union the following questions:

☐ Can time be devoted to this issue at a membership meeting?
☐ Could training information be incorporated in a general shop steward or safety and health training program?
☐ Would staff from the Members Assistance or Wellness department offer an educational program for Domestic Violence Awareness Month in October?
☐ Could this topic be included at the next Work and Family or Women’s conference?
☐ Could the local CLUW chapter make a presentation at an Executive Board meeting?
☐ Could language be developed for the next contract?
☐ Could domestic violence be incorporated into the union’s legislative and political agenda?
☐ Could a joint labor/management training initiative be the best strategy?

Partnering with Key Union Members or Staff

Partnering with key people from the union for the training is preferred. It may increase the members’ or union staff’s perception that the training is important. Officers, Executive Board members, Members Assistance, Legal or Safety and Health departments are logical choices. Co-training can easily be facilitated by dividing the Training Session components based on your areas of expertise, the domestic violence victim advocate focusing on domestic violence information and the union representative on the work-related topics. A union representative should be on hand to answer any questions about the contract.

These individuals may or may not have experience with domestic violence issues. Encourage them to read Chapter 2. Guidelines for Union Activists and Trainers to prepare for the training session. If a union representative is not available for the entire session, at least have them introduce the program. Keep a running list
of questions for you to pass onto the union representative for follow-up. CLUW’s national office can assist you in locating a CLUW trainer to provide technical assistance or suggestions on how to work with a specific union. Call the national office at (202) 223-8360.

Coordination: Union Services, Policies, Procedures and Benefits

It is crucial that you review relevant collective bargaining agreements, union resources and employer policies before the training to determine how these may be creatively applied to help members who are abused. For more information on coordinating work efforts and adapting policies, procedures and benefits to address domestic violence, consult *The Workplace Responds to Domestic Violence: A Resource Guide for Employers, Unions and Advocates*, published by the Family Violence Prevention Fund (www.fvpf.org/workplace).

Preparing to Present the Training

Incorporating Content on Domestic Violence into Existing Programs or Presenting a Stand-Alone Program

There are potential advantages and disadvantages to integrating content on domestic violence into existing programs or presenting a stand-alone program. The advantage of using an existing program format, such as shop steward or safety and health training, is that it is already a part of the union’s standard training agenda with a built-in audience. The disadvantage would be that important information might be omitted due to time limitations. It would also be necessary to have a strong advocate within the union in order to add new information to a standard union training program. Although there may be an interest and commitment to do so, it might take time to accomplish this change.

A stand-alone program on domestic violence provides a forum with a single focus. Sessions at union conferences or other educational venues are a natural fit. However, members may feel reluctant to attend a program where they fear being labeled as a victim of abuse.

Prepare Materials to Fit the Audience

If your audience will be bilingual or multicultural, consider how to adapt the training content and handouts to reflect the language and culture of the audience. As always, be conscious of the effects of racism and discrimination in the local community, as some members may have had negative experiences when seeking help for domestic violence in the community in the past. When possible, include information about diverse referral resources with the handouts.
Time and Space Limits

If you are conducting training in a large conference context or part of a general training program, find out where your session fits in the overall agenda. Make sure you have a back-up plan if you need to adapt your presentation in case your time slot is shortened. For example, can you turn a small group exercise into a group discussion? Can you use a small group exercise to highlight all the points you want to cover? Can you focus on some points in greater depth than others?

Since the training encourages group participation, it's best to limit the attendance to about 20 people at a time. If time and space resources are limited, you could stretch this number to as high as 40 people, but audience participation may suffer. With larger groups, team teaching is the best approach. If necessary, two trainers can split a group into two smaller groups.

Past Events

Find out if there have been any violent events in the workplace, grievances related to domestic violence or if members or staff were murdered by their spouses or partners at home or at work in the last few years. If so, members and union staff may have a greater sensitivity to the topic of domestic violence. It may be best to have the key union contacts acknowledge the shared trauma of the violent event during the training introduction. Remember to respect confidentiality at all times.

Presenting the Module

Audience Awareness

If you have training experience, you are already aware that most trainers need to keep one eye on their outline and another on the audience, checking their reactions and interest. An audience is a mix of people, some eager to talk and others who want to be left alone. Domestic violence is an emotional topic and tends to bring out one or two dominant voices in an audience. In some cases, the dominant voice may overpower the discussion. Affirm this person's intent to be helpful while setting a limit on his or her input, especially if the input is not supportive to people who are abused.
Gender Issues, Sexual Orientation, Economic, Ethnic and Racial Diversity

Gender issues tend to be a delicate topic in the workplace. Occasionally, some men think that referring to victims as women and abusers as men is just another way of labeling men as the “bad guys.” Acknowledging the sensitivity of the issues, presenting the information in a balanced and inclusive manner, and including male trainers or male organizational contacts in the training may offset any perception that the agenda is woman-biased. The training content addresses these issues.

Since domestic violence affects people in all intimate relationships, whether heterosexual or gay and lesbian, it is important to acknowledge that domestic violence is an important issue regardless of sexual orientation. Although men as well as women can be targets of domestic violence, it is important to acknowledge that statistics show that women are the targets in 85% of the reported cases. Consequently, the training sessions often use the pronoun “she” when referring to victims of abuse.

Often in group settings, a participant may make a comment that is a generalization about a racial, ethnic or economic class which might come across as a stereotype - even if that is not the intention of the participant. This can create tension in the audience and presents a challenge for the speaker to regain a more positive tone. Emphasizing that domestic violence crosses all racial, ethnic and economic lines may keep these comments to a minimum.

What if a Victim and Abuser are Both Union Members?

Given the emphasis of domestic violence as a workplace issue, it would not be uncommon for both the abused and the abuser to be union members. Naturally, the union has the same responsibility to represent the interests of both parties through its DFR obligations, although the intervention would be different based on the risk factors facing the parties involved. Mention services that are available for the member who abuses sometime during the presentation, stressing that the safety of the victim, and the workplace is of primary concern, but that there is a concern for the safety and rights of all parties involved. While the union must honor its DFR obligation to the member who is abusive, it must also condemn violence at home and in the workplace. This complex issue would be especially important to acknowledge to a union audience.

Helpful Tips for Presenting the Training

☐ If you are partnering with a union representative, plan the format together so that your presentation flows and is complementary.
☐ If you are unable to partner with a union representative, ask for guidance on what you may anticipate in terms of controversial questions (e.g. Member-to-member violence) and how they would like you to handle questions such as the steward's role, safety protocol or other union services. Keep a list of questions you are unable to answer or uncomfortable with for follow-up by your union contact.

☐ Members who are abused, members who abuse, and family members affected by abuse will be present at the training. Be prepared, as people may come forward after the session, asking for assistance or information. Make sure that you have correct and current resource information for both the union and the community.

☐ Let the audience know you will be discussing difficult, painful material that may trigger deep feelings. Some of the introductory components include this content.

☐ Assure the audience that the seminar will focus on positive steps they can take and resources that are available.

☐ Highlight real-life stories that bring the audience a better understanding of the reality of abuse. Stories that illustrate union members' experience are most compelling. You can also refer to the case study included with the components or the stories presented in the video.

☐ Engage the audience and encourage their contributions. Set guidelines that establish time limits for each speaker, discourage the use of names or any other identifying information and encourage the use of general titles (e.g. a member who is a field tech, shop steward). This involves a delicate balance of being open and supportive, but not creating a forum for individual consultation.

☐ Use a Question and Answer technique throughout the training. This involves asking the question of the audience, allowing them to answer to the
best of their abilities and adding in points not covered by audience members. This increases the audience’s attention span and ownership of the training concepts. Gear questions toward the many roles that union members and staff may play.

☐ Remain calm and clear when responding to a hostile audience member. There is usually at least one person who will openly and sometimes angrily blame the abused person for the abuse. The section “Dealing with Hostility” in Chapter 5, Tips for New Trainers can help.

☐ End the training with a hopeful, action-oriented message regarding progress that has been made so far and the role of the union. Remain afterwards to be available for people who want to talk and get further information about resources.

Creating a Long-term Relationship

Maintain Regular Contact with Your Key Union Contacts

To begin an ongoing relationship, you need to connect with individuals within the union who can keep the issue visible in the union. Regular communication with your key contacts will keep you updated on who within the union is addressing this issue. Reasons for contacting them could include new literature brochures, or training materials, examples of social action or legislative campaigns, or information on new community resources.

Encourage Ongoing Education

Encourage the union to include domestic violence in other related member and union educational programs such as violence prevention or work/family stress. Offer to be a resource for information, videos, brochures or other domestic violence information.
Unions as a Partner in Political Action and Social Change

Unions can play an important leadership role in addressing domestic violence as a social and economic justice issue. Passage of union resolutions at conventions or other forums, such as the Central Labor Council or state AFL-CIO, can give visibility to a hidden problem, faced by nearly one in three American women. Resolutions tap into the power of unions to make a difference. Provisions can be written to provide education, negotiate for job security and other related benefits, support community-based services, and lobby for legislative initiatives to ensure economic independence for those who are victimized by domestic violence.

Unions can lend their political influence and leverage to significant community initiatives. Unions have testified at city government hearings to lend their support for legal protections for working women who are abused. Legislative initiatives led by the state AFL-CIO can put additional pressure on elected officials to earmark state funds for services and workplace protections for working women.

Unions can also organize lobbying days on domestic violence as a workplace issue to raise the awareness of elected officials. Making links with other union causes such as “living wage” campaigns - highlighting the connection between women’s increased economic options and the likelihood of escaping a battering relationship - can increase visibility and support for this issue.

Unique Partnerships

You may find that there is some reciprocal matching of needs between the union and the domestic violence agency or shelter. The following is a list of the types of relationships that can be arranged with domestic violence advocates:

Union Activities:

☐ Make financial contributions or grants to domestic violence community programs or shelters.
☐ Donate computer hardware, software or user training, and printing or photocopying.
☐ Offer job training or volunteer opportunities to women in shelters.
☐ Provide training workshops on workers’ rights or other related issues to both shelter staff and residents.
☐ Throw a holiday party for women and children at a shelter.
☐ Organize a used “cell phone” drive at the union hall. A Verizon Wireless program offers used cell phones to assist women in crisis. To find out about donating used cell phones, see www.donateaphone.com.
☐ Adopt a shelter and involve members in fundraising activities. Encourage retirees to volunteer at community agencies.

☐ Include community service needs in a union legislative or political action agenda and incorporate domestic violence services and advocacy in union legislative or social action campaigns.

☐ Participate in the National Work to End Domestic Violence Day (see www.fvpf.org/workplace).

Community-Based Services can offer the union:

☐ Sample articles for union newsletters.

☐ Answers for union staff with questions about specific member situations.

☐ Speakers or trainers.

☐ Safety cards or brochures with local resources.

☐ Volunteer opportunities for the union members.

☐ Residential services (shelters).

☐ Non-residential services (legal services, counseling for individuals and children).

☐ Consultation on using social service systems.\(^0\)
Speaking to Labor Leaders

"Most battered women are working women. Domestic violence is a union issue. We intend to make improving the workplace response part of our bargaining agenda. Abuse destroys families and communities. We all have to be part of the solution."

—Gloria Johnson, President of the Coalition of Labor Union Women

Guidelines for Domestic Violence Advocates, Union Activists and Trainers

Unions Can Respond to Domestic Violence

As a public health, community and workplace issue, domestic violence fits the agenda of unions. In response to domestic violence, some unions have adopted the issue as a part of their social justice and political agenda. Many unions have led the way by developing innovative educational materials and training programs for union staff, officers and rank and file members. Model contract language has been developed to ensure job security and to meet the needs of members affected by domestic violence. Central Labor Councils and unions have passed resolutions in support of union efforts to fight domestic violence through education, collective bargaining and political action. Other unions have joined with domestic violence advocates and elected officials in city and state government to support legislative initiatives to expand protections and services for working women who experience domestic violence.

The Coalition of Labor Union Women (CLUW) has taken an active role in encouraging unions to respond to domestic violence. Since 1995, their activities have included convention resolutions, support for union education, contract language, political action, national conferences and a public education campaign. CLUW participated in the development of this training curriculum and the video for unions. CLUW has also conducted train-the-trainer sessions to prepare union activists to educate union officers, staff and members. CLUW’s national office is also a resource for technical assistance.

By speaking to labor leaders at the local, national or international level, or in forums such as the Central Labor Council or state federations, we can create opportunities for domestic violence prevention efforts to be incorporated in union agendas. In addition, we can inspire union leaders to contribute funding, in-kind services or other types of sponsorship of community domestic violence advocates and service providers, building partnerships that best support the needs of abused members.
Settings for the Labor Leaders Forum

The Labor Leaders Forum is designed for a variety of settings:

- Central Labor Council (CLC) or State Federation: Have a member union or officer request that the CLC or the State Federation include a brief presentation on domestic violence as a union issue in its agenda. Look for a “labor champion” to co-present, building a case for the importance of the topic and the need for action.

- Union Host: Encourage a union to become a labor champion by hosting a Labor Leaders Forum at their union and inviting other union leaders to build a case for the importance of the topic and the need for action.

- CLUW Training Forum: Work with the local CLUW chapter to sponsor a forum on work and family, or with the women's and political action committees to encourage them to take steps to address domestic violence as a union and workplace issue. Invite the national office to send a speaker or to suggest a CLUW activist in your area.

- CLUW Train-the-Trainers Forum: Work with the CLUW national office to sponsor a train-the-trainer program for union activists interested in becoming trainers on domestic violence as a union issue.

- Joint Labor/Management Initiatives: Under the umbrella of existing joint labor/management initiatives, such as safety and health or work and family, identify relevant issues and recommend that the group expand its agenda to include activities related to this topic. Review the Workplace Training Resource Kit for Employers and Domestic Violence Service Advocates or Service Providers for material related to management and employee training on domestic violence (see www.fvpf.org/workplace).

Commitment to Action

Follow every educational event with discussion about action steps. Offer resources, including examples of other union initiatives and effective strategies.
These basic training tips are adapted from Blue Shield of California’s Presentation Skills for Trainers Workshop. The training tips have been modified to meet the unique needs of training on the topic of domestic violence in the workplace.

Set the Climate

☐ Be conscious of the setting of the room, and create a comfortable environment for learning.
☐ Break the ice by setting a friendly tone, encouraging discussion and introducing the topic.
☐ Set the ground rules for the training session, letting participants know what is the expected behavior.
☐ Pay attention to the audience’s physical and mental fatigue. Keep their attention by asking questions and by telling stories to illustrate points.
☐ Choose stories or case studies that illustrate a variety of related issues to balance your presentation. Stories that describe the devastation of domestic violence and the impact on the workplace should be balanced with ones that provide a sense of hope.

Stage Presence

☐ Dress for the occasion by matching your attire to the expectations of the environment. Wear professional attire, such as business casual dress, even in the most casual settings.
☐ Body language makes messages more meaningful and memorable, helps to punctuate the presentation and relieve nervous tension.
☐ Use various gestures to fit your thoughts, feelings or statements. Gestures may be descriptive, emphatic, suggestive or prompting. Practice gesturing until it becomes a habit.
☐ Be conscious of your facial expressions and what message your expressions are communicating. Try to express a relaxed, attentive look.
☐ Use eye contact, focusing on various audience members’ eyes briefly, moving gradually across the room to make eye contact with others.

☐ Practice your voice inflection, articulation, volume and speed. Do a sound check with someone in the last row to make sure your voice can be heard.

☐ Without pacing too much, alter your position in the room to keep the interest of the audience.

Time Management

☐ Review and practice the timing of the training session to be aware of the time needed to complete it.

☐ Keep a clock on your presentation table.

☐ Communicate the time allowed for any breaks and start again promptly.

☐ Although some participants may want to talk at length about their experiences, in the interest of communicating all of the important points, you can ask them to meet with you after the training to complete the conversations.

Making Transitions

☐ Transition statements connect the past point with the next and help the audience follow the flow of information. For example, “As we discussed, there is hope for people who are abused, and the workplace can be one of the resources. Let’s look at ways to help at work.”

☐ Write and practice your own transition statements for each new training component.

