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 ➔
6. I know what to do if I learn that an employee is committing an act of violence or harassment at work or at home.

Not at all          Sort of          Yes! A lot

Thank you for taking this survey!

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

- insulting jokes
- ignoring of feelings
- jealousy
- isolation
- humiliation
- harming of pets
- calling you “crazy,” a “drunk” or a “junkie”

PHYSICAL ABUSE

- scratch
- slap
- push
- hit
- target hit
- kick
- strangle
- beat
- use of a weapon
- murder

- deny physical needs
- bite
- force drug use
- punch
- throw objects
- burn
- deprive of sleep
- poison
- disablement/disfigurement

continued ...
SEXUAL ABUSE

- embarrassing comments
- ignoring of sexual needs
- forcing one to look at pornography
- sex as duty
- control of contraceptives
- forced prostitution for drugs
- forced sex soon after pregnancy
- death

- sexual jokes
- unwanted touching
- treating one like a sex object; 13th step
- withholding of sex as a punishment
- demands of monogamy when abuser is promiscuous
- sex after violence
- rape

SOCIAL/ENVIRONMENTAL ABUSE

- uses gender myths/roles
- destroys property
- controls major decisions
- controls money or finances
- making threats to victim’s family/friends
- complete isolation
- convincing victim that she or he is hysterical/paranoid/suicidal

- degrades culture, religion, gender, profession, recovery from substance abuse, etc.
- demonstration of strength
- denies access to work
- eliminates support system, including access to health care or substance-abuse treatment
- child abuse/incest
- suicide

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.
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 again 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

<table>
<thead>
<tr>
<th>DO</th>
<th>DON’T</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find an <strong>appropriate time and place</strong> to talk, and ensure privacy.</td>
<td>Have this discussion in a place <strong>where others can see or hear</strong>.</td>
</tr>
</tbody>
</table>
| **Show support and concern.**  
  - "You don't seem like yourself lately. Is something going on?"  
  - "I'm concerned about you. Is everything ok?" | **Blame or shame** the employee.  
  - "You're creating problems for the whole team because you're always late and missing deadlines." |
| **Focus on the employee’s work-related behavior in a non-invasive way** that doesn't make assumptions.  
  - "You have been late to work which isn’t like you. Is something happening?"  
  - "You seem really distracted and you've missed some deadlines." | **Make invasive comments and assumptions.**  
  - "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."
| **Give the employee a choice** whether to disclose, and an opportunity to explain their performance. | Demand an explanation. |
| **Listen without judging**  
  - 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" | **Act like you know everything and offer unsolicited advice**  
  - 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? |
| **Leave the “door open”** (as in you are available to help in the future) – especially if she/he chooses not to disclose  
  - "I'm here if you need me; I care about you" | **Foreclose further help**  
  - "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

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the employee asks, be <strong>able to provide information about contacting law enforcement</strong> so that he/she can assess their options.</td>
<td>Tell the survivor <strong>what they have to do.</strong></td>
</tr>
</tbody>
</table>
| **Tell the survivor** what they have to do. | **Try to “fix” him/her** – they are not broken.  
- You are not the expert on her/his life  
- You may increase his/her danger by making suggestions that could be unsafe |
| 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.  
- "Do you think there is a threat to the workplace"  
- "Do you think that person will come here? Are we in danger" | **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. |
| **Ask if they need any changes** in the workplace to do their job and stay safe (i.e., accommodations) | Tell the employee **they are suspended, or that they are on administrative leave** until they "fix the problem" |
|  | **Fire the survivor** in the belief that the problem will go away if you remove the survivor from the workplace. |
### 3. Formulate a Workplace Plan

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DON'T</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work with the employee</strong> to determine what kind of assistance they want or need.</td>
<td>Put the burden on the employee to &quot;fix&quot; the problem by not coming to work, or forcing them to report to the police or get an order of protection.</td>
</tr>
</tbody>
</table>
| • "What do you need?"  
• "What can I do to help?"   |                                                                           |
| **Inform the employee of the hospital policy regarding DV/SV/Stalking and safety.** | Assume they know about hospital policy and procedures.                     |
| • "Did you know the hospital has a policy addressing these issues?" |                                                                           |
| **Inform the employee of any requirements under hospital policy that require you to report information and to whom.** | Don't just tell the employee to talk to HR.                                |
| • "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." |                                                                           |
| **Inform the employee about the specific accommodations available.**   | Wait for them to ask for something.                                       |
| • 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 |                                                                           |
4. Provide Information

