

HANDOUT 1-1 “CLARA’S STORY

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

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

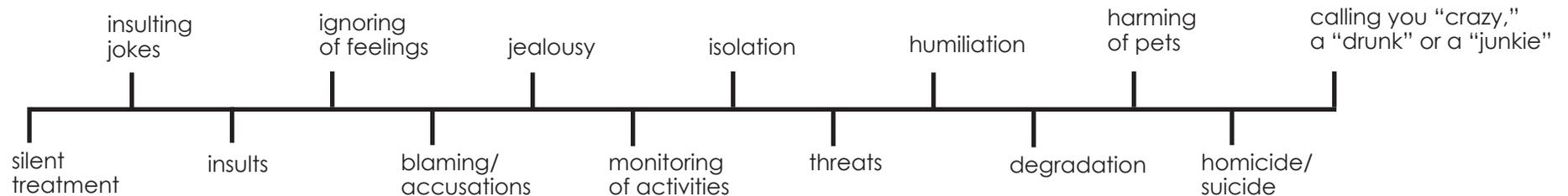
Despite working in another unit, Elias often appears at Clara’s desk several times a day. He drops her off every morning, meets her for lunch every day, and picks her up at the same time every evening. Clara appears anxious at the end of the day.

MANIFESTATIONS OF VIOLENCE

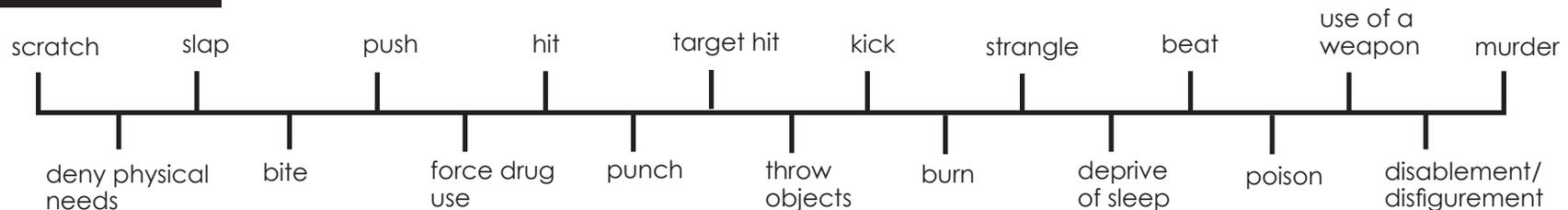
Abuse can occur in different forms. It can be physical, emotional, sexual, spiritual, social and/or economic. The diagrams below describe some of the abuse tactics batterers use as they attempt to gain or maintain power and control over their intimate partners. Abuse does not always progress in the steps shown here. Sometimes the abuse may advance from pushing or hitting directly to more severe physical violence such as the use of a weapon. Although each relationship is unique, any type of abuse must be considered a serious cause for concern. Despite different circumstances, it is important to remember that abuse can escalate (especially if there is no intervention). A coordinated community response holding batterers accountable for their abusive behaviors is *essential*, as is a response acknowledging and respecting the rights of victims of domestic violence.

Exercise: It is helpful to be aware of the different manifestations of domestic violence. Circle the type(s) of abuse you are now experiencing (or that you have experienced). Notice if the violence is increasing in intensity, severity or frequency. Talk to a domestic violence advocate to develop or review your current safety plan or explore your options. *Remember, domestic violence is never your fault, even if you were drinking or using drugs.*