Listening Skills

☐ Demonstrate that you are listening to participants’ contributions with your body language, including nodding your head and making good eye contact.

☐ If someone’s response is unclear, mirror back or repeat the statement in the form of a question, indicating that you would like clarification.

☐ Paraphrase what the participant says, confirming that you understand their comment.
Questioning

☐ Use open-ended questions to generate discussion. Avoid closed-ended, “yes/no answer” questions. Use words like “explain,” “tell,” or “describe” to encourage more content in their answers. Pause to allow people time to respond to your questions.

Answering Questions

☐ There will be times when you either don’t know the answer to a question or are not the right person to answer a specific question. Try a response such as, “That’s a question that requires a legal response; I’d like to get back to you after I consult with our Legal department,” or “Here is the number for a legal advocacy group who might have that information.”

☐ Using a technique called the “parking lot” is a way to manage questions that may be off point or too technical to respond to during the formal presentation. A “parking lot” is created by affixing a piece of flip-chart paper to the wall to keep track of questions. Write the question down, and don’t feel pressured to answer it at the moment it is asked. If there is time at the end of the training, return to the questions or ask people to come up after the formal presentation is over for a personal conversation or referral.

Dealing with Hostility

☐ Acknowledge that you heard a hostile or negative comment by reflecting it back to the participant.

☐ Move and stand closer to the participant, demonstrating your attention.

☐ Re-direct the discussion by calmly stating your position. Example: “I hear that you believe some people are abused because they complain too much. Yet, what we have learned about abuse is that it is the abuser’s need for power and control, rather than the behavior of the victim, that triggers abuse.”

☐ Try, “Does anyone want to share another perspective?” as a way to move the discussion away from someone who tries to dominate the discussion.

☐ Or, acknowledge their point and tell them that “In the interest of time, I need to move on, but we can discuss your point after the session, if you would like.”
Training Components Overview

In this section you will find the following materials:

- List of Training Components
- The Members Training Session Outline
- The Steward Training Session Outline
- The Union Staff Training Session Outline
- The Labor Leaders Forum Outline
- All Training Components

Format

The Training Components have the following notes and prompts to help you plan your training:

Time Required
Each component has the estimated time needed to complete the component, including any audience participation exercises.

Trainers’ Notes
Recommendations to the trainer will be included throughout the module in this format.

Handouts and Overheads
Many of the components have a corresponding handout and/or overhead. An underlined note will indicate the handout and a bracket will indicate the overhead to be used. Example: Handout A - Signs of abuse or [Show Overhead 1]
<table>
<thead>
<tr>
<th>Content Area</th>
<th>Members</th>
<th>Shop Steward</th>
<th>Union Staff</th>
<th>Labor Leaders</th>
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<td>A2 Union Response (Shop Stewards)</td>
<td>A3 Union Response (Union Staff)</td>
<td>A4 Union Response (Labor Leaders)</td>
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# Stewards Training Session Outline

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Content Area I: Introduction

Component A:

Participants, Goals and Content

This section introduces the host, trainers and their affiliated organizations, and the audience. It summarizes and introduces the basic points to be covered.

Trainers’ Notes

• If possible, ask prominent member(s) of the union to introduce the training and to demonstrate their support for it. They may want to briefly explain the reason for holding the training.

• Mention who is present in the audience today, to familiarize participants from different locals or unions and to acknowledge the participants.

• Begin to interact with the audience during the introduction. Ask which locals they are from (even though you may know), what type of work they do and their union roles (officers, Executive-Board member, stewards, active in committee work, i.e., Work and Family, Political Action, Women’s, Negotiating, Safety and Health committees).

A. Participants

1) Introduce the host, trainer(s) and audience

2) Introduce the trainer’s union, agency or affiliation

B. Goals for Today’s Talk

• Mention a few primary goals of the training session. Select from the sample below, as appropriate for your audience.

1) Discuss what domestic violence is and how it affects people at home and at work. All Audiences

2) Include the issue of domestic violence into the social action and political agenda of the union. All Audiences
3) Discuss what steps you can take as a member if you need assistance. **Members**

4) Discuss steps you can take to support a co-worker. **Members**

5) Discuss steps you can take as a steward to represent members who are abused or members who abuse. **Shop Stewards**

6) Discuss steps you can take as a union staff person to incorporate this issue into your work assignments. **Union Staff**

7) Learn real skills for responding to members who are abused and who are abusive. **Shop Stewards, Union Staff**

8) Explore the actions union leaders can take to effect real change in the lives of their members. **Labor Leaders**

C. Content Preview

- List four or five primary training points to be covered. Select from the lists below:

  **For Members**

  1) We'll start by watching a video about domestic violence and the workplace.

  2) We'll discuss what we know about domestic violence and learn more about it.

  3) We'll talk about ways to end abuse and resources that can help.

  4) We'll review how unions can respond to domestic violence issues that affect members on the job.

  5) We'll discuss how to talk to a co-worker about abuse when you are concerned that the co-worker might be a victim of abuse.

  6) Lastly, we will focus on the future and what actions you and the union can take to work toward ending domestic violence.

  **For Union Staff, Stewards**

  1) We'll start by watching a video about domestic violence and the workplace.

  2) We'll discuss what we know about domestic violence and learn more about it.
3) We'll talk about ways to end abuse and resources that can help.

4) We'll discuss how you can respond to domestic violence issues that affect members on the job.

5) We'll discuss strategies to use with management to protect the member's job security, develop a safety plan, and prevent workplace violence.

6) We'll learn how to talk to a member about abuse when you are concerned that the member is being abused or abusing someone.

7) We will talk about ways to incorporate this issue into existing union training sessions.

8) We'll talk about how collective bargaining can be used as a tool to address this issue.

9) Lastly, we will focus on the future and what actions you and the union can take to work toward ending domestic violence.

For Labor Leaders

1) We'll start by watching a video about domestic violence and the workplace.

2) We'll discuss what we know about domestic violence and learn more about it.

3) We'll talk about ways to end abuse and resources that can help.

4) We'll review what your union can do to respond to domestic violence issues that affect members on the job and make it part of the union's agenda.

5) We'll learn about innovative actions taken by other union leaders and labor groups.

6) Lastly, we will focus on the future and the actions that both you and your union can take to work toward ending domestic violence.

End Content Area 1 – Component A
Can We Talk?

This section sensitizes the audience for more in-depth discussion of difficult topics and gender issues.

Trainers’ Notes

- As you know, many audience members may be sensitive to or uncomfortable with this topic. This component acknowledges that domestic violence is a hard topic to discuss and prepares the audience by laying out the process for talking about abuse, building a secure atmosphere in which to discuss it.

- Gender issues are an important focus when discussing domestic violence. The trainer can reassure men that the training will not generalize that all batterers are men and all victims are women, while still pointing out the reality of gender issues in domestic violence situations.

Can We Talk? [Show Overhead 1]

1) Domestic violence is a topic that stirs up a lot of difficult feelings.

2) As we talk, we need to respect each other’s feelings, even if we have strong opinions or reactions or don’t agree with each other.

3) If you need to talk or want more information, feel free to come up and talk to me after the training.

4) We will focus on answers and resources and positive steps we can take.

5) When we talk about abuse, we often use the word “she” for the person who is abused. We use the word “she” because women are the target of abuse in 85% of all intimate partner violence.(8)

That does not mean...

- That all men are abusive.
- That men are not abused; they may also be abused.
- That women are not abusive; they may also be violent.
- That domestic violence does not occur in gay and lesbian relationships; it does.

Men, as well as women have a crucial role in helping to stop domestic violence.

End Content Area 1 – Component B
Content Area 1: Introduction
Component C:

Why Talk About Domestic Violence?

This section gives a general introduction to the importance of the topic.

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Trainers' Notes

- Alternating between lecture and interactive presentation styles helps to hold the audience’s interest. As you probably have been talking for a while, the next section could be done in a Q & A format. Let the audience come up with their own answers to the questions and add in the following points if the audience does not bring them up.

Why Talk About Domestic Violence?  [Show Overhead 2]

1) Twenty years ago, most people thought domestic violence was a family problem that shouldn’t be talked about openly. Now policy makers, researchers, and union leaders know that it is a community problem and a concern for all union members and staff. We have learned that bringing domestic violence out in the open is one of the answers to ending abuse.

- Give an example of recent national or local news events related to domestic violence events or give an example of media personalities who have talked about domestic violence.

2) Domestic violence is a national health concern and it is a primary cause of injury to women in the United States. One recent study found that among women admitted to an emergency room for violence-related injuries, 37% were abused by an intimate partner.6

3) We know that domestic violence has a dramatic impact on the children who witness it, in some cases leading to a continuation of the cycle of violence into the next generation.9 As children are our future, what affects them affects us all.

4) Domestic violence doesn’t stay at home when a member who is abused goes to work. The whole community, including workplaces and unions, is affected by the problem and has to become part of the solution.
An informal prevalence survey would be helpful here. Ask audience members to raise their hands if they know someone who is or has been abused. **Do not ask people in the audience to identify if they are or have been abused.** Ask the audience to look around them at the raised hands and estimate the percentage of people in the audience who know someone who has been abused.

**Informal Prevalence Survey**

1) Domestic violence is more common than we realize. How many people in this room have known someone in your neighborhood, place of worship, school, workplace or union who was affected by domestic violence?

2) Looking around the room, what percentage of people here today have known someone affected by abuse?

3) It is reported that nearly 1 out of every 3 American women are physically or sexually abused by a husband or boyfriend at some time in their life.

- Depending on your audience, also ask one of the following two questions:

  a) How many of you in your role with the union (shop steward, Executive Board member, or union staff) have seen safety and health or job jeopardy situations related to domestic violence?

  b) How many of you have been concerned that domestic violence may be an issue for a co-worker?

*End Content Area 1 – Component C*
Why is Domestic Violence a Union Issue?

This section gives a brief overview of why the topic of domestic violence is relevant to unions.

Trainers' Notes

- There may be some audience members who do not believe that domestic violence is a workplace issue that should be discussed by the union. Providing concrete, union-related answers should increase their awareness that abuse is a relevant union issue.

- Reference the real-life stories of members that the audience will see soon in the video or give an example from the case study to demonstrate that domestic violence does affect people at work.

Why is Domestic Violence a Union Issue? [Show Overhead 3]

1) The union can be the first line of support for members and their families
   - The union can be a resource for members who are abused or abusive and their families.
   - We can be a source of information and support for your personal needs and your job protection needs.
   - We want to become part of the solution to domestic violence.

2) Domestic violence can lead to performance and job jeopardy problems
   - Some people who are abused have reported having performance problems caused by the abuse, such as absenteeism and lower productivity. 
   - The union needs to support members who are abused and prevent them from losing their jobs as a result of the abuse. Losing jobs means losing resources they need to escape from the abuse.
Members who abuse may have performance problems caused by arrests and court time, or by their preoccupation with stalking the person they are abusing. The union needs to respond to these situations, which are both personal and job performance problems.

3) Domestic violence is a workplace safety and security concern

☐ We have all heard stories in the news of people who stalk and attack their partner or spouse at their worksite. Domestic violence becomes a workplace safety and security issue when the abuser threatens or attacks the abused person at work.

☐ In some cases, both the abuser and the abused may be union members and may work together. The union can find solutions that focus on safety for the member who is abused and her or his co-workers. The union’s MAP or EAP can also be a resource for a member who abuses.

4) Domestic violence is a members’ issue

☐ We all can work together to find solutions to help people who are abused and take a stand against domestic violence.

☐ As union members, we can learn some basic facts and take a few simple steps to offer support to our brothers and sisters that can make a difference to someone who is being abused.

☐ And we can learn about how to lend a hand in the community to work toward ending domestic violence in homes and workplaces.
Content Area I: Introduction

Component D2:

Why is Domestic Violence a Union Issue?

This section includes more detailed discussion about why domestic violence is a workplace issue and a union issue.

Trainers’ Notes

- There may be some audience members who believe that domestic violence is a private matter and, only when it becomes a job jeopardy issue, should it be discussed by the union. Providing concrete, union-related answers should increase their awareness that abuse is relevant to the workplace. At the same time, we want to develop both contract language that serves to protect members from any job-related consequences and joint labor/management strategies to give the abused employee opportunities to retain her job.

- Consider opening this section by asking the audience, "Has anyone here ever had to respond to a domestic violence situation in the workplace?" Then, move into the factual data below.

Why is Domestic Violence a Union Issue? [Show Overhead 4]

1) Domestic violence can lead to job jeopardy
   - Some workers who are abused have reported having performance problems caused by the abuse, such as absenteeism and lower productivity. 82-7
   - Results from a national survey on domestic violence:
     - 24% of abused women said they were late to work or missed days of work due to the abuse.
     - 15% said abuse affected their ability to keep their job.
     - 37% said domestic violence had some type of impact on their job performance. 49
   - Members who abuse their partners or family members may have performance problems caused by arrests and court time, or by their preoccupation with stalking the person they are abusing.
Domestic violence can lead to job jeopardy situations that require the union to advocate for a member's rights and at the same time take a stand against domestic violence and for safety.

No abused member should have to lose a job because of domestic violence.

2) Domestic violence is a workplace safety and security concern

An abuser may stalk or attack the abused person in the workplace, leading to workplace safety concerns for the targeted person and her or his co-workers. And, the abuser and person being abused may work at the same worksite.

Employers are concerned. Ninety-four percent (94%) of security directors surveyed rank domestic violence as a high security problem for their organization. (9)

Unions are concerned about workplace violence and have taken the lead to protect members. Domestic violence can become workplace violence. It is a serious, recognizable and preventable problem, like other workplace health and safety issues that unions already address.

3) Domestic violence is a union advocacy and contract negotiation issue

Members who are abused need support. They need time off work to use resources and make safety plans, and they need access to benefits.

The lack of workplace policies and procedures to help workers who are abused means that unions will have to lead the way to demand a better workplace response.

How many people here today are aware of any contract language that protects the rights and needs of employees who are victims of domestic violence?

Note the number of hands raised. Allow for some discussion. Content related to contract language will be raised later.

4) Members affected by domestic violence need union support and resources

Unions have the knowledge and experience to help members who are abused to develop personal workplace and safety strategies.

Unions can help members who are abused find help and learn how to access services and protections available to them. A public sector union's legal services department helps about 170 members a year in New York City to obtain orders of protection. (9)

Unions can respond effectively to members who abuse, helping them get the help they need to stop the abuse.
☐ By addressing domestic violence, unions can make a significant difference in the lives of their members.

5) Domestic violence is a social and economic justice agenda for unions
   ☐ Violence against women is a form of discrimination and domestic violence undermines women's ability to participate equally in the economic life of our society.
   ☐ The labor movement and other social movements in the U.S. share responsibility in the struggle for human dignity, including freedom from violence.

6) Unions care about the community
   ☐ Many union members work in professions that deal directly with domestic violence and its consequences, including emergency dispatchers, social workers, police officers, health care workers, taxicab drivers, and security personnel.
   ☐ Unions can educate workers in these professions through in-service training, encouraging public awareness about domestic violence.
   ☐ Unions have been and can be leaders of community change. Union members are a great resource for volunteerism and can encourage their members to contribute time, goods and financial support to domestic violence community service providers.

End Content Area 1 – Component D2
Video or Case Study?

The video or case study, presented as a story, are designed to give the trainer realistic experiences to highlight major training points.

Trainers’ Notes

• Become familiar with the content of the video or case study included in this kit. Be able to informally tell the stories of the people featured in the video or case study. You can then reference these stories throughout the rest of the training.

• You may want to prepare the audience for the emotional content of the video or case study.

Video

We have a short video that includes real life stories from people who are abused. It is an emotional video that gives us a close look at how abuse affects people at work and at home.

Case Study

I would like to tell you a story about someone who has lived the reality of domestic violence and how it affected all aspects of her life, including her work.