<table>
<thead>
<tr>
<th>Do</th>
<th>Don't</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Offer contact information for in-house resources</strong>, including a contact at HR, ICM, or EAP.</td>
<td><strong>Claim you don’t know</strong> 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.</td>
</tr>
<tr>
<td>- &quot;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.&quot;</td>
<td>- &quot;I don't know anything about this, I can't help you.&quot;</td>
</tr>
<tr>
<td><strong>Offer contact information for community resources/hotlines.</strong></td>
<td>(Same as above)</td>
</tr>
<tr>
<td>- &quot;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.&quot;</td>
<td></td>
</tr>
<tr>
<td><strong>End conversation with sympathy and respect:</strong></td>
<td><strong>End abruptly</strong> without leaving time for questions or summarizing the plan.</td>
</tr>
<tr>
<td>- Thank you for opening up to me</td>
<td></td>
</tr>
<tr>
<td>- Summarize/review the plan</td>
<td></td>
</tr>
<tr>
<td>- Has this been helpful?</td>
<td></td>
</tr>
<tr>
<td>- Do you have what you need?</td>
<td></td>
</tr>
<tr>
<td>- Are you feeling safe?</td>
<td></td>
</tr>
<tr>
<td>- If not, what can I do to help you feel safer?</td>
<td></td>
</tr>
<tr>
<td>- I’m here if you need me</td>
<td></td>
</tr>
</tbody>
</table>
**HANDOUT 2-2 “RESPONDING AND REPORTING FLOW CHART”**

**ASSESS THE IMMEDIATE DANGER**
Is it physically violent or does it threaten another’s well-being/safety (such as hitting, pushing, stalking, or threatening)?

- **Yes**
  - **ENSURE SAFETY FIRST**
  1. Dial Security and separate parties involved if it’s safe for you to do so if at the workplace. Response team?

- **No**
  - **If it is nonphysical or non-life-threatening, but still inappropriate behavior (such as negative or inappropriate comments, uncomfortable staring, asking for sexual favors, arguments, etc.), you must still address the situation.**
  - **Does this appear to be something you, as the supervisor, can fix right there? Is there an immediate intervention you can make?**
    - **Yes**
      - **WHO DO I REPORT THIS TO?**
        1. Report this to your immediate supervisor AND
        2. Report this to HR.
    - **No**
      - **WHO DO I REPORT THIS TO?**
        1. Report this to your immediate supervisor AND
        2. Report this to HR.

- **WHO DO I REPORT THIS TO?**
  1. Report this to your immediate supervisor AND
  2. Report this to HR.

**WHO DO I REPORT THIS TO?**
  1. Report this to your immediate supervisor AND
  2. Report this to HR.

**ENSURE SAFETY FIRST**
1. Dial Security and separate parties involved if it’s safe for you to do so if at the workplace. Response team?

**HOW ELSE SHOULD I RESPOND TO THE SITUATION?**
1. Immediately interrupt and stop the inappropriate behavior.
2. Obtain names of the people involved and collect details about what happened in the incident.
3. Speak with the victim privately in a space where the conversation can’t be overheard to better assess the situation. Remind the victim that he/she can report directly to HR, who can make referrals for resources for people who need counseling and other support.
4. Talk to the perpetrator and explain that the behavior violates policies, and explain what might happen as a result of this behavior.
5. If there is need for further investigation provide support as needed and keep the report confidential.
# Domestic Violence and Abuse Resources in Baltimore City and Baltimore County, Maryland

## Comprehensive Domestic Violence Agencies & Hotlines

<table>
<thead>
<tr>
<th>Agency/Service</th>
<th>City/County</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>House of Ruth Maryland</td>
<td>Baltimore City</td>
<td>24-hour: 410-889-RUTH (7884)</td>
</tr>
<tr>
<td>TurnAround Inc</td>
<td>Baltimore County and City</td>
<td>24-hour: 443-279-0379; Office: 410-377-8111</td>
</tr>
<tr>
<td>Family Crisis Center