EMOTIONAL ABUSE

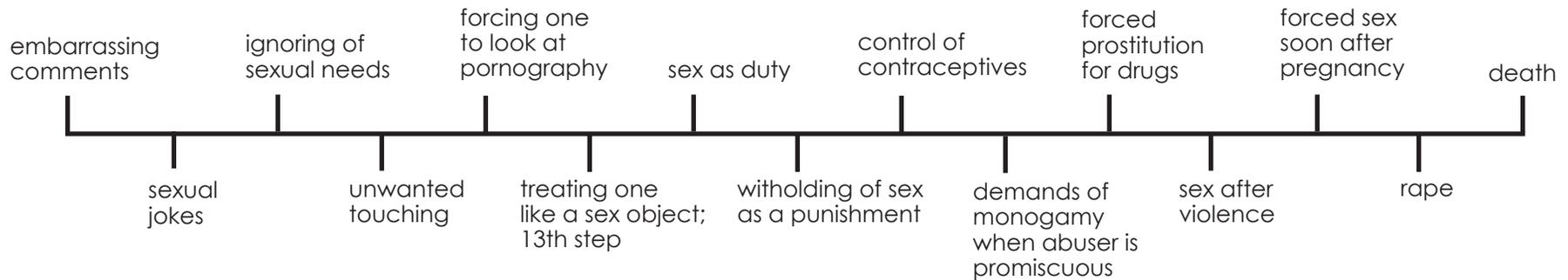


PHYSICAL ABUSE

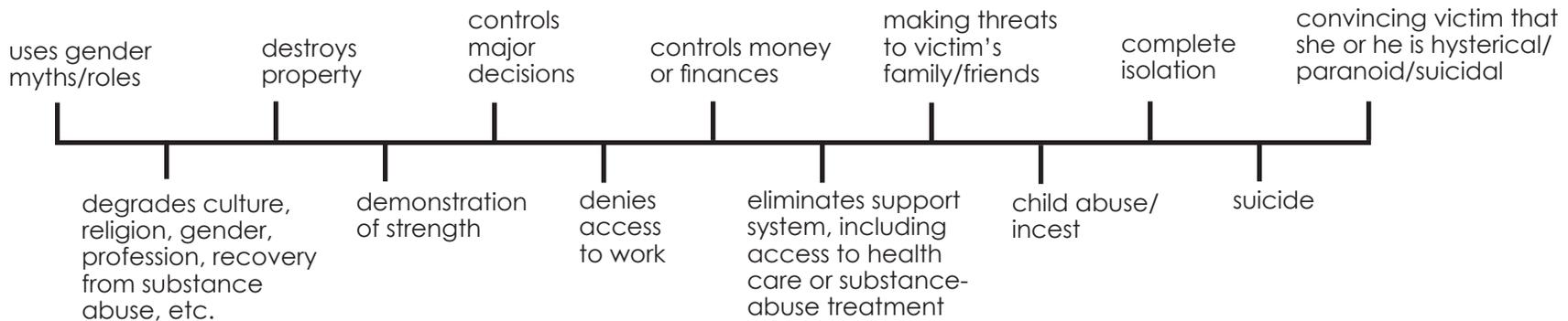


continued ...

SEXUAL ABUSE



SOCIAL/ENVIRONMENTAL ABUSE



Credit: PATTI BLAND, NEW BEGINNINGS FOR BATTERED WOMEN AND THEIR CHILDREN, SEATTLE, WA, PRESENTED AT THE NATIONAL CONFERENCE ON CRAFTING INDIVIDUALIZED SERVICES FOR WOMEN: RESPONDING TO MULTIPLE CHALLENGES OF DOMESTIC VIOLENCE, SEXUAL ASSAULT, MENTAL HEALTH CONCERNS AND SUBSTANCE ABUSE, HOSTED BY THE NATIONAL TRAINING CENTER ON DOMESTIC AND SEXUAL VIOLENCE, AUSTIN, TEXAS, SEPTEMBER 10-12, 2001.

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7800 Shoal Creek, Ste 120-N • Austin, Texas 78757
tel: 512.407.9020 • fax: 512.407.9022 • www.nodsv.org

HANDOUT 1-2 “LUCY’S STORY”

Lucy is new to the hospital, working as an ED Registration Representative. During her first month on the job, Lee, a surgery technician, would frequently appear near her to compliment her on her appearance. Once Lee showed her obscene pictures of a porn star that Lee claimed looked like Lucy. Lucy did not say anything or report Lee’s behavior because she was new and on her probationary period.

A month later, Lucy and a co-worker were chatting when Lee stopped to talk to them. Lee engaged in a graphic discussion of female body parts, including those of an underage patient. Several weeks later, Lee followed Lucy into a supply closet, turned off the light and closed the door. Lee pinned Lucy against the wall, groped her chest and tried to kiss her. Lee blocked her path for several minutes when she tried to get away.