• Do not read the case study, but rather tell the story in your own words, making it sound realistic to the audience. Use a brief outline of the written case study as a prompt, if necessary.
Case Study

Relationship history and pattern of abuse

She didn't believe in love at first sight, but when Sandra met Robert there were plenty of reasons for her to feel that he was the right partner for her. As a single mother, she was looking for a stable working man, who liked children and treated her with respect. Robert was all of that and more, bringing her flowers and cards, and calling her every night before she went to bed. When they moved in together, he became even more attentive. She was a little concerned that Robert didn't always trust her; at times he questioned her about her male acquaintances, even grabbing the phone out of her hand once to see if a man was calling her. But she believed he cared about her and that with time he would trust her more.

A month after they were married, Robert started calling her at work two or three times a day asking her what she was doing, and who she was working with. If she mentioned a man's name, he became suspicious and angry. Sandra tried to explain to Robert that she was committed to him and that in order to do her job she had to interact with men in her department. One night, when she came home from work fifteen minutes later than expected, he became extremely angry and accused her of having an affair with a co-worker. She tried to explain, but he pushed her into a chair and questioned her repeatedly about her activities. Frustrated, she told him he was being ridiculous. He grabbed a vase and threw it at her, then pushed her against the wall, slapped her and stormed out of the house. Overwhelmed and scared, she swept up the broken glass and went to her daughter's room to check on her.

Over the next year, Robert continued to watch Sandra's activities carefully. She became more and more wary of saying the wrong thing or increasing his suspicions. Yet, no matter what she said, sooner or later he would explode, swearing at her, calling her names that she never thought anyone would ever call her and slapping, punching or pushing her. Sometimes he would apologize and promise to never hit her again. Twice she told him she would leave him if he didn't stop and he began to cry and begged her not to leave him.

Why she didn't leave right away

Sandra's source of strength was her church. She attended church weekly and prayed often for her marriage to improve. Once, the sermon was on marriage commitment and she vowed to do whatever was necessary to make the marriage work. She believed her daughter needed a father and her parents were so proud of her now that she was married. She loved Robert; he had been a caring husband and good father when they first got married. She knew it had to get better.

Sandra also knew that she couldn't confront him anymore about leaving. The last time she told him she would leave, he had punched her in the stomach and chest so hard that she had passed out. She had to be very careful of what she said or did now. She was terrified of what he might do to her if she tried to leave.
What happened when she did leave

One night when Robert became enraged, he threatened to take her daughter from her and disappear. Terrified, Sandra saw then that she had no choice; she had to get out. She gathered some clothes, papers, and toys and put them in the trunk of her car while Robert was out on an errand. Using a weekly church meeting as an excuse to leave the house, she left with her daughter and went to the church, where she told her minister everything. She felt embarrassed and ashamed, but he reassured her that it was not her fault and gave her some phone numbers of shelters for women with children. As Sandra did not want her parents to know what had happened to her, she went to a nearby shelter.

The women at the shelter taught her a lot, but they couldn’t take away the feeling that she had somehow failed in her marriage. During the day, she focused on work, but at night she had difficulty sleeping and often felt depressed. Robert kept calling her at work and promised to change, to get help. She agreed to see him and soon returned home, trusting that things would be different.

For three months, everything went great. Then, she was reassigned to a new department with projects requiring overtime. When she told him about the overtime, Robert completely lost control, accused her of having an affair. He kept her up all night, calling her a whore, and took the keys from her when she tried to go to work in the morning. She stayed home from work for three days because of the abuse, but on the fourth day, she slipped out of the house early before he awoke and went back to work. That night, he threatened to kill her if she didn’t quit her job the next day.

How it worked out

Sandra managed to escape from the house that night with her daughter and never went back. She went to her parents and told them everything. With the help of the domestic violence counselors from the shelter where she had stayed, she was able to get a restraining order that provided some protection for her at her parents’ house and at work. She went to her union steward and explained what had happened, and they agreed to talk to her manager together. At the meeting, the employer agreed to work with security services to make a plan to protect her from both unwanted phone calls and visits at work. She was worried about the days she missed due to the abuse and court visits, but her manager and the union worked out an agreement to make them excused absences. Robert did not give up easily, but after being arrested twice, he stopped calling and dropping by her parent’s house. It had been a long and difficult couple of years, but gradually she was starting to sleep better and felt a growing sense of hope for her and her daughter.

The union and the employer worked through their Labor/Management committee to develop a Workplace Domestic Violence Policy.

End Content Area 11 – Video/Case Study
What is Domestic Violence?

1) Domestic violence is a pattern of coercive behaviors in which one person attempts to control another through the threats or actual use of physical violence, sexual assault, and verbal or psychological abuse.
   - Emphasize and discuss the concept of a pattern of behaviors here.

2) What does abuse look like? What behaviors do you consider to be abusive?
   - Use a flip chart or other tool to write down their answers.
   - Stalking someone?
   - Forcing someone to stop talking to friends or relatives?
   - Preventing someone from leaving the house?
   - Insulting someone or putting them down?
   - Threatening to take the kids away?
   - Taking all the money from a joint account or refusing to give someone enough money to live on?
   - Making harassing or threatening phone calls?
People who abuse will use just about anything to dominate and control another person.

☐ They may prevent someone from going to a place of worship or from praying.
☐ They may abuse their pet.
☐ They may take or break things that make the abused person happy.

3) Is the use of physical violence in a relationship an illegal act?

Yes, using violence against a family member or intimate partner is considered battery and the perpetrator can be arrested and prosecuted. Many states also have laws against stalking and phone harassment.

4) Each domestic violence situation is unique. Yet many members who abuse appear to act in a pattern, fluctuating between violence and remorse. This can often make it difficult for victims of abuse to leave.

5) Many people often ask, “Why doesn’t the abused person just leave?” As we will discuss, there are many reasons why people don’t leave abusive relationships.

A better question to ask might be: “Why doesn’t the abuser stop abusing?”

Reference Handout A. – Defining Domestic Violence

End Content Area III – A1
What is Domestic Violence?

[Show Overhead 6]

1) Domestic violence is a pattern of coercive behaviors in which one person attempts to control another through the threats or actual use of physical violence, sexual assault, and verbal or psychological abuse.

2) In addition to physical violence, abuse can include stalking, making harassing or threatening phone calls, taking away jointly owned money or property, preventing someone from leaving the house, and calling someone insulting or degrading names.

   People who abuse will use just about anything to dominate and control another person, including preventing someone from going to a place of worship, abusing their pet, or taking or breaking things that make the abused person happy.

3) Both batterers and victims of abuse are found among people of all ages, cultures, religions, sexual orientations, educational backgrounds and incomes.

4) Committing a violent act against an intimate partner or family member is considered battery and the perpetrator can be arrested and prosecuted. Many states also have laws against stalking and phone or Internet harassment.

5) Each domestic violence situation is unique. Yet many members who abuse appear to act in a pattern, fluctuating between violence and remorse. This can often make it difficult for victims of abuse to leave.
5) Many people often ask, “Why doesn’t the abused person just leave?” As we will discuss, there are many reasons why people don’t always leave abusive relationships right away. And that question tends to place the blame for the abuse on the abused person. A more useful question to ask might be, “Why doesn’t the abuser stop abusing?”

Reference Handout A: Defining Domestic Violence

End Content Area III – A2
Who is Abused and Who Abuses?

This section describes the range of people who can be victimized by abuse and what is known about people who abuse.

Trainers’ Notes

- It is important to emphasize that anyone may be affected by domestic violence. Some audience members may want to discuss what “makes someone a batterer or a victim,” but this approach overlooks the reality that abuse affects everyone.

Who Is Abused?  [Show Overhead 7]

1) **Women and Men**: As mentioned earlier, women are more likely to be abused, but men may also be victims. Abuse can occur in both heterosexual and same sex relationships.

2) **Children**: In homes where one partner batters the other partner, there is an increased risk that the batterer may also abuse the child. (10)

3) **Adolescents**: Teens can be involved in abusive relationships and may also become victims of date rape.

4) **Elderly Family Members**: A research study reported that approximately 450,000 elderly people were abused in the United States in 1996. Ninety percent of the abusers of the elderly were family members. (11)

5) **All People**: Domestic violence occurs among all ethnic groups and cultures, among all ages, income levels, faiths and education levels. For some people, their social, economic or cultural background may make it harder for them to get help.

- It is important to recognize that the lack of financial resources, racial discrimination, language barriers, and even religious beliefs may make it more difficult for some people who are abused to get help.
Who Abuses?  

[Same overhead as above]

1) People who abuse others could be of any age, sex, or race or educational level. They could be rich or poor, and work in any occupation.

2) In one study, researchers found that men who witness domestic violence as children are more at risk of being abusive as adults. (5)

End Content Area III – B
Trainers’ Notes

- The following section can be done as an interactive test, asking the audience to provide the answers prior to any discussion of the correct answers. Use the stories from the video or case study to highlight different points.

Why Does it Happen? True or False. [Show Overhead 8]

1) An abusive person is someone who loses his or her temper too often.
   True or False?
   False. Although someone who abuses may have a “bad temper,” domestic violence is more than a passing mood. It is a pattern of behaviors that members who abuse use to have power and control over their partners or family members. Many people who abuse will do so even when they are not angry.

2) People who batter tend to always act abusively toward their partner.
   True or False?
   False. Some people who abuse may become apologetic and more loving after the abuse, often as a form of manipulation. This pattern of building tension and violence, followed by what is sometimes called a “honeymoon period,” can make it even more difficult for victims to leave.

3) Members who abuse may act quite normally in public or social situations.
   True or False?
   True. It is possible that you may know someone who acts violently at home, but shows no signs of being an abuser in public.
4) Drinking or using drugs makes someone become a batterer.

   True or False?

   False. Although many members who abuse are intoxicated when they become violent, alcohol and drugs themselves are not thought to cause the abuse. And, research shows that members who abuse who are recovering alcoholics and addicts still tend to be abusive after becoming sober.

5) People hit their partners because the partner won't stop talking, yelling or telling them what to do.

   True or False?

   False. Members who abuse hit people because they feel the need to dominate the relationship. The abused person can act demanding or passive and may still be hit. And, it is common for people who abuse to tend to blame their partner for the abuse.

6) The person being abused can make the abuse stop.

   True or False?

   False. The only person who can stop the abuse is the person being abusive. The person being abused can take steps to protect herself or increase her safety, but she can not stop the other person from engaging in abusive behavior.

7) People learn how to become abusive.

   True or False?

   True. Violence is a behavior learned in abusive families, on the schoolyard, from the media and from many other violent social behaviors. On a hopeful note, violent behavior can also be unlearned: people who believe that violence is an acceptable behavior can also learn that it is not acceptable.

Reference Handout B: Truths About Abuse
Why is it Hard to Leave?

This section reviews a list of reasons, which can be generated by the audience, about why abused people may have difficulty leaving violent relationships, and it provides information about what the risks are when women leave abusive relationships.

Trainers' Notes

- In the next section, you can interact with the audience with the question, "Why is it hard for people who are abused to leave the abusive relationship?" and write their responses on a flipchart or chalkboard. The goal of this section is to increase participants' awareness that there are many obstacles to leaving abusive relationships; that the answer to the question, "Why doesn't she just leave?" is complex.

Why is it Hard to Leave?  [Show Overhead 9]

1) Have you ever maintained a relationship with a difficult relative or friend? Or stayed too long in a job with an unappreciative manager? People in abusive relationships face even more difficult choices when leaving. It is important to note, though, that one study indicated that about 7 out of 10 abused women eventually do leave abusive relationships. (13)

2) There are many reasons why people who are abused do not or cannot immediately leave the abusive relationship. Let's consider some of those reasons:

   a) **Fear:** A belief that the batterer will kill her if she leaves, the memory of past events when she was battered as she tried to leave, threats to take the kids or to harm another family member. In some cases, the abused person may be suffering from symptoms of post-traumatic stress disorder caused by the violence.

   b) **Lack of Resources:** Money, transportation, childcare, employment, food, clothing, housing, healthcare and insurance, lack of access to community resources, lack of shelter with services and hours for working women, and a lack of support from friends and families.

   c) **Family Responsibilities and Values:** Wanting two parents for the children, trying to be a good spouse, not disappointing other family members, taking care of elderly parents or disabled or other family members.
d) **Emotions and Beliefs:** A deep commitment and love for a partner, religious beliefs regarding marriage, the hope and belief that he or she will change, poor self-esteem, confusion, depression, anxiety, guilt and shame.

Reference Handout C: Why is it Hard to Leave an Abusive Relationship?

**What Happens if the Abused Person Leaves?**

*Show Overhead 10*

1) The outcomes will be different for each person.

2) Some people who are abused leave temporarily and return for the same reasons we discussed before, often repeating this pattern several times.

3) Others attempt to leave and may face an increased risk of violence or even death.\(^{(10)}\)

4) Some women use restraining orders, shelters or community resources to break free and begin a new life.

5) Many abused people do seek help, but their complaints may be ignored, minimized or dismissed by others, including police, judges, neighbors, doctors, co-workers and even family members.

6) If we can't help or support the person who is abused, we become one of the reasons why it is hard for her to leave the abusive relationship.

7) Union members may experience additional financial pressures or stress if they become single parents supporting a household on one income. The union and its services can be a lifeline to abused members if a member is forced to leave her home.

*End Content Area III – D*
good spouse, not disappointing other family members, taking care of elderly parents or
disabled or other family members.

d) **Emotions and Beliefs**: A deep commitment and love for a partner, religious beliefs regarding
marriage, the hope and belief that he or she will change, poor self-esteem, confusion,
depression, anxiety, guilt and shame.

Reference Handout C: Why is it Hard to Leave an Abusive Relationship?

What Happens if the Abused Person Leaves?

*Show Overhead 10]*

1) The outcomes will be different for each person.

2) Some people who are abused leave temporarily and return for the same reasons we discussed before,
often repeating this pattern several times.

3) Others attempt to leave and may face an increased risk of violence or even death. [14]

4) Some women use restraining orders, shelters or community resources to break free and begin
a new life.

5) Many abused people do seek help, but their complaints may be ignored, minimized or dismissed by
others, including police, judges, neighbors, doctors, co-workers and even family members.

6) If we can't help or support the person who is abused, we become one of the reasons why it is hard for
her to leave the abusive relationship.

7) Union members may experience additional financial pressures or stress if they become single parents
supporting a household on one income. The union and its services can be a lifeline to abused
members if a member is forced to leave her home.
Is There Hope?

This section educates the audience about the reality that, with assistance, many abused people do break free from the abuse, and that help is available.

Trainers’ Notes

- The training is designed to focus as much as possible on hope, useful resources, and positive change. This section is crucial for that reason. Include a real life story from the union, the video or case study that demonstrates a hopeful outcome to a domestic violence situation.

Breaking the Cycle of Abuse  [Show Overhead 11]

1) There definitely is hope for individuals who are abused, for people who abuse and for all of us, who can become more knowledgeable about domestic violence and supportive of people who are abused.

- Include the hopeful, real life story or case study here, or ask the audience if they know of anybody who was able to escape from abuse.

2) The answer to the question “Can the abuse end?” depends upon the abuser’s motivation to change.

   Many cities and counties have mandated treatment programs for batterers who have been arrested for domestic violence. One report estimates that in the time period after treatment studied by researchers, about 60% of batterers are reported to have stopped the violence.⁸⁹

   Overall, communities are more likely to respond to domestic violence and to hold the batterer accountable today than in the past.

3) Help is available. There are numerous sources of help for people who abuse and for people who are abused. The following are some types of community resources for help:

   - Domestic Violence Hotlines.
   - Shelters and related services for people who are abused.
   - Court advocates and legal services for abused people.
☐ Counselors or therapists who specialize in domestic violence.
☐ Religious groups who specialize in domestic violence services.
☐ Other community or volunteer services for people who are abused, helping with housing, food, transportation, etc.
☐ Batterers' treatment programs.

4) Union Resources

• You could refer to your specific local union resources here that are helpful to people coping with domestic violence.

• Refer to the information provided by the union about any internal Members Assistance Programs or external Employee Assistance Program, or other member service contacts that can provide local referrals to domestic violence shelters, hotlines, or counselors.

• If your internal service providers are not trained to respond, refer audience members to community resources or give out the National Domestic Violence Hotline number, (800) 799-SAFE, or refer to it in the handouts at this time.