HANDOUT 2-1 “RESPONDING DO’S AND DON’TS”

1. Listening and Supporting the Victim

DO	DON'T
<p>Find an appropriate time and place to talk, and ensure privacy.</p>	<p>Have this discussion in a place where others can see or hear</p>
<p>Show support and concern.</p> <ul style="list-style-type: none"> • “You don't seem like yourself lately. Is something going on?” • "I'm concerned about you. Is everything ok?" 	<p>Blame or shame the employee.</p> <ul style="list-style-type: none"> • "You're creating problems for the whole team because you're always late and missing deadlines."
<p>Focus on the employee’s work-related behavior in a non-invasive way that doesn't make assumptions.</p> <ul style="list-style-type: none"> • “You have been late to work which isn't like you. Is something happening?” • "You seem really distracted and you've missed some deadlines." 	<p>Make invasive comments and assumptions.</p> <ul style="list-style-type: none"> • "Is your husband hitting you?" • "Are you having problems with your girlfriend?" • "You keep showing up to work late without any explanation." • "You've been slacking off lately"
<p>Give the employee a choice whether to disclose, and an opportunity to explain their performance.</p>	<p>Demand an explanation.</p>
<p>Listen without judging</p> <ul style="list-style-type: none"> • Victims often believe the perpetrator's negative messages and feel ashamed, inadequate, and afraid of being judged. • "I'm sorry this is happening" • "This is not your fault" 	<p>Act like you know everything and offer unsolicited advice</p> <ul style="list-style-type: none"> • Why don't you just leave? • Why didn't you call the police? • What did you think would happen when you went home with someone you barely knew?
<p>Leave the “door open” (as in you are available to help in the future) – especially if she/he chooses not to disclose</p> <ul style="list-style-type: none"> • "I'm here if you need me; I care about you" 	<p>Foreclose further help</p> <ul style="list-style-type: none"> • "Well, I offered to help, but since you won't tell me what's going on, I can't do anything." • "Don't be surprised if I have to fire you."

2. Assessing Workplace Risk/Safety

DO	DON'T
<p>If the employee asks, be able to provide information about contacting law enforcement so that he/she can assess their options.</p>	<p>Tell the survivor what they have to do.</p> <p>Try to “fix” him/her – they are not broken.</p> <ul style="list-style-type: none"> You are not the expert on her/his life You may increase his/her danger by making suggestions that could be unsafe
<p>If there is a direct threat to the workplace, tell the employee that you will need to take action to protect everyone. Discuss with employee what action you plan to take, who you must tell and who they want you to tell.</p> <ul style="list-style-type: none"> "Do you think there is a threat to the workplace" "Do you think that person will come here? Are we in danger" 	<p>Take away a survivor's agency by forcing them to do something, or taking action without telling them. Doing so could increase the danger to them and/or the workplace.</p>
<p>Ask if they need any changes in the workplace to do their job and stay safe (i.e., accommodations)</p>	<p>Tell the employee they are suspended, or that they are on administrative leave until they "fix the problem"</p> <p>Fire the survivor in the belief that the problem will go away if you remove the survivor from the workplace.</p>