Reference Handout D: Resources for Help

End Content Area III - E
Content Area IV: What Can Unions Do?

Component A1:

Union Response

This section describes basic steps that can be taken at work to respond to domestic violence.

Trainees' Notes

- Before presenting, consult with relevant departments within the union (e.g. Women's Rights, Members Assistance, Safety and Health, Education, Collective Bargaining, or in some cases, Human Resources) to determine if there are any specific or general contract language examples, union resolutions or related legislative initiatives. Do you have any information about employer policies and procedures? Check existing union resources for help, include Member Assistance Program brochures, other relevant member service information, or community resources. If appropriate, you might want to partner with staff from the Members Assistance program or health and benefit fund.

Union Response [Show Overhead 12]

Within the union and within the workplace, there are several things we can do to make a difference for members who are affected by domestic violence.

Educate:

We can all learn and become more aware about domestic abuse by participating in trainings like the one you are in today.

Advocate:

We can advocate for members to get time off for domestic violence-related needs and help members with any job jeopardy situations related to domestic violence. When addressing performance problems caused by domestic violence, abused members may need time to get help and to improve their performance.
Refer:

One of the best things we can do to respond to domestic violence is to provide information and resources for people who are affected by it. The union is your source for help. We can refer members to needed resources.

If you think you may be affected by abuse, or if you’re not sure, here are some ways to get information, answers and support:

☐ Contact member services or community resources or the National Domestic Violence Hotline at (800) 799-SAFE.
☐ Speak with a co-worker you trust.
☐ Speak with your steward or any steward with whom you feel comfortable.
☐ Call a confidential community hotline.

Later on we will discuss how to talk with a co-worker who you think might be experiencing abuse.

Secure:

We all deserve to be safe from threats of domestic violence that may occur at work. If you know of any direct threats to the workplace, make sure to immediately follow your regular workplace procedures for notifying the proper people of a workplace violence threat.

- Refer to policies and resources, such as union and management workplace violence protocol and policies and any existing workplace violence threat assessment teams.
- Give out numbers for internal or external emergency response to workplace violence situations (internal Security Services, local police or other).

If you are worried that a situation may become a direct threat to the workplace in the future, contact your steward for help in reporting the concern to the appropriate people.

End Content Area IV – A1
Content Area IV: What Can Unions Do?
Component A2:

Union Response

This section addresses issues related to job jeopardy and advocating on behalf of members with management.

Trainers’ Notes

- Before presenting, consult with relevant departments within the union (e.g., Women’s Rights, Members Assistance, Safety and Health, Education, Collective Bargaining, or in some cases, Human Resources) to determine if there are any specific or general contract language examples, union resolutions or related legislative initiatives. Do you have any information about employer policies and procedures? Check existing union resources for help, include Member Assistance Program brochures, other relevant member service information, or community resources. If appropriate, you might want to partner with staff from the Members Assistance program or Health and Benefit Fund.

- Invite union officials to review this material before the training and to be present at the training to clarify any questions about contract language or workplace policies that may arise.

- If you have a longer training period available, consider adding the Optional Group Exercises (located in the Appendices) as referenced below.

Union Response for Shop Stewards

Shop stewards are the “voice of the union” on the shop floor and play a key role in communicating the union’s concern for members who experience domestic violence.

We are going to talk about the basic steps -- Educate, Advocate, Refer and Secure -- that you can take to support members affected by domestic violence.

Educate:  [Show Overhead 13]

You can increase awareness about abuse by educating members about domestic violence, the resources that are available to help, and how it may affect them at work.
What are some other ways you might share information about domestic violence with your members?

- Allow the participants to brainstorm methods for sharing information. Write their suggestions on poster paper and hang on the wall for the remainder of the session. Include the following ideas if not suggested.
  1) Talk informally with members.
  2) Distribute information.
  3) Hang posters on the union bulletin board.
  4) Distribute safety cards, MAP brochures, or other resource information in common areas (e.g. lunchrooms, bathrooms).
  5) Include articles in union newsletters.
  6) Develop joint labor/management education and awareness strategies.

**Advocate: [Show Overhead 14]**

1) **Use the Contract:**

   Shop stewards can use the existing contract to advocate for their members’ rights for time off, fair consideration, non-discrimination and job retention when domestic violence affects their job situation.

2) **Consider the member’s need for confidentiality:**

   When you talk with management about a worker’s needs, it is important to consider the member’s need for confidentiality. Sometimes her safety may depend on keeping it confidential. Meet with the member before you advocate on her behalf and decide together who will be told about the abuse and what will be said.

3) **Advocate for time off for domestic violence-related needs:**

   a) Under your existing contract, what types of leaves might a member who is abused use if she needs time away from work to go to court, see a lawyer, talk to a counselor or other brief but necessary absences?
   - Write down audience responses. Clarify or add to what is said by detailing the type of brief absences that are covered in the contract.

   b) Under your existing contract, what types of leaves could a worker who is abused use if she needs a couple days away from work to move from her home, to look for new childcare providers, or to recover from injuries or emotional trauma?
   - Write down audience responses. Clarify or add to what is said by detailing the type of brief
absences that are allowed by the employer.

c) What steps can be taken when a worker who is abused is in a highly dangerous situation and needs to go into hiding for a few weeks?

- Prompt responses using the following questions. Acknowledge that these are not easy questions and that a discussion may need to take place between the steward, union officials and management.

  - Would it be possible to advocate for an extended leave?
  - Would this leave be paid or unpaid?
  - Do FMLA, disability or other benefits or policies apply?
  - Can you advocate for a worksite relocation to allow the employee to work temporarily or permanently at another site?
  - Can you arrange to have the member’s paychecks forwarded and still protect the worker by making sure no one finds out her location?

**OPTIONAL GROUP EXERCISE - Time Off**

- For longer trainings, review the Time Off Group Exercise in the Appendices and include it immediately after the above section. Then continue with the rest of Component A2 - Union Responses as follows below, skipping section 4) Role Play with a Supervisor below.

4) **Role Play: Talking to a Supervisor about a worker who is abused**

Have a co-trainer or a prepared assistant role play the following interaction with you to model how to advocate for time off.

<table>
<thead>
<tr>
<th>Steward</th>
<th>Supervisor</th>
<th>Steward</th>
<th>Supervisor</th>
<th>Steward</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know that you have written up Mary for excessive absenteeism, but she needs additional time off to deal with some serious family concerns. I think giving her that time could solve her absenteeism problem.</td>
<td>Well, she's used up everything she has.</td>
<td>Mary and I agreed that I should tell you what is going on, but it must be kept in strictest confidence.</td>
<td>I can't promise you that until I hear what it is.</td>
<td>It has to do with a personal problem and her safety could be in danger if it gets talked about on the floor.</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Let's hear it and unless it's against company policy, I'm sure I can keep it confidential.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steward</td>
<td>Mary needs to appear in court to get an order of protection against her husband. He has been physically abusive toward her.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td>Well, this is the first I've heard of this.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steward</td>
<td>She's been reluctant to tell anyone. Some of the guys in the plant here know her husband pretty well. And, if they tell him she's talking about it at work, there's no telling what he may do.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td>Now I understand why she didn't say anything.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steward</td>
<td>She has come forward now because of these performance write-ups. Until these recent absences, she has been a good employee. She's always on time, puts in a good day's work and has been with the company for five years. Now is the time that she needs support from the company. So, let's figure out how we can give her some leeway, given the serious nature of things. The union will be providing her with other necessary resources.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td>Well, given everything you've said, I think we can work something out.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5) **Advocate for time to improve work performance:**

a) Sometimes the violence and other abuse causes workers to be late or absent, to make errors or to act differently at work. The member who is abused may not feel that she can talk about the abuse until she is almost at the point of losing her job.

b) What procedures do you normally use to get management to hold off on performance disciplinary actions with workers who have some type of personal problem?

c) Could you advocate that a worker be given a chance to get help, to take actions to become safe and improve her performance, rather than face disciplinary actions?

- The discussion here may be complex. If a workplace professional is leading the training, be sure to research applicable employer policies and contracts beforehand in order to provide clarification.
d) What sort of an agreement might you negotiate for? Would the worker have to show proof that they are receiving help? If so, how would you protect the member’s confidentiality?

- Allow the discussion to take place, while emphasizing the need for an adequate amount of time to get help in a confidential manner that allows the employee to have control over her choices. If problems continue after this time period, ensure that progressive discipline and due process are followed. At every stage, extend renewed offers of assistance.

We will discuss how to talk to a member about job jeopardy a little later.

6) Advocate for members facing discrimination due to domestic violence:

a) Many people tend to blame the person who is abused for the violence in her life and hold her responsible for the effects of the abuse at work, too.

b) If a worker is being discriminated against because of domestic violence, you can advocate on her behalf. Consider whether the discrimination warrants a grievance or may be covered by local, state or federal law.

Refer: [Show Overhead 15]

1) Know your resources and refer the member:

The strongest source of help for a member who is abused or abusive is a referral to a resource who has expertise in domestic violence.

Do you know the right resources to refer workers to for help?

- Refer to the information provided by the union about any Members Assistance Program or other union or employer contacts who can provide local referrals to domestic violence shelters, hotlines, counselors, etc.

- Provide local community resources that are available for your members.

- Give out the National Domestic Violence Hotline number, (800) 799-SAFE, or refer to it in the handouts at this time.

2) Referring is not the same as counseling.

a) In a few minutes we will explore how to talk to a member about abuse. For now, it is important to remember that you should refer the member to appropriate resources. However, it is not your role to counsel the member.

b) Although you may believe you know what the member should do, even well-meaning suggestions could increase the risk of violence.
c) Refer the member to union staff or resources who are experienced in responding to domestic violence.

Secure:  [Show Overhead 16]

You have an important role to play in workplace violence prevention. If you know of any direct threats of domestic violence that may affect the workplace, respond immediately.

1) Domestic violence threats at work are workplace violence threats.

There is no difference between a threat of violence at work that comes from a member's spouse or partner and a threat of violence that comes from a co-worker or an outside intruder.

How does the union respond to threats of workplace violence?

- Refer to the contract and discuss existing procedures and workplace violence policies. If none exist, discuss the need to work with the employer, security and/or local law enforcement to prevent risk. Emphasize the need for an immediate and coordinated response.

2) Domestic violence threats at home are not automatically workplace violence threats.

a) The member who is abused at home needs referrals and a personal safety plan, made with the help of a domestic violence advocate or counselor.

b) If there are no direct threats to hurt the member at work, do not force the member to participate in a workplace threat assessment process.

c) If there are direct threats made to hurt the member at work. Tell the member that the employer needs to know about the threats in order to protect her safety, as well as, the safety of her co-workers

3) Safety and Security Responses.

The union steward may need to take an active role in advocating that workplace security measures be taken to protect a member who is abused and others. Remember to ask the member what response would be helpful to her.

What are some steps that you can suggest be taken in the workplace to decrease the risk of domestic violence coming to the workplace?

- Again, allow the participants to brainstorm possible security actions, while adding in actions below if not mentioned.
Possible Responses:

a) Increase current security personnel in the member’s work area or contract with security services if none is present.

b) Change the member’s work phone number and screen harassing calls.

c) Assess the access route to the member and position her or his desk or work area away from doors, windows, lobbies, and parking lots.

d) Ask the member for a picture of the abuser and a description of the abuser’s car and license number. With the member’s permission, give this information to security personnel and reception staff.

e) Give the member a parking space close to the building and/or arrange for a security escort to and from the building.

f) Consider relocating the member to another work area until the direct threat is determined to be over.

g) Ask a security professional to help the abused member create a personal and work safety plan.

There are a variety of security actions that can be taken. Work with the employer to tailor the response to the specific situation.

**OPTIONAL GROUP EXERCISE - Safety**

- For longer trainings, review the Safety Group Exercise in the Appendices and include it after the above section. Then continue with the rest of Component A2 - Union Responses, as follows below.

4) Some important points to consider:  

   [Show Overhead 17]

a) The abused member may be embarrassed, ashamed or reluctant to talk about the situation. She may be afraid to take actions that might make the abuser angry.

b) Take all necessary steps to protect members. At the same time, don’t force the member to take actions she doesn’t want to take. She knows best how to judge the risks she faces and how the batterer may react. Remember, you are not available 24 hours a day to protect her.

c) Consult with others!

d) Who can you consult with for additional clarification on contract language and other related issues when advocating for members coping with domestic violence?
Brainstorm with the group. Some suggested responses:

☐ Chief steward/Executive Board
☐ Business agent
☐ International - Women's Department
☐ Community services for battered women
☐ Union's Members Assistance Program
☐ Union's legal services
☐ CLUW National Office
☐ AFL-CIO Women's Department

Workplace Responses Review:   [Show Overhead 18]

☐ Educate
☐ Advocate
☐ Refer
☐ Secure

And, remember to consult with other union resources to make sure that the union’s response to domestic violence is effective.

Reference Handout E: What Unions Can Do

End Content Area IV – A2
Trainers' Notes

● After each section below -- Educate, Advocate, Refer and Secure -- ask the audience if anyone has taken a similar step in their workplace. For example: “Raise your hand if your union has done any domestic violence training.”

Workplace Responses for Union Staff

Educate  [Show Overhead 19]

1) Whenever possible, encourage the union to educate members, staff and stewards to increase everyone’s awareness and understanding of domestic violence and how it affects members in the workplace.

   Include information, case studies and resources in existing union trainings, or new members, shop stewards, safety and health staff, negotiating, work and family, women’s or political action committees.

2) If you are part of a Members Assistance Program or Health and Security Funds department or if you have expertise in the area of domestic violence, contact other union departments and offer to co-facilitate future trainings.

   What are some ways that you can keep information about domestic violence available and accessible to your staff and to the union?
Allow discussion to generate creative ideas. Use ideas below to add to your list.

- Hang posters in the office.
- Keep safety cards and brochures (MAP, other resource brochures) available.
- Organize a resource file of domestic violence community service providers.
- Include information and resources on a website.
- Sponsor an event for members to gather donations for a local shelter.

**Advocate**  
*Show Overhead 20*

1) Support the union’s effort to advocate on behalf of members space in cases when domestic violence affects them on the job. Stewards and officials may need resources and support as they act on behalf of their members. Stewards’ interventions may include:

- Advocating for time off for abused members who need to go to court, seek counseling, move or take other actions to be safe.
- Advocating for members with performance problems caused by the abuse.
- Taking action against discrimination of abused members.

2) Review the existing contract language to determine if changes could be negotiated in the future that support members who are abused.

If you work in the Collective Bargaining department, develop contract language that protects members’ job security and provides other benefits and workplace protections (see model contract language in the Appendices, page 118).

3) If you support the union’s political action agenda, be a resource for members or officers who may be interested in proposing resolutions in support of the union’s role in addressing domestic violence at union conventions (see sample union resolution in Appendices, page 117).

If you are in the Political Action Department, have the union or the political action committee join forces with other local, state or national efforts to provide protections or services for members who are abused.
Refer [Show Overhead 21]

1) The best source of help for a member who is abused or abusive is a referral to a resource with expertise in domestic violence.

Make sure that all of your staff know where to refer members, both internally to Membership Assistance Programs or other support services, or externally to community services providers.

2) Develop a referral resource file that is available to anyone who wants to refer a member for help.

3) Post or reference the National Domestic Violence Hotline Number, (800) 799-SAFE, in union offices, newsletters, websites, orientation packets and other materials.

Secure [Show Overhead 22]

1) Domestic violence can become workplace violence if the batterer stalks or attacks the abused member at work. A coordinated response is the best solution.

Here are some steps that you can take:

- Take the lead in developing safety protocols for the union hall.
- Work with locals to develop workplace violence responses that are coordinated with the employer if a domestic violence situation becomes workplace violence.
- Make sure stewards, officials and other staff know how to respond in an emergency situation and distribute emergency response numbers widely.
- Make responding to workplace domestic violence threats a permanent feature of your safety and health training.

2) Domestic violence threats are not always workplace violence threats. In developing workplace violence response protocols, remember that members who are not threatened at work may not need a workplace threat response.

In developing any workplace violence protocol, work to protect the safety, privacy and confidentiality of all members who are abused.
Workplace Responses Review  [Show Overhead 18]

☐ Educate
☐ Advocate
☐ Refer
☐ Secure

A coordinated union response can make a difference in the lives of people affected by domestic violence.

Reference Handout E: What Unions Can Do

End Content Area IV – A3
Union Response

This section describes an overview of what unions can do to address domestic violence.

Trainers' Notes

- After each section below -- Educate, Advocate, Refer and Secure -- ask the audience if anyone has taken a similar step in their workplace. For example, “Raise your hand if your union has done any domestic violence training.”

Workplace Responses for Labor Leaders

Educate [Show Overhead 23]

1) Increase awareness of domestic violence by training everyone about how to find help and how to reach out to co-workers who may be in abusive relationships.

   Teach union staff, Executive Boards, Health and Safety, and other member service departments how to identify the signs of abuse and respond appropriately to members who are abused and employees.

2) Distribute information on domestic violence.

   What are some ways that you can keep information about domestic violence available and accessible to union members, staff, stewards and officials?

   - Allow discussion to generate creative ideas. Use ideas below to add to your list.
   - Hang posters.
   - Keep safety cards and brochures (MAP, other resource brochures) available.
   - Organize a resource file of domestic violence community service providers.
☐ Include information and resources on a website.
☐ Sponsor an event for members.

3) Educate and increase the awareness of other locals or unions through national or regional conventions or councils.

Advocate  [Show Overhead 24]

1) Members who are abused need the support and strength of the union in many ways. Advocating for the rights of workers who are abused and in job risk or job jeopardy is one way that the union can make a difference. Here are some types of advocacy that the union can undertake.

☐ Advocate for time off for abused members who need to go to court, seek counseling, move or take other actions to be safe.
☐ Advocate for members with performance problems caused by the abuse.
☐ Take action against discrimination of employees who are abused.

2) Review the existing contract language to determine if changes can be negotiated in the future to support members who are abused.

Develop new contract language addressing domestic violence in the workplace at the next round of contract negotiations.

What would help? Contracts that allow for:

☐ flexible schedules or time-off benefits for abused employees.
☐ paid leave for domestic violence emergencies.
☐ access to counseling services for both batterers and victims.
☐ workplace violence prevention policies and procedures that include safety from domestic violence at work, and non-discrimination policies for abused employees (see model contract language in the Appendices, page 118).

3) Consider political advocacy actions that can bring the issue of domestic violence as an employee rights concern to local, regional and national agendas.
4) Look inward. Many unions are also employers who hire staff. Consider how you might develop flexible personnel policies that allow your employees opportunities to get help for domestic violence concerns.

Refer  [Show Overhead 25]

1) Make sure that all member service departments, stewards and officials know the right resources to refer employees to for help, including your MAP, EAP or local domestic violence services.

☐ Check your MAP. Do MAP staff have expertise in domestic violence? Do they have the resources your members need?

☐ Do your stewards, staff and officials know how to make supportive referrals? Do they know what referrals to make?

2) Develop a referral resource file with both union and community resources to be used by stewards, staff or Executive Boards.

3) Give out or post the National Domestic Violence Hotline number, (800) 799-SAFE, throughout the workplace.

Secure  [Show Overhead 26]

1) Domestic violence can become workplace violence if the batterer stalks or attacks the member who is abused at work. A coordinated response is the best solution.

Consider taking the following steps:

☐ Take the lead in developing safety protocols for the union hall and the workplace.

☐ Work with locals to develop workplace violence responses that are coordinated with employers in the event that a domestic violence situation becomes workplace violence.

☐ Inform stewards, officials and other staff about how to respond in an emergency situation and distribute emergency response numbers widely.

☐ Make responding to workplace domestic violence threats a permanent feature of your safety and health training.
2) Domestic violence threats are not always workplace violence threats. In developing workplace violence response protocols, remember that members who are not threatened at work do not need a workplace threat response.

In developing any workplace violence protocol, strive to protect the safety, privacy and confidentiality of all members who are abused.

Workplace Responses Review [Show Overhead 18]

☐ Educate
☐ Advocate
☐ Refer
☐ Secure

A coordinated union response can make a difference in the lives of people affected by domestic violence.

Reference Handout E: What Unions Can Do

End Content Area IV – A4
Helping at Work: Talking to a Co-worker Who is Abused

This section teaches members how to talk about abuse at work.

Trainers’ Notes

- You may want to begin the next section using a Q & A technique for the “See It” content. If you have two trainers, consider role-playing the content under the “Say It” subsection below.

Helping at Work: Talking to a Co-worker

Action Steps: Become an Active Witness

We are going to discuss action steps that you can take at work to help someone who you think may be abused.

SEE IT! Notice that Something is Wrong. [Show Overhead 27]

1) What might you notice if someone is being abused?

- Ask audience members to call out the possible signs and write them on a flipchart or board.

2) Fill in the areas missed by the audience with the following signs:

a) Physical Unexplained injuries, hidden injuries, bruises, blackeyes, sprains, broken bones or teeth.
In some cases, you may never see any bruises, as members who abuse purposefully hit the victim on parts of the body that are normally covered by clothes.

b) Emotional Anxious, upset, depressed, tearful, jumpy, angry, worried, restless, quiet, or confused.

c) Social Avoiding people, not answering the door or phone, canceling events, getting into arguments.

d) Financial Overdrawn account, foreclosure or eviction, wage garnishment.

e) Legal Frequent court dates, divorce, child custody problems, and child abuse investigation.

f) Work Absences, tardiness, sick days, a decrease in work quality, unable to complete tasks, becoming isolated from co-workers.

Reference Handout F: Signs of Abuse

SAY IT! Talking About Abuse  [Show Overhead 28]

1) Use the following steps when talking about abuse:

   a) Tell her what you see, without being judgmental.
   b) Express concern for her.
   c) Show support.
   d) Refer her to a help source.

2) Try talking to your co-worker in the following way:

   Concerned Person I am worried about you. You seemed pretty upset today after that phone call. And last week, I noticed you had a bruise on your arm.
Co-worker: Oh, it was nothing, really.

Concerned Person: I thought that maybe someone hurt you. I'm concerned about you.

Co-worker: It was just an argument between my husband and me.

Concerned Person: No one deserves to be hurt by anybody, including by a husband.

Concerned Person: I have a phone number to a confidential help line. I think it would help to talk with someone who understands what you are going through.

3) If You are Wrong? At the worst, she knows you are a caring person.

4) If You are Right? If she tells you that she is being abused, take the following steps:

[Show Overhead 29]

a) **Listen**: Listening can be one of the best ways to help.

b) **Keep It Confidential**: Respect her privacy. If there is a direct threat of violence at work, tell her that the employer needs to know about the threats to protect her safety, as well as, the safety of her co-workers.

c) **Provide Information, Not Advice**: Give her the phone number to the National Domestic Violence Hotline or a Safety Card with the number on it. Be careful about giving advice. She knows best how to judge the risks she faces.

d) **Be There and Be Patient**: Dealing with an abusive relationship takes time. She may not do what you expect her to do when you expect her to do it. If you think it is your responsibility to fix the problem, you may end up feeling frustrated. You don’t want to push her into taking an action that may not be safe for her to take. Remember, she knows best how to judge the risks she faces. Focus instead on building trust, and be patient.

Reference Handout G: Action Steps to Becoming an Active Witness; See It and Say It

*End Content Area IV – B1*
Helping at Work: Talking to a Member Who is Abused

This section provides information on how to talk to a member about abuse, including safety and job jeopardy issues.

Trainers’ Notes

- This content should be revised, if needed, to reflect the collective bargaining agreement. This is a generic example of how to discuss a steward’s concern that a member might be a victim of domestic violence and how to address potential related performance issues. Although stewards are directly responsible for responding to members, staff and labor leaders also need to know appropriate responses.

Helping at Work: Talking to a Member Who is Abused

Action Steps: Expressing Your Concern

We are going to discuss how to respond in a supportive manner to members who are abused and how stewards can reach out to help members.

- Note: If you are training staff, Executive Boards or other labor leaders, present the following material in the context of how they could advise stewards to respond to members who are abused.

Here are some action steps to help you talk to a member about abuse.

SEE IT! Notice that Something is Wrong. [Show Overhead 27]

What might you notice if someone is being abused?

- Ask audience members to call out the possible signs and write them on a flipchart or board.
Fill in the areas missed by the audience with the following signs:

1) **Physical**  Unexplained injuries, hidden injuries, bruises, black eyes, sprains, broken bones or teeth.

   In some cases, you may never see any bruises, as members who abuse purposefully hit the victim on parts of the body that are normally covered by clothes.

2) **Emotional**  Anxious, upset, depressed, tearful, jumpy, angry, worried, restless, quiet, or confused.

3) **Social**  Avoiding people, not answering the door or phone, canceling events, getting into arguments.

4) **Financial**  Overdrawn account, foreclosure or eviction, wage garnishment.

5) **Legal**  Frequent court dates, divorce, child custody problems, child abuse investigation.

6) **Work**  Absences, tardiness, sick days, a drop in work quality, unable to complete tasks, becoming isolated from co-workers

Reference Handout F: Signs of Abuse

SAY IT! Talking About Abuse  [Show Overhead 28]

1) Use the following steps when talking about abuse:

   a) Tell her what you see, without being judgmental.

   b) Express concern for her.

   c) Show support.

   d) Talk about the union as a resource for job jeopardy situations and other related issues.
2) Try talking to the member in the following way:

- Role-play the following example with a co-trainer or audience member who is prepared to participate in advance.

**Steward**  
I am worried about you. You seemed pretty upset today after that phone call. And last week, I noticed you had a bruise on your arm.

**Member**  
Oh, it was nothing, really.

**Steward**  
I thought that maybe someone hurt you. I'm concerned about you.

**Member**  
It was just an argument between my husband and me.

**Steward**  
No one deserves to be hurt by anybody, including by a husband. I have a phone number to a confidential help line. I think it would help to talk with someone who understands what you are going through.

If you need any help getting time off or any other work issues come up, please let me know. We can help.

3) If You are Wrong? At worst, she knows you are a concerned steward.

4) If You are Right? If she tells you that she is being abused, take the following steps …

*Show Overhead 29*

a) **Listen**: Listening can be one of the best way to help

b) **Keep It Confidential**: Respect her privacy. If there is a direct threat of violence at work, tell her you both need to take action to protect her and others (see Secure below).

c) **Provide Information, Not Advice**: Tell her about internal resources that are prepared to help her, including Member Assistance Programs. Give her the phone number to the National Domestic Violence Hotline or a safety card with the number on it. Be careful about giving advice. She knows best how to judge the risks she faces.
d) **Be There and Be Patient:** Coping with abuse takes time. She may not do what you expect her to do when you expect her to do it. If you think it is your responsibility to fix the problem, you may end up feeling frustrated. You don’t want to push her into taking an action that may not be safe for her to take. Remember, she knows best how to judge the risks she faces. Focus instead on building trust, and be patient.

Reference Handout G: Action Steps to Becoming an Active Witness: See It and Say It

Talking about Potential Job Jeopardy Issues: [Show Overhead 30]

If you need to address a member’s potential or actual job jeopardy situation -- and there are signs that the member may be a victim of domestic violence -- then take the following steps.

- Make each point below, and after each point ask the audience, “How might you say this to a member?” Ask for a volunteer to provide a role play line for each step.

1) Bring up the job jeopardy concern

- Sample role play: “Carol, I am concerned that you have been verbally warned by management about your performance lately. You have missed three days in the last month, and have been late 15 times in the last six months.’

2) Express your concern. Use the See It and Say It steps we discussed earlier, telling her the signs of abuse that you have seen and that you believe it may be related to a potential or actual job jeopardy problem.

- Example: “I noticed the bruises you had last week and I thought it was possible that you are being hurt by someone. I am concerned about you. So, I just wanted to let you know that if anything is going on in your life that might be affecting your job, you can let me know and I can help you.”

3) Offer specific referrals for help. Note that you believe his or her performance may improve if she uses this help.

- Example: “If there is a personal problem that might create a job jeopardy situation, it
would help to talk to a counselor at the Members Assistance Program or an outside
counselor to get advice on how to deal with it. Here is the phone number.”

4) Outline what might need to be done to avoid potential or future performance actions by management.

- Example: “First we will make sure you have a chance to get the help you need for your situation. Then, eventually your manager will expect you to decrease your absences and lateness and improve the errors.”

5) Ask the member if she or he has personal needs that may interfere with accomplishing these performance goals. Explore ways that the union might intervene on her or his behalf, if she or he would like them to do so.

- Example: “Once you have talked with the counselor, get back with me and let’s discuss what you may need in the near future to help you get through this. I can go with you to management to discuss ways to help you feel safe on the job and continue to perform in your job.”

6) Follow up with the member and ask if she or he had any difficulties accessing the resources.

**OPTIONAL GROUP EXERCISE - Job Jeopardy**

- For longer trainings, review the Job Jeopardy Group Exercise in the Appendices and use it instead of the above section.
Trainers’ Notes

- In the workplace, there are practical and legal limits to what a co-worker can say to someone who they believe is abusive. There are also important safety concerns to consider. Consult with your key contact regarding the union constitution, contract language or any policies regarding members or employees who are known to be domestic violence perpetrators. The most important thing co-workers can do is model behaviors for each other every day.

What Can We Say to a Co-worker Who Abuses?

[Show Overhead 31]

1) If a co-worker tells you that she or he has been violent at home, use one of the following responses:

   a) “No matter how angry you are at your partner, there are ways to talk about that anger without being violent.”

   b) “I know you believe she started it, but you chose to respond the way you did. No one can make you be violent or abusive.”

   c) “It doesn’t have to be this way. You can get help. You can learn to control the way you react. There are other people who have been where you are and can help. The union has information about resources that can be helpful to you.”

2) Don’t condone the batterer’s behavior or laugh with that person, if they try to make light of it.

- Use an example here. “When Harry drops by to tell you ‘I know how to get my wife to shut up…I just whack her one’ and then laughs, don’t laugh.”
3) Refer your co-worker to resources at work or in the community. Mention the resources available for this audience.

4) If you observe a co-worker being threatening or violent toward another member, or stalking someone, follow regular workplace procedures for reporting a workplace violence incident. Contact your steward to let her or him know of your report.
What Can We Say to a Member Who Abuses?

This section provides an overview of union responses to members who abuse.

Trainers’ Notes

- Stewards are obligated by Duty of Fair Representation responsibilities to represent members in disciplinary or job jeopardy situations, including members who abuse. However, there may be safety concerns that must be addressed. Threats or actual acts of domestic violence in the workplace require an immediate and effective response from the union and/or management. Refer to contract provisions regarding workplace violence and consult with your union resources prior to the training. In addition to the formal union role, stewards can and do model behaviors for members every day.

How Can the Union Respond to a Member Who Abuses?

Informal Responses to Members Who Abuse: [Show Overhead 32]

Even when there are no job jeopardy or Duty of Fair Representation situations, we can encourage people who abuse to understand that their behavior is wrong and that they can get help.

1) If a member tells you that she or he has been violent at home, use the following responses:

   a) “No matter how angry you are at your partner, there are ways to talk about that anger without being violent.”

   b) “I know you believe she started it, but you chose to respond the way you did. No one can make you be violent or abusive.”

   c) “It doesn’t have to be this way. You can get help. You can learn to control the way you
react. There are other people who have been where you are and can help. The union has information about resources that can be helpful to you.”

2) Refer the member to union resources, such as a MAP, Employee Assistance Program, external community services or a local batterers’ program.

3) Don’t condone the batterer’s behavior or laugh with that person, if they try to make light of it.

• Use an example here. “When Harry drops by to tell you ‘I know how to get my wife to shut up...I just whack her one’ and then laughs, don’t laugh.”
Tell him that this kind of behavior not only violates everything that the union stands for but can get him into a lot of trouble.

Finding a Balance: Formal Responses to Members Who Abuse:

Unions need to take a stand against domestic violence and communicate to their members that violence, both at home and at work, is unacceptable behavior.