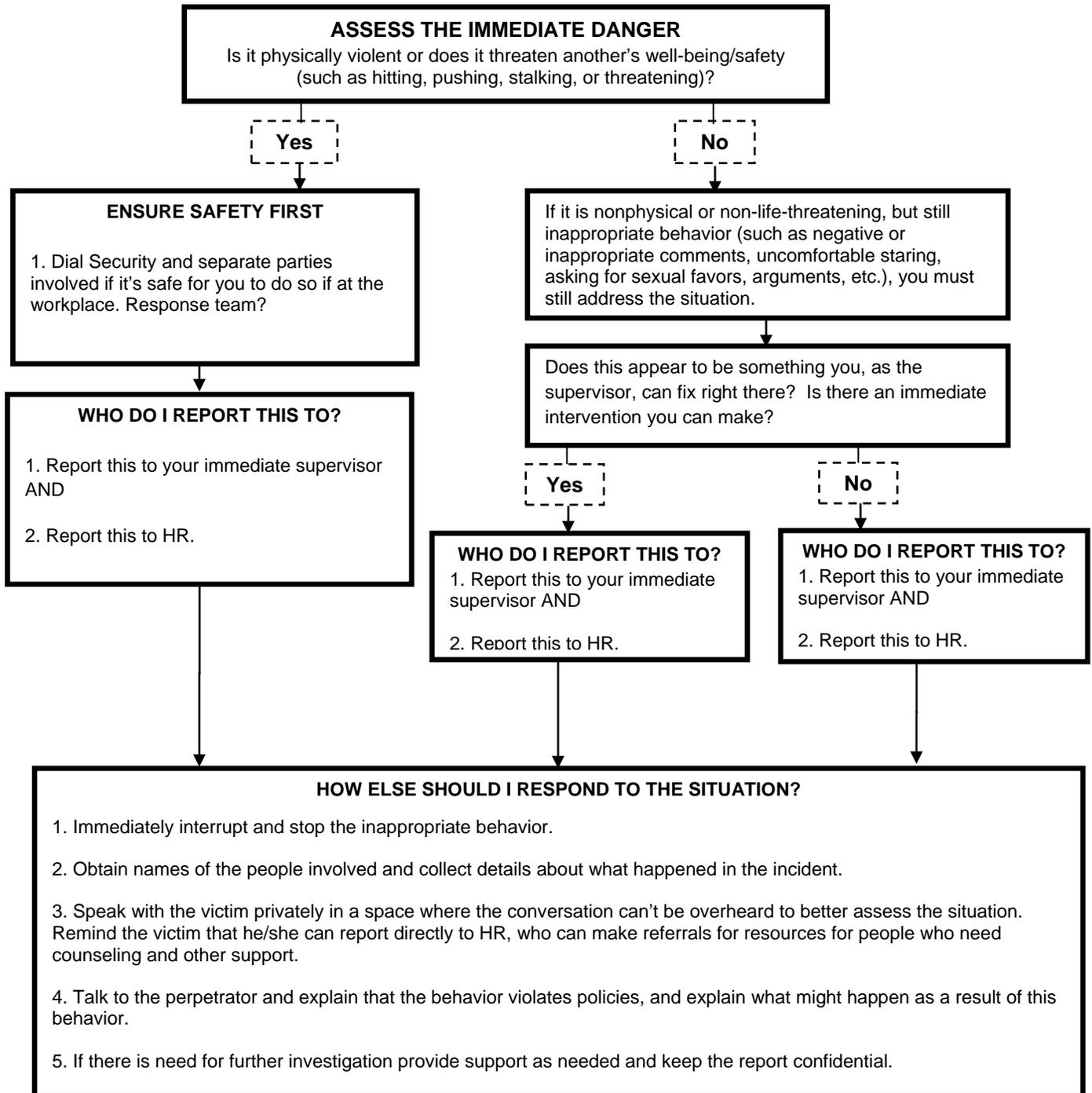
3. Formulate a Workplace Plan

DO	DON'T
<p>Work with the employee to determine what kind of assistance they want or need.</p> <ul style="list-style-type: none"> • "What do you need?" • "What can I do to help?" 	<p>Put the burden on the employee to "fix" the problem by not coming to work, or forcing them to report to the police or get an order of protection.</p>
<p>Inform the employee of the hospital policy regarding DV/SV/Stalking and safety.</p> <ul style="list-style-type: none"> • "Did you know the hospital has a policy addressing these issues?" 	<p>Assume they know about hospital policy and procedures.</p>
<p>Inform the employee of any requirements under hospital policy that require you to report information and to whom.</p> <ul style="list-style-type: none"> • "If you need time off/schedule change/etc, you need to make a request to ____" • "Once you make a request I have to tell ____" • "If another employee is the perpetrator, I have to report this to ____ and HR will conduct an investigation." 	<p>Don't just tell the employee to talk to HR.</p>
<p>Inform the employee about the specific accommodations available.</p> <ul style="list-style-type: none"> • change work location • change work hours/shift • use different entrances and exits to workplace • change telephone extension • permit time off to go to court, talk to the police, seek medical attention, get legal advice, counseling 	<p>Wait for them to ask for something.</p>

4. Provide Information

DO	DON'T
<p>Offer contact information for in-house resources, including a contact at HR, ICM, or EAP.</p> <ul style="list-style-type: none"> "If you need someone to talk to about what you're going through, or get some advice on what to do, here are some numbers here at the hospital for ICM and EAP. It's confidential and they can help." 	<p>Claim you don't know a way to help them. While it's not your job to be an expert on violence or to address this person's non-workplace issues, it is your job to know who the experts are in the hospital and in the community, and to give the victim contact information for them.</p> <ul style="list-style-type: none"> "I don't know anything about this, I can't help you."
<p>Offer contact information for community resources/hotlines.</p> <ul style="list-style-type: none"> "If you need someone to talk to about what you're going through, or get some advice on what to do, here are some numbers for experts in the community. It's confidential and they can help." 	<p>(Same as above)</p>
<p>End conversation with sympathy and respect:</p> <ul style="list-style-type: none"> Thank you for opening up to me Summarize/review the plan Has this been helpful? Do you have what you need? Are you feeling safe? If not, what can I do to help you feel safer? I'm here if you need me 	<p>End abruptly without leaving time for questions or summarizing the plan.</p>

HANDOUT 2-2 “RESPONDING AND REPORTING FLOW CHART”



HANDOUT 2-4 “RESOURCES”

Updated January 2016

DOMESTIC VIOLENCE AND ABUSE RESOURCES IN BALTIMORE CITY AND BALTIMORE COUNTY, MARYLAND

COMPREHENSIVE DOMESTIC VIOLENCE AGENCIES & HOTLINES

House of Ruth Maryland: Baltimore City
24-hour: 410-889-RUTH (7884)

TurnAround Inc: Baltimore County and City
24-hour: 443-279-0379; Office: 410-377-8111

Family Crisis Center: South East Baltimore County
Office: 410- 285-4357; Shelter: 410-285-7496

Family & Children Services: Western Baltimore
County
410- 281-1334

DV/Sexual Assault Hotline: Baltimore County
24-hour: 410-828-6390

National Domestic Violence Hotline
24-hour: 1-800-799-7233

DOMESTIC VIOLENCE LEGAL ASSISTANCE

Women’s Law Center:
Balt. City: 410-783-0377; Balt. County: 410-887-3162

House of Ruth Legal Clinic: Statewide
410-554-8463

Domestic Violence Legal Advocates:
Baltimore County: 410-853-3030

State’s Attorney’s DV/ Family Violence Units
Balt. City: 410-396-7444; Balt. County: 410-887-6610

Maryland Legal Aid
Balt. City: 410-951-7777; Balt. County: 410-427-1800

CHILD ABUSE

DSS Child Protective Services
Balt. City: 410-361-2235; Balt. County: 410-853-3000

Baltimore City Child Abuse Center
410-396-6147

Care Clinic at University of Maryland
410-706-1703

Family Tree/Parents Anonymous
1-800-243-7337

ELDER / VULNERABLE ADULT ABUSE

DSS Adult Protective Services
Balt. City: 410-361-5000; Balt. County: 410-853-3000

Maryland Department of Aging
1-800-243-3425

CHANA SAFE (Stop Abuse of Elders) Program:
410-234-0030

SEXUAL ASSAULT / ABUSE

TurnAround Inc: Baltimore County and City
24-hour: 443-279-0379; Office: 410-377-8111

Mercy Medical Center: Balt. City Forensic
Sexual Assault Exams Emerg. Dept: 410-332-9477 or 9494

GBMC: Balt. County Forensic Sexual Assault
Exams
Office: 443-849-3323; Emerg. Dept: 443-849-2226

RAINN: Rape Abuse Incest National Network
1-800-HOPE//rainn.org //en Español:
ohl.rainn.org/es/



DOMESTIC VIOLENCE: SPECIAL POPULATIONS

CHANA: Jewish victims of domestic violence and Elder Abuse Program: 410-234-0023

Adelante Familia: Servicios en Español 410-732-2176

MEDОВI Project: Foreign born victims of DV 410-396-3294

Tahirih Justice Center: Foreign born victims of DV 410-999-1900

Deaf Addiction Services of Maryland
Voice: 443-462-3416; TTY: 443- 462-3089

MISCELLANEOUS RESOURCES

Mental Health Crisis Response Teams
Balt. City: 410-433-5175; Balt. County: 410-931-2214