At the same time, union stewards have the Duty of Fair Representation obligation to represent all members, including those who have performance problems related to abusive behavior.

Is it possible to do both, and send a message that domestic violence is not acceptable while representing an abuser’s job jeopardy situation?

• Allow discussion. If the audience brings up the fact that it makes a difference whether or not the violence occurred at work, use that point to move into the next point.

1) Responding to Members Who Abuse at Work: [Show Overhead 33]

When a member uses domestic violence against another member or employee while on the job, what steps would you take first?

• Allow discussion.

You have several things to take care of at once when this type of situation arises. Consider what your priorities are. We suggest the following steps in this order:
a) Consider the safety of all members:
   - Is anyone at risk of being attacked or is the abused member feeling threatened? Take action to protect the abused member or employee and others.
   - Don’t rely on promises from the abusing member. People who abuse tend to deny the abuse and even if they intend to stop being abusive, they may still act violently.

b) Refer both parties:
   - Refer the abusing member to a certified batterers’ treatment program
   - Refer the abused member for resources to cope with the abuse and trauma. Community domestic violence services can help make a personal safety plan for the abused member and collaborate on workplace safety plans.

c) Check to see if the abused member needs any workplace advocacy:
   - Does the abused member need time to go to court or to a counselor?
   - Has the abused member’s work performance been affected and is advocacy needed?
   - Is the abused member being blamed for the situation and discriminated against as a result?
   - Contact the member’s steward and offer whatever support is needed to help stabilize that person’s situation.

d) Fulfill your Duty of Fair Representation responsibilities:
   - Remember that domestic violence is not a “fight” between two members. Although both members deserve representation, the abuser needs to know that his or her behavior is wrong and will not be tolerated.
   - Remember that the abused member has a right to be free from violence and verbal abuse at work.
   - Fulfill the DFR responsibilities, while emphasizing the need for the abuser to get help.

e) Make a statement:
   - Make a statement that the union does not support any type of violence for any reason.

2) Responding to Members Who Abuse Off the Job:  [Show Overhead 34]

You may be notified when a member is served an order of protection at work or is arrested and held in jail for abuse that occurred off the job.
If a member is in a job jeopardy situation due to her or his abusive behavior, what steps would you take?

- Allow discussion, then cover the following points if not already covered:

  a) Refer.
  
  □ Refer the abusing member to a certified batterers’ treatment program for help.
  □ Warn about job jeopardy possibilities and fulfill your DFR responsibilities.
  □ Focus on your DFR obligation and warn the member that any violent behavior could subject them to discipline and criminal charges.

  b) Make a statement.
  
  □ Make a statement that the union does not support any type of violence for any reason.

3) Remember your own safety:

Some people who abuse their partner or spouse may also be violent toward others. Avoid taking risks and use the system to protect everyone, including yourself. If you fear for your own safety in any way, consult with Security and/or law enforcement.

*End Content Area IV – C2*
Witnessing Abuse in the Community

This section describes simple steps you may choose to take when witnessing abuse outside the workplace.

Trainees' Notes

- Although the training focuses on the workplace, the following information about responding to abuse in the community gives a social context for employees attending the training.

Witnessing Abuse in the Community [Show Overhead 35]

1) If you witness or overhear a violent interaction, call 911.

2) Don't intervene physically or try to be a hero. Protect yourself and wait for the police.

3) Honk your horn to draw attention to the situation. Only do so if it doesn't increase the risk for the victim or for you.

4) If safe and appropriate, give the abused person a safety card with the National Domestic Violence hotline number on it.

5) If the person being abused is a neighbor or friend, use the same steps we discussed earlier for talking to a co-worker to reach out and support her. Select a time to talk to her that is appropriate and safe, possibly inviting her to your home for coffee, for example.

End Content Area IV – D1
What Labor Leaders are Doing

This section discusses actions currently being taken by union leaders, and encourages unions with limited resources to enact simple, helpful efforts.

**Trainers' Notes**

- This section is intended to inform unions about the creative actions taken by other labor leaders and to encourage them to implement actions in their unions. For more information about these actions and related information, call CLUW at (202) 223-8360

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**What Labor Leaders are Doing**

**Labor Leaders are Concerned**

- We know that domestic violence is a workplace issue.

- Labor leaders are realizing that talking about it and taking action is necessary in order to save jobs, increase safety and support our members.

- "Most battered women are working women. Domestic violence is a union issue. We intend to make improving the workplace response part of our bargaining agenda. Abuse destroys families and communities. We all have to be part of the solution."
  
  - Gloria Johnson, President of the Coalition of Labor Union Women

- In New York, 14 New York City area unions, the New York City Central Labor Council and the NYS Federation formed the Labor Union Coalition Against Domestic Violence in 1995, joining forces to address domestic violence as a union issue through education, collective bargaining and legislative action.
Labor Leaders are Taking Action  [Show Overhead 36]

Here are just a few examples of what unions and affiliates are doing to respond to domestic violence:

1) American Federation of State, County and Municipal Employees (AFSCME)

Since 1988, AFSCME's International and Women's Rights Department has conducted a national education and awareness campaign, publishing a booklet on domestic violence and distributing it to locals and to other unions across the country.

In New York, the Personal Services Unit (PSU) and the Municipal Employees Legal Services (MELS) of DC 37 has provided counseling and legal services to thousands of members affected by domestic violence.

AFSCME also has provided training to five national unions and participated in domestic violence coalitions.

2) Communications Workers of America (CWA)

CWA passed resolutions at their national convention to make domestic violence a part of the union's social action and political agenda. CWA District 1 piloted a training curriculum on domestic violence with Verizon and plans to implement a joint initiative with its Work/Life and Safety and Health committees, in cooperation with EAP staff.

3) Coalition of Labor Union Women (CLUW)

CLUW provided expertise in the development of the materials we are using today.

Their national office has convened conferences, "speak-outs" and other educational and political action initiatives.

In collaboration with the Family Violence Prevention Fund, CLUW produced educational materials for unions to use during National Work to End Domestic Violence Day.

4) 1199/Service Employees International Union (SEIU) and hospital employers

The union has joined forces with various hospitals to develop a joint labor/management initiative, including an awareness program for union members and hospital employees.
5) American Federation of Teachers (AFT)

AFT passed resolutions on domestic violence at their national convention in 1998 and assists members with domestic violence situations. They also have participated in trainings to help chapter chairs assist members affected by domestic violence.

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Trainers’ Notes

- This next section acknowledges that not all unions have the internal resources needed to undertake the activities presented above. Emphasize that any action taken is an important one.

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Easy Responses:
Not all Unions Have the Same Resources  [Show Overhead 37]

1) Some unions have more resources available for training and member services than others. Any action you take is helpful.

2) There are easy, inexpensive actions you can take, such as:

   a) Distributing a memo with basic domestic violence awareness information and the National Domestic Violence Hotline number (1-800-799-SAFE).

   b) Through joint labor/management initiatives, display posters with anti-domestic violence messages or leave safety cards in restrooms or lounges, where they can be taken discreetly.

3) Domestic violence advocates are present in nearly every community and can give you ideas on simple and cost-effective ways to be part of the solution.

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What You Can Do at Your Workplace  [Show Overhead 38]

The following is a list of actions that unions can take to get involved, become a leader, and show others how to become part of the solution:

1) Check contract language to make sure that workplace responses are supporting employees who seek help for abuse.
2) Run articles about domestic violence in your union newsletter.

3) Email or inter-office mail information on domestic violence and resources that can help all union staff.

4) Hold training seminars for members, shop stewards, union staff and officers.

5) Check your MAP or EAP to make sure it provides help for domestic violence. Then publicize your MAP, EAP and/or local domestic violence programs.

6) Begin a collaborative relationship with community domestic violence programs, using their expertise to assist with the union’s domestic violence response, while finding ways to support their important efforts.

7) Participate in the National Work to End Domestic Violence Day.

Reference Handout H: Workplace Domestic Violence Prevention Activities

End Content Area IV – D2
Looking to the Future

This section lays out the steps that members can take to incorporate this issue into daily life and into the union's social action and political agenda.

Trainers' Notes

- This section encourages participants to think of ways they can participate personally in ending abuse. If time allows, make this section interactive by asking the audience to brainstorm ways to get involved.

Looking to the Future - Preventing Abuse

1) Non-violence is a way of life that you can support and share with everyone, especially children.

   See It and Say It! Don't be afraid to say that violence and abuse are wrong.

   The more we model peaceful ways of interacting, the more people will learn that violence in all forms is unacceptable.

2) Ideas for Getting Involved: Here are some things you can do now to make violence-free relationships a reality. [Show Overhead 39]

   a) Be supportive to someone you know who is being abused.
   b) Speak honestly to someone you know who is abusive.
   c) Volunteer at a shelter and/or encourage others to volunteer.
   d) Lead a fundraiser for domestic violence services.
   e) Find out what your local shelter might need and donate goods or services.
   f) Invite a speaker on domestic violence to your church or community group.
   g) Talk to children about violence.
   h) Be a mentor to young men.
   i) Encourage young boys to cry when they are hurt.
   j) Teach young girls to value their strength and competence.
3) Make domestic violence a part of the union's social and political action agenda.

*Show Overhead 41*

Unions can play an important leadership role in addressing domestic violence as a social and economic justice issue.

a) Union Resolutions

Union resolutions related to domestic violence passed at conventions or other forums, such as the Central Labor Council or state AFL-CIO, can give visibility to a hidden problem.

Provisions can be written that include the following:

- Educate members, shop stewards, officers, Executive Boards, and union staff about domestic violence.
- Negotiate for job security and other related benefits for victims of domestic violence.
- Support community-based services.
- Lobby for legislative initiatives to ensure economic independence and safety for individuals affected by domestic violence.

b) Legislative Initiatives

Unions can lend their political influence and leverage to support local, state or national initiatives.

For example, unions have testified at city government hearings to lend their support for legal protections for working women who are abused.

The political power of unions can make a difference in lobbying for funds for community services and workplace protections for all workers who are abused.

Reference Handout I: Ideas for Getting Involved

*End Content Area V – AI*
Leading to the Future

This section highlights the actions that union leaders have taken and encourages leadership on the issue.

Trainers’ Notes

- This section encourages labor leaders to expand their role and think of ways they can participate in ending abuse, from a personal and community perspective.

Leading to the Future – Preventing Abuse

As union leaders, you have the position and experience to influence others, both in the union and the community.

You can become part of the solution to domestic violence by directing your leadership abilities toward the goal of ending domestic violence in our communities and unions.

1) Support non-violence.

   a) Non-violence is a way of life that you can support and share with everyone, especially children.
   b) Speak up against violence.
   c) The more we model peaceful ways of interacting, the more people will learn that violence in all forms is unacceptable.

2) Ideas for getting involved: Here are some things you can do now to make violence-free relationships a reality. [Overhead 39]

   a) Be supportive to someone you know who is being abused.
   b) Speak honestly to someone you know who is abusive.
c) Sit on the Board of Directors of a domestic violence shelter or agency.
d) Hold a fundraiser for domestic violence services.
e) Find out what your local shelter might need and donate goods or services.
f) Invite a speaker on domestic violence to your labor council, state federation, place of worship or community group.
g) Become a part of the solution!

3) Make domestic violence a part of the union's social and political action agenda.

Unions can play an important leadership role in addressing domestic violence as a social and economic justice issue.

a) Union Resolutions

Union resolutions related to domestic violence passed at conventions or other forums, such as the Central Labor Council or state AFL-CIO, can give visibility to a hidden problem.

Provisions can be written that include the following:

☐ Educate members, shop stewards, officers, Executive Boards, and union staff about domestic violence.
☐ negotiate for job security and other related benefits for victims.
☐ support community based services.
☐ lobby for legislative initiatives to ensure economic independence for individuals affected by domestic violence.

b) Legislative Initiatives

Unions can lend their political influence and leverage to support local, state or national initiatives.

For example, unions have testified at city government hearings to lend their support for legal protections for working women who are abused.

The political power of unions can make a difference in lobbying for funds for community services and workplace protections for abused employees.

Reference Handout 1: Ideas for Getting Involved

End Content Area V - A2
Trainers’ Notes

- If time allows, briefly recap the following main points, asking the audience what they learned and adding the points not covered by the audience.

**Summary for Members**

What have we learned? That…

1) We can talk about domestic violence with the union – it’s important!
2) Nearly one out of three American women may be affected by domestic violence.
3) Domestic violence is a pattern of behaviors related to power and control.
4) Any one can be abused.
5) Anyone can be an abuser.
6) There are many reasons why people don’t leave abusive relationships right away.
7) There is hope.
8) Unions can help.
9) You can help by breaking the silence about domestic violence and — by Seeing It and Saying It.
10) We can all work together to end domestic violence.
Summary for Shop Stewards and Union Staff

What have we learned? That...

1) We can talk about domestic violence at work – it’s important!
2) Nearly one out of three American women may be affected by domestic violence.
3) Domestic violence is a pattern of behaviors related to power and control.
4) Anyone can be abused.
5) Anyone can be an abuser.
6) There are many reasons why people don’t leave abusive relationships.
7) There is hope.
8) Stewards and the unions can play a key role for members who are abused or abusive.
9) You can help by breaking the silence about domestic violence and talk to employees about abuse, even when it’s not related to performance problems.
10) We can all work together to end domestic violence.

End Content Area V – B
Appendix A: Reference List
Appendix B: Optional Group Exercises
Appendix C: National Resources
Appendix D: Training Feedback Form
Appendix E: Sample Union Resolution
Appendix F: Union Contract Language
Appendix G: Handouts
Appendix H: Overheads
Reference List


2  Blue Shield of California, Northern Region Education & Training Department, Organization Consulting, and Project BSC. (July, 1999). Presentation Skills For Trainers Workshop.


Time-Off

Instructions
1) Break the group into smaller groups of four or five people.
2) Have each group appoint a spokesperson to write down answers to be reported back to the larger training group.
3) Ask participants to read the case study (see next page) and talk about the discussion questions.
4) Ask group members to volunteer to play the roles described in the Group Exercise handout with other group members observing.
5) Allow time for the group to debrief the role-play.
6) Have each small group report back to the larger group, presenting their discussion question answers and their reactions to the role-play.

Group Report: During the Group Report at the end of this exercise, add in the following points if they have not been covered by the small groups.

Is there any other information you need to know from Sylvia?
☐ What is the level of physical danger that Sylvia is facing?
☐ Where does her partner work?
☐ What is her past work record and her relationship with her supervisor?
☐ Is Sylvia willing to have you discuss her situation with the supervisor?

Do you know of any contract agreements or employer policies that apply to this situation?
☐ Is there a specific policy related to domestic violence?
☐ Is there a flexible work schedule agreement in the contract?
☐ Is there a “donated time off” procedure?
☐ Does the safety and health contract language apply?

How much information should you give the supervisor about Sylvia’s situation when you talk to him or her?

How do you protect Sylvia’s confidentiality and safety?
☐ What does Sylvia want you to discuss?
☐ Will telling the supervisor about her situation increase her risk?

See the Group Exercise Handout on next page
“Time Off” Case Study

Sylvia comes to you, her shop steward, about a problem she is having with her supervisor. She has requested time off for “personal reasons” and her supervisor is unwilling to give it to her unless she is more specific about why she needs the time off. Sylvia tells you that she has already used up all of her paid sick and vacation days. She begins to cry and tells you that she doesn’t want to talk to her supervisor about why she needs the time off because it is personal. She confides in you that she has to go to court to get an order of protection against her partner, adding that “it’s a matter of life and death.”

Group Discussion

☐ Is there any other information you need to know from Sylvia?
☐ Do you know of any contract agreements or employer policies that apply to this situation?
☐ How much information should you give the supervisor about Sylvia’s situation when you talk to him or her? How do you protect Sylvia’s confidence and safety?

Role Play

**Supervisor:** One group member plays the role of a supervisor who knows nothing about Sylvia’s abuse situation. The supervisor has already refused to let Sylvia take the day off, as she has missed several days this year and the department is currently understaffed. The supervisor is focused on meeting deadlines.

**Steward:** Another group member plays the role of the steward who is approaching the supervisor to advocate on Sylvia’s behalf, in order to get her the day off to go to court. The employer has no policy on domestic violence or on taking time to go to court to get an order of protection. Sylvia really needs to take the day off with pay.

Other group members observe and be ready to discuss the role-play.

Group Debrief

☐ Evaluate how effectively the steward presented Sylvia’s case.
☐ What strategies seemed to be most effective with the supervisor?

Group Report

☐ Report back your discussion to the larger group.
Job Jeopardy

Instructions

1) Break the group into smaller groups of four or five people.
2) Have the group appoint a spokesperson to write down answers to be reported back to the larger training group.
3) Ask participants to read the case study (see next page) and talk about the questions.
4) Ask group members to volunteer to play the two roles described in the Group Exercise handout with other group members observing.
5) Allow time for the group to debrief the role-play.
6) Lastly, have each small group report back to the larger group, presenting their discussion question answers and their reactions to the role-play.

Group Report: During the Group Report at the end of this exercise, add in the following points if they have not been covered by the small groups.

What is the union's responsibility in this situation?

☐ To refer Betty for help and to provide support.
☐ To protect Betty's job.
☐ To work with management to educate employees about domestic violence.
☐ To negotiate contract language related to domestic violence.

What should Betty's shop steward do?

☐ Talk with Betty about what she might need.
☐ Focus on her job concerns and explore ways in which the union could provide referrals.
☐ With Betty's permission, discuss with management how her job can be protected.

What union resources are available to the shop steward that would apply to this situation?

☐ Chief steward/Executive Board
☐ EAP/MAP
☐ Union legal counsel
☐ CLUW
☐ International
☐ Contract
☐ AFL-CIO Women's Department
☐ Outside the union, community services for domestic violence

See the Group Exercise Handout on next page
“Job Jeopardy” Case Study

As a shop steward, you have been concerned about one of your department members, Betty, who has been written up a few times in the past for excessive absences. Yesterday, Betty came into work with her arm in a cast. When you asked her what happened, she said, “I tripped over the kids’ toys.” Thinking back over the last few months, you remember seeing a number of bruises on her arms, and that after the Fourth of July holiday, she came in with a black eye she said was caused by “running into a door.” You realize that Betty may be the target of domestic violence.

Group Discussion

☐ What is the union’s responsibility in this situation?
☐ What should Betty’s shop steward do?
☐ What union resources are available to the shop steward that would apply to this situation?

Role Play

Steward: One group member plays the role of the steward, who is concerned that Betty is being abused at home and that the abuse may be causing her to miss work, putting her job in jeopardy. You want to talk with Betty about your concern for her well-being and for her job. You want to offer help and resources in a non-judgmental way. Lastly, you want to ask for her permission to talk with her supervisor about her work situation to prevent her job from being put at risk.

Betty: One group member plays the role of Betty, who is being approached by her steward. As Betty, you are at first reluctant to talk about anything personal and you deny that you are being abused. Eventually you may decide to tell the steward about the abuse, if you think the steward can be supportive and helpful. You are worried about your work situation and would like the steward to talk on your behalf.

Other group members observe and be ready to discuss the role-play.

Group Debrief

☐ To “The Steward” and the observers: What was the most difficult part of this conversation? Did you feel comfortable bringing up the possibility that Betty is being abused? Why or why not?
☐ To "Betty" and the observers: What did the steward say that was helpful? What was not helpful and how would you do it differently?

☐ What are some examples of non-judgmental phrases or words that worked well in this role-play?

Group Report

☐ Report back your discussion to the larger group.
Appendix B: Optional Group Exercises

Safety

Instructions

1) Break the group into smaller groups of four or five people.
2) Have the group appoint a spokesperson to write down answers to be reported back to the larger training group.
3) Ask the participants to read the case study and talk about the discussion questions.
4) Have each small group report back to the larger group, presenting their discussion question answers.

Group Report: During the Group Report at the end of this exercise, add in the following points if they have not been covered by the small groups.

Which of the words below would best describe Kim’s situation? Why?

- Harmless
- Annoying
- Coercive
- Emotionally abusive
- Problematic
- Physically violent
- Intimidating

Answers might range from “intimidating” to “physical violence.” Allow discussion and acknowledge the safety risk to Kim and possibly to other employees.

Would you consider Kim’s situation one of domestic violence?

Some people may say “yes” and others “no,” while other members may feel there is not enough information. Grabbing is a form of violence and stalking is considered to be a type of domestic violence and is illegal in many states. Paul’s words are threatening. He is showing some evidence of a pattern of abusive control, based on what Kim and her friends at work are saying.

How should the steward respond to Kim’s call? Outline steps that you might take to increase her safety.

☐ Refer Kim immediately to either a MAP, EAP or community domestic violence program, where people are skilled in assisting with domestic violence situations and in making safety plans.

☐ Ask Kim about her safety concerns at work and make a plan with her about talking to the employer and Security to increase her and other employees’ safety. Make sure you have her permission to disclose any details before sharing them.

☐ Follow through with the employer and management to ensure steps are taken to increase her safety at work.

Allow discussion of various steps that may be taken to increase her safety at work and the union’s role in advocating for safety.

See the Group Exercise Handout on next page
“Safety” Case Study

A union member named Kim has separated from her husband and is going through a divorce that involves a heated custody battle. Her husband, Paul, used to work at the company, and has recently been calling employees he knows and trying to get information about her. Some of her friends at work are concerned for her because Paul has been very possessive of Kim in the past, monitoring her phone calls and discouraging her from seeing her friends.

Recently, Paul has been showing up at the workplace at the end of the day, trying to talk to Kim. On one occasion, he waited at the entrance and grabbed her arm in an attempt to get her to speak to him. When Kim pulled away, Paul shouted “Don’t you walk away from me! Don’t make me do something you’ll regret.” The security guard witnessed the event but did not get involved. Kim calls the union steward and asks for help.

Group Discussion

Which of the words below would best describe Kim’s situation? Why?

Harmless  Annoying  Problematic  Intimidating
Coercive  Emotionally abusive  Physically violent

Would you consider Kim’s situation one of domestic violence? Why or why not?

How should the steward respond to Kim’s call? Outline steps that you might take to increase her safety.

Group Report

Report back your discussion to the larger group.
Appendix C

National Resources

If you are in an abusive relationship and need help or referrals to resources near you, call the National Domestic Violence Hotline: 1-800-799-SAFE (1-800-787-3224 for the hearing impaired).

If you would like free information about speaking out in your community or workplace against domestic violence, call 1-800-END-ABUSE.

National Workplace Resource Center on Domestic Violence
A Project of the Family Violence Prevention Fund
383 Rhode Island Street, Suite 304
San Francisco, CA 94103-5133
Phone: 415-252-8900 / Fax 415-252-8991
Website: www.fvpf.org
Email: fund@fvpf.org

National Resource Center on Domestic Violence
Pennsylvania Coalition Against Domestic Violence
6400 Flank Drive, Suite 1300
Harrisburg, PA 17112
Phone: 1-800-537-2238 / Fax: 717-545-9546
Website: www.pcadv.org

NOW Legal Defense and Education Fund
395 Hudson Street, 5th Floor
New York, NY 10014
Phone: 212-925-6635 / Fax: 212-226-1066
Website: www.nowldef.org

The Coalition of Labor Union Women
1925 K St., Ste. 402, NW,
Washington D.C. 20006
(202) 223-8360
Email: info@cluw.org
Website: www.cluw.org
Training Feedback Form

Thank you for your feedback.
Please circle the number next to your answers below and hand in this form to your trainer or host.

As a result of today's training ...
1. I know more about domestic violence.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

2. I know the signs of domestic violence.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

3. I understand better why it is hard for abused people to leave abusive relationships.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

4. I am more likely to agree that domestic violence is a union issue.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

5. I am more likely to talk to a member about abuse.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

6. I know where to refer a member who is abused, if they need help.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

7. I am more aware of the union resources available to assist people who are abused.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

8. I am more likely to agree that unions should be supportive to people who are abused.
   1 Not at all true  2 Somewhat true  3 True  4 Very true

9. I am more likely to advocate for members who are abused for time off to get help.
   1 Not at all true  2 Somewhat true  3 True  4 Very true  5 Not applicable to me

10. I am more likely to implement training on domestic violence for other union members or staff.
    1 Not at all true  2 Somewhat true  3 True  4 Very true  5 Not applicable to me
11. I am more likely to review our contract to determine if domestic violence needs are addressed.
   1  Not at all true  2  Somewhat true  3  True  4  Very true  5  Not applicable to me

12. I am more likely to contact domestic violence service providers in our community to offer support.
   1  Not at all true  2  Somewhat true  3  True  4  Very true

Please rate the quality of the Training you attended below

A. The information presented in the training was...
   1  Not Helpful  2  Somewhat Helpful  3  Helpful  4  Very Helpful

B. The trainer’s delivery of the training was...
   1  Not Effective  2  Somewhat Effective  3  Effective  4  Very Effective

C. The video (if applicable) was...
   1  Not Effective  2  Somewhat Effective  3  Effective  4  Very Effective

D. Other audio and/or visual training aids were...
   1  Not Effective  2  Somewhat Effective  3  Effective  4  Very Effective

E. Have you ever known a union member who was affected by domestic violence?   ___Yes   ___No

F. How did you respond to the member and to their situation?

________________________________________________________________________________

________________________________________________________________________________

G. What would you do differently in response to that person as a result of participating in this training?

________________________________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

________________________________________________________________________________
H. Does your union have any domestic violence contract language, procedures or trainings?  ___Yes  ___No  
Please describe:

___________________________________________________________________________________________

___________________________________________________________________________________________

___________________________________________________________________________________________

1. In what way will you implement or revise any contract language, procedures or training as a result of 
participating in this training?

___________________________________________________________________________________________

___________________________________________________________________________________________

___________________________________________________________________________________________

Comments: Please feel free to let us know if you believe that anything in the Training Session that you 
attended was A) missing, or B) not helpful. Add any general comments.

___________________________________________________________________________________________

___________________________________________________________________________________________

___________________________________________________________________________________________

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___________________________________________________________________________________________

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___________________________________________________________________________________________
Sample Union Resolution

Domestic violence is lethal, common, and occurs in every ethnic and socio-economic segment in society. Nearly, one in three American women say they are physically or sexually abused by their husbands or boyfriends at some point in their lives. All too frequently, the battering has fatal consequences.

Problems of domestic violence spill over into the workplace. Domestic violence is a workplace safety issue, as batterers may pose serious threats to the safety of their partners at their workplaces, and to their co-workers. Women who are battered may miss work, have poor job performance, or frequently be late.

Therefore, be it resolved that:

- [Union] develop educational materials and training for [union] members that provide information on domestic violence.
- [Union] assists chapters, affiliates and locals in developing programs and procedures for recognizing and dealing with instances where a member, their families or their job security is threatened as a result of domestic violence.

Be it further resolved that [union] encourage all members and chapters to:

- Support shelters, child care and other advocacy services for battered women and their children through volunteer efforts.
- Sensitize society to domestic violence through discussions and informational campaigns.
- Urge their representatives in Congress to continue to fund programs for people affected by domestic violence.
- Encourage and promote counseling for any member who has been abused or who is an abuser, and to aid the battered woman in relocation if necessary.
- Negotiate for paid legal services benefits, and paid leave to address issues of domestic violence.
Union Contract Language

General Statement

The Employer and the Union agree that all employees have the right to a work environment free of and safe from domestic violence. Domestic violence, which may involve physical, psychological, economic violence or stalking, against a current or former intimate partner, is a widespread societal problem which must be prevented. The Employer shall use early prevention strategies to avoid or minimize the occurrence and effects of domestic violence in the workplace and to offer assistance and a supportive environment to its employees experiencing domestic violence. In all responses to domestic violence, the Employer shall respect employees’ confidentiality.

In order to help eliminate domestic violence and to assist employees who are affected by domestic violence both inside and outside the workplace, the Employer shall complete the following tasks within six (6) months following the date of ratification of this contract:

1) Distribute to all employees and post appropriate information concerning the nature of domestic violence, methods by which it may be prevented or eliminated, and avenues through which victims and/or perpetrators may seek assistance.

2) Post on all Management bulletin boards information on the National Domestic Violence Hotline and local resources.

3) Provide the union with copies of the information noted in subsection 1) and 2) above for posting on Union bulletin boards.

4) Conduct training programs, in conjunction with experts in the field of domestic violence and the Union, for employees. The purpose of the training shall be to instruct the employees about the nature and effects of domestic violence, the impact of domestic violence on employees in the workplace, and sources for referrals for assistance. Employees shall also be trained on the provisions relating to domestic violence contained in this contract.

5) Brief supervisory personnel on the problem of domestic violence and their role in identifying employees in need of referrals for assistance.

Leave Time

Employees shall have the right to use sick leave, personal leave, annual leave, compensatory time, and any other paid leave for medical appointments, legal proceedings, or other activities related to domestic violence.
Such absences shall not be counted against the employee under any attendance policy for disciplinary purposes, and may be taken without prior approval.

If all paid leave has been exhausted and additional periods of leave are needed to attend to medical, legal, or other matters related to domestic violence, the employees shall have the option of taking family and medical leave of up to twelve (12) weeks. The leave shall be unpaid, but the Employer shall administer the leave in accordance with the federal Family and Medical Leave Act (FMLA), including but not limited to the FMLA’s provisions pertaining to health benefits and job reinstatement.

Transfers and Work Schedules

In order to provide assistance to an employee experiencing domestic violence and to provide a safe work environment to all employees, the Employer shall make every effort to approve requests from employees experiencing domestic violence for transfers to other worksites and/or changes in work schedules.

Workplace Safety

The Employer shall, in conjunction with experts in the field of domestic violence and the Union, undertake a review of all current security procedures to ensure inclusion of specific safety considerations and responses appropriate for employees experiencing domestic violence and their workplace. Based on the review, the Employer and the Union shall meet to reach a joint agreement on any changes which shall be made to the Employer’s security procedures. Changes made to the security procedures shall be implemented within six (6) months following ratification of this contract.

Health Insurance

The Employer shall allow an employee who presents evidence that she/he is experiencing domestic violence to opt into the Employer’s group health plan without regard to the plan’s open enrollment period, if such employee would otherwise be without health insurance or would be at increased risk of violence by remaining on their partners’ health plan. Evidence shall include, but not be limited to, a police report, medical report, statement of a counselor or other shelter staff, injunctive order, declaration of a witness, or the employee’s own signed statement.

Discipline

Section [1]

When an employee who is subject to discipline, including counseling, for work performance, attendance or any other reason, confides that she/he is experiencing domestic violence and provides some form of supporting documentation, such as a police report, medical report, statement of a counselor or shelter staff, injunctive order, a declaration of a witness, or the employee’s own signed statement, a referral for appropriate assistance shall be offered to the employee in lieu of disciplinary action and the disciplinary action shall be held
in abeyance for six (6) months. In accordance with other provisions of the contract, the employee has the right to union representation in any and all discussions with the Employer pertaining to this section.

The matter will be reviewed following the six-month period, and if the problem which initiated the disciplinary action has satisfactorily improved, any information pertaining to the discipline shall be removed from the employee’s personnel file. If the problem remains, the employer, the Union, and the employee shall meet before the Employer undertakes any disciplinary action.

Section (2)

Any employee who engages in domestic violence on the Employer’s premises, during work hours, or at an Employer-sponsored social event, may be subject to disciplinary action in accordance with this contract. The union shall be notified within two (2) working days of any potential disciplinary action under this section. In accordance with other provisions of this contract, the employee has the right to union representation in any and all discussions with the Employer pertaining to this section.

Such employees shall also be referred to appropriate resources through the Employee Assistance Program and/or other local resources.

Employee Assistance Plan

The Employer’s Employee Assistance Plan (EAP) shall include professionals trained specifically in domestic violence and its potential impact on work performance.