Criminal Injuries Compensation Board
410-585-3010 or 1-888-679-9347

VINE: Offender custody status: 1-866-634-8463; Protection Order Status: 1-877-846-3420

Strangulation Treatment and Forensic Exam:
Mercy: 410-332-9477; NW Hospital: 410-496-7555; GBMC: 443-849-3323

Throughout Maryland: 1st Call for Help: Dial 211

TRANSITIONAL HOUSING RESOURCES

BALTIMORE CITY

St. Ambrose: Housing Aid Center
410-366-8550
317 E. 25th Street Baltimore, MD 21218
Transitional housing & residential programs for pregnant & parenting teens

YWCA of the Greater Baltimore Area: Druid House
410-685-1460
1800 N. Charles St, Suite 904 Baltimore, MD 21201
Transitional housing, educational programming, job readiness, intake assessment referral

YWCA of Central Maryland: Geraldine Young Family Life Center
410-728-1600
1621 Druid Hill avenue Baltimore ,Maryland 21217
Transitional housing, educational programming, head start, job readiness,

Christ Lutheran Place
410-752-7179
701 S. Charles Street Baltimore, MD 21230
Transitional housing & support services for the homeless

Catholic Charities: Project FRESH Start (ACC)
410-547-5490
2305 N. Charles Street Baltimore, MD 21218
Transitional & permanent housing, case management, educational programming & vocational services for women

20th Street Hope House
410-837-0209
108 E. 20th Street Baltimore, MD 21218
Transitional housing & outreach services; Programs to assist drug & alcohol abusers, homeless, HIV positive, mentally disabled, women with children, & low income





intake-assessment-referral, & domestic violence counseling, etc.

Temple House

410- 462-1876

802 N. Fulton Avenue Baltimore, MD 21217
Transitional housing, residential programs for pregnant & parenting teens

St. Vincent de Paul: Cottage Avenue Community

410-728-8741

2601 Ulman Avenue Baltimore, MD 21215
Transitional housing program designed to help families make the transition from emergency shelters to permanent housing & self-sufficiency

Project F.R.E.S.H.

410-261-6777

No address information available

Transitional program for single-parent families, with an emphasis on financial independence

Love Center for Women & Children

443-438-3086

100 E 23rd St Baltimore, MD 21218
Emergency shelter, transitional housing, legal assistance, eviction prevention, & counseling

families

Carrington House (JHR)

410-947-7900

3500 Clifton Avenue Baltimore, MD 21216
Transitional housing & support services for the homeless

Damascus Career Center (ACC)

410-354-7507

806 Cherry Hill Road Baltimore, MD 21225
Transitional housing & support services for the homeless, including job training & placement, counseling, & Head start programs

2 God B the Glory, Inc.

No phone number available

P.O.Box 67254 Baltimore, Md, 21215
Women and Women & Children Transitional Supportive Housing Program

Gabriel Network

1-800-264-3565

2137 Defense Hwy Crofton, MD 21114
Maternity housing, shelter & referrals for women and families facing crisis pregnancies

**IMPROVING SAFETY AND RESPECT IN THE WORKPLACE
HOSPITAL SUPERVISORS' TRAINING
POST-TEST**

Please mark anywhere along the line with an "X" that best represents your level of understanding or knowledge. Your answers will remain anonymous.

1. I **understand** what sexual harassment, sexual assault, stalking, and domestic violence are.

Not at all  Sort of  Yes! A lot

2. I can **recognize the signs** that an employee has experienced violence or harassment.

Not at all  Sort of  Yes! A lot

3. I can **recognize the signs** that an employee is committing an act of violence or harassment.

Not at all  Sort of  Yes! A lot

4. I know what our **company's policies** are regarding violence and harassment.

Not at all  Sort of  Yes! A lot

5. I know what to do if I learn that an employee is experiencing violence or harassment at work or at home.

Not at all  Sort of  Yes! A lot

Continue →