Legal Assistance Plan

Within one (1) year following ratification of this contract, the Employer shall make a legal assistance program available to employees. Assistance shall be available for general legal problems, including but not limited to, domestic violence. This program shall be developed jointly by the Employer and the Union prior to implementation.
Domestic Violence: A Union Issue

A Workplace Training Kit
For Unions and Domestic Violence Advocates
Defining Domestic Violence

What is Domestic Violence?

Domestic violence is a pattern of coercive behavior in which one person attempts to control another through the threats or actual use of physical, sexual assault, verbal or psychological violence.

Domestic Violence Can Include...

- **Physical Violence**
  - ✅ Hitting
  - ✅ Choking
  - ✅ Pushing
  - ✅ Slapping
  - ✅ Grabbing
  - ✅ Kicking
  - ✅ Beating
  - ✅ Shoving
  - ✅ Forcing Sex
  - ✅ Using a Weapon

- **Verbal Abuse**
  - ✅ Name calling
  - ✅ Demeaning
  - ✅ Harassing
  - ✅ Threatening

- **Stalking and Phone Harassment**

- **Isolating**
  - ✅ Forcing someone to stop talking to friends or relatives
  - ✅ Preventing someone from leaving the house
  - ✅ Pulling the phone out of the wall
  - ✅ Hiding the car keys

- **Financial**
  - ✅ Taking all the money from a joint account
  - ✅ Refusing to give someone enough money to live on
  - ✅ Stealing joint property or possessions

- **Other types of domination or control**
  - ✅ Preventing someone from going to a place of worship or from praying
  - ✅ Abusing or threatening to harm a pet
  - ✅ Taking or breaking things that make the abused person happy
Why Does Abuse Happen? True or False

☐ An abusive person is someone who loses his or her temper too often. True or False?

False. Although someone who abuses may have a “bad temper,” domestic violence is more than a passing mood. It is a pattern of behaviors used to control partners or family members. Many people who abuse will do so even when they are not angry.

☐ People who batter tend to always act abusively toward their partner. True or False?

False. Some people who abuse tend to become apologetic and more loving after the abuse, often as a form of manipulation.

☐ Abusers may act quite normally in public or social situations. True or False?

True. It is possible that you may know someone who acts violently at home, but shows no signs of being an abuser in public.

☐ Drinking or using drugs makes someone become a batterer. True or False?

False. Although many abusers are intoxicated when they become violent, alcohol and drugs are not thought to cause abuse. Research shows that people abuse when they are not drunk or on drugs, and recovering alcoholics and addicts who abuse still tend to be violent after becoming sober.

☐ People hit their partners because the partner won’t stop talking, yelling or telling them what to do. True or False?

False. Abusers hit people because they need to dominate the relationship. The abused person can act demanding or passive and she may still be hit. And, it is common for people who abuse to tend to blame their partner for the abuse.

☐ The person being abused can make the abuse stop. True or False?

False. The only person who can stop the abuse is the person being abusive. The person being abused can take steps to protect herself or increase her safety, but she can not stop the other person from engaging in abusive behavior.

☐ People learn how to become abusive. True or False?

True. Violence is a behavior learned in abusive families, in the schoolyard, from the media and from any other violent social behaviors. On a hopeful note, people who believe that violence is an acceptable behavior can also learn that it is not acceptable.
Why is it Hard to Leave an Abusive Relationship

There are many reasons why people who are abused do not or cannot leave the abusive relationship right away. Here are some of those reasons:

- **Fear and trauma**
  - A belief that the batterer will kill her if she leaves
  - The memory and trauma of past violent events when she tried to leave
  - Threats to take the kids or to harm another family member
  - Disabling symptoms of Post-Traumatic Stress Disorder, caused by the violence

- **Lack of Resources**
  - Money
  - Transportation
  - Childcare
  - Employment
  - Food, clothing, and housing
  - Healthcare and insurance
  - Lack of access to community resources
  - Lack of shelters with services and hours for working women
  - Lack of support from friends and families

- **Family Responsibilities and Values**
  - Wanting the children to have a father
  - Wanting to be a good spouse
  - Hoping to not disappoint other family members
  - The need to take care of elderly parents, disabled or other family members

- **Emotions and Beliefs**
  - A deep commitment and love for a partner
  - The hope and belief that the abuser will change
  - Religious beliefs regarding marriage
  - Lowered self-esteem
  - Confusion
  - Depression and/or anxiety
  - Feelings of guilt or shame
Resources for Help

Include information about local resources in your area under each of the categories below. Also include brochures, cards and other information about any union resources.

Domestic Violence Hotlines

Provide information and referral to domestic violence services.

National Domestic Violence Hotline 1 (800) 799-SAFE or 1-(800)-787-3224 for the hearing impaired.

Shelters and Related Services for People Who Are Abused

Provide safe temporary housing and meals. Many shelters also have support groups, individual counseling and court advocacy.

Court Advocates and Legal Services For People Who Are Abused

Provide assistance in restraining orders, child support, divorce and custody. Court advocate services are often free, but some legal assistance for divorce and custody charge fees.

Counselors or Therapists Who Specialize in Domestic Violence

Some professionals in private practice or community agencies specialize in working with victims of abuse or batterers. Check with your insurance plan, Employee Assistance Program or local domestic violence services.

Places of Worship, Churches or Religious Groups that Provide Services

Your neighborhood place of worship, church or religious group may provide housing, food, childcare or other needed services.

Community Services

Some communities have temporary housing, emergency cash, food and clothing for people in crisis.

Batterers Treatment Programs

Provide court-mandated treatment for people convicted of battering. Some communities have programs for voluntary treatment.
What Can Unions Do

Educate

- Increase members' awareness of domestic violence by training members about how to find help and how to reach out to members in need.

- Distribute information on domestic violence, including posters, brochures, or safety cards.

- Train union stewards, officers and staff departments about domestic violence, including how to identify signs of abuse and respond appropriately to abused employees.

Advocate

- Advocate for time off for abused members who need to go to court, seek counseling, move or take other actions to be safe.

- Advocate for members with performance problems caused by abuse.

- Speak out against discrimination of abused employees.

- Focus on the safety and service needs of members who are abused.

Refer

- Make sure that stewards, officers, and staff know the right resources to refer employees to for help, including your MAP or EAP or local domestic violence agencies.

- Give out or post the National Domestic Violence Hotline Number, (800) 799-SAFE, throughout the union, and encourage employers to post it in the workplace.

Secure

- Have an organized response to direct threats of domestic violence that may occur at work, coordinating the union response with management to keep members safe.

- Respect the privacy of the abused employee when responding to security concerns. Whenever possible, allow her to choose what actions to take regarding the abuse.

- Take action to respond to members who abuse a partner at work, focusing on safety, the needs of the abused member and making a statement that abuse is not acceptable.
How do you know if something is wrong?
The abused person may show some of the following signs:

**Physical**
Unexplained injuries, hidden injuries, bruises, black eyes, sprains, broken bones or teeth.

**Emotional**
Anxious, upset, depressed, tearful, jumpy, angry, worried, restless, quiet, or confused.

**Social**
Avoiding people, not answering the door or phone, canceling events, getting into arguments.

**Financial**
Overdrawn account, foreclosure or eviction, wage garnishment.

**Legal**
Frequent court dates, divorce, child custody problems, child abuse investigation.

**Work**
Absences, tardiness, sick days, a decrease in work quality, unable to complete tasks, becoming isolated from co-workers.
Action Steps to Becoming an Active Witness: See It and Say It

☐ See It: Notice that Something is Wrong

Be aware and notice the signs of abuse: unexplained injuries, bruises, and sprains; anxiety or depression; fluctuations in work quality; frequent absences, tardiness or isolation from co-workers.

☐ Say It: Talk about the Abuse

Try the following steps when talking about abuse:

1. Tell her what you see
   “I noticed a bruise on your arm…”

2. Express concern for her
   “I am worried about you.”

3. Show support
   “No one deserves to be hurt.”

4. Refer her to a help source
   “I have the phone number to …”

If your friend begins to talk about the abuse...

Just Listen
Listening can be one of the best ways to help.

Keep It Confidential
Respect her privacy. If there is a direct threat of violence at work, tell her you both need to inform the employer.

Provide Information, Not Advice
Give her the phone number to the National Domestic Violence Hotline (1-800-799-SAFE) or other local resources. Be careful about giving advice. She knows best how to judge the risks she faces.

Be There and Be Patient
Dealing with abuse takes time. She may not do what you expect her to do when you expect her to do it. If you think it is your responsibility to fix the problems, you may end up feeling frustrated. Instead, focus on building trust, and be patient.

See It and Say It!
Union Domestic Violence Prevention Activities

✓ Display posters with anti-domestic violence messages.

✓ Leave safety cards for employees in restrooms or employee lounges, where they can be taken discreetly.

✓ Check contract language to make sure that workplace responses support members seeking help.

✓ Run articles about domestic violence in your union newsletter.

✓ Hold training seminars for members, shop stewards, union staff and officers.

✓ Publicize your Members Assistance Program or Employee Assistance Program and/or local domestic violence programs.

✓ Email or inter-office mail information on domestic violence and resources to all union staff.

✓ Partner with a local community domestic violence program that can assist with union responses, and to support that program’s efforts.

✓ Participate in the National Work to End Domestic Violence Day.

¹Contact the Family Violence Prevention Fund for more information about the Work to End Domestic Violence Organizer’s Kit, at (415) 252-8089, or at www.fvpf.org/store.
Ideas for Getting Involved

Here are some things you can do now to make violence-free relationships a reality:

✓ Be supportive to someone you know who is being abused.

✓ Speak honestly to someone you know who is abusive.

✓ Volunteer at a shelter and/or encourage others to volunteer.
  Or, serve on the Board of Directors of a domestic violence shelter or agency.

✓ Host a fundraiser for domestic violence services.

✓ Find out what your local shelter might need and donate goods or services.

✓ Invite a speaker on domestic violence to your union meeting, religious or community group.

✓ Talk to children about alternatives to violence.

✓ Be a mentor to young men.

✓ Encourage young boys to cry when they are hurt.

✓ Teach young girls to value their strength and competence.
Domestic Violence: A Union Issue

A Workplace Training Resource Kit
For Unions
Can We Talk?

- Domestic violence is a difficult topic
- Respect each others’ feelings today
- Feel free to talk afterwards
- Focus on answers, resources and positive steps we can take
- Why we often use the word “she”
- Men’s role in ending abuse
Why Talk About Domestic Violence?

- A community problem
- A national health concern
- The effects on children
- A workplace issue
- A union issue
Domestic Violence
a Union Issue?

- A members' issue
- We can be the first line of support
- Workplace safety and security
- Performance and job jeopardy
- We can make a difference!
Domestic Violence a Union Issue?

- Performance and Job Jeopardy
- Safety and Security Risks
- Advocacy and Contract Negotiations
- Member Support and Resources
- Part of a Social & Economic Justice Agenda
- A Community Issue
What is Domestic Violence?

- A pattern of coercive behaviors
- What behaviors are abusive?
- Is domestic violence illegal?
- Each situation is unique
- A pattern of abuse
- Why doesn’t the abuser stop?
What is Domestic Violence?

- A pattern of coercive behaviors which includes stalking, harassing, threatening and other controlling behaviors
- Can happen in any relationship
- Domestic violence is illegal
- Each situation is unique
- A pattern of violence
- Why doesn’t the abuser stop?
Who is Abused and Who Abuses?

- Who is abused?
  - Women
  - Children
  - Elderly
  - Men
  - Adolescents
  - All People

- Who abuses?
  - Any person
  - Men who witnessed abuse as a child
Why Does it Happen? True or False?

- The abusive person loses his or her temper?
- People who abuse always act abusive?
- Abusers act normally in public?
- Drinking or using drugs causes battering?
- Because of the abused person's behavior?
- The abused person can stop the abuse?
- People learn to become abusive?
Why is it Hard to Leave?

- Fear and trauma
- Lack of resources
- Family responsibilities and values
- Emotions and beliefs
What Happens if She Leaves?

- Different outcomes for different people
- Some leave and return
- Others leave and face greater risk
- 7 out of 10 do eventually leave
- Need resources and help to leave
- The union can be a lifeline
Is There Hope?

- Definitely! The abuse can end!
- People who are abusive can learn to stop
- Communities respond better
- Help is available
  - Hotlines
  - Shelters
  - Court advocates
  - Counselors or therapist
  - Religious Groups
  - Community or volunteer services
  - Batterers treatment programs
  - Union Resources
Union Responses

- Educate
- Advocate
- Refer
- Secure
Union Responses - Educate

- Talk informally with members
- Distribute information
- Develop joint labor/management education and awareness strategies
Union Responses - Advocate

- To protect members’ jobs
- For time off
- For time to improve performance
- For no discrimination
- Consider confidentiality needs
Union Responses - Refer

- Know the right resources
- Union resources
- Community resources
- National hotline
- Referring is not counseling
Union Responses - Secure

- Domestic violence at work is workplace violence
- Domestic violence at home is not always a workplace violence threat
- Outline safety and security responses
Union Responses – Important Concerns

The abused employee may be:

- Embarrassed and ashamed
- Reluctant to talk
- Afraid to take action
- She knows best how to judge the risks!
- Consult with others
Union Responses – Review Employee

- Educate
- Advocate
- Refer
- Secure
Union Responses - Educate

- Add to existing trainings
- Make information available
- Hang posters
- Safety cards and brochures
- Resource file
- Website
- Events
Union Responses - Advocate

- To protect members' jobs
- Support advocacy for members
- Review contract language
- Support political action agenda
Union Responses - Refer

- Know the right resources
- Develop a resource referral file
- National hotline (800) 799-SAFE
Union Responses - Secure

- Develop safety protocol
- Coordinate workplace responses
- Educate everyone on responses
- Incorporate into safety/health and work/family training
Union Responses - Educate

- Educate everyone about how to respond
- Distribute information
- Reach out to others
Union Responses - Advocate

- Advocate for members
- Develop new contract language
- Support political action agenda
- Look inward - union offices
Union Responses - Refer

- Know the right resources
- Develop a resource referral file
- National hotline (800) 799-SAFE
Union Responses - Secure

- Develop safety protocol
- Coordinate workplace responses
- Educate everyone on responses
- Incorporate into safety/health and work/family training
- Safety, privacy and confidentiality
Helping at Work: See It!

Notice the signs

- Physical
- Emotional
- Social
- Financial
- Legal
- Work-Related
Helping at Work: Say It!

- Tell her what you see
- Express concern
- Show support
- Refer her to a help source
Helping at Work: Say It!

- Listen
- Keep it confidential
- Provide information, not advice
- Be there and be patient
Talking About Job Jeopardy

- Bring up the problem
- Express your concern
- Offer referrals
- Outline possible expectations
- Explore the need for advocacy
- Follow up
Talking to an Abuser

- Use a direct response
- Don’t condone or laugh about abuse
- Refer to help sources
- Report abuse occurring in the workplace
Talking to an Abuser

- Use a direct response
- Don’t condone or laugh about abuse
- Refer to help sources
Members Who Abuse at Work

- Consider safety of victim and all members
- Refer both members to help sources
- Advocate for abused member
- Fulfill DFR responsibilities
- Make a statement against abuse!
Members who Abuse Off the Job

- Refer to help sources
- Warn about job jeopardy
- Fulfill DFR responsibilities
- Make a statement against abuse!
Abuse in the Community

- Call 911
- Protect yourself
- Draw attention, if safe
- Provide hotline number, if safe
- Talk to her about it later
Unions are Taking Action

- AFSCME
- CWA
- CLUW
- 1199/SEIU and hospitals
Easy Responses

- Distribute information
- Hang posters and distribute safety cards
- Check with domestic violence service providers
Comprehensive Responses

- Check contract language
- Run articles
- Email or interoffice mail info
- Hold training seminars
- Publicize MAP or other resources
- Collaborate with community services
- Participate in National Work to End Domestic Violence Day
Ideas for Getting Involved

- Support members who are abused
- Speak out to people who abuse
- Volunteer at a shelter
- Raise funds for services
- Donate goods or services
- Invite speakers to religious or community group
- Talk to, mentor, encourage and teach children
As a Union Agenda

- Write union resolutions
- For job security and benefits
- For education
- For community services support
- For legislative initiatives - local, state and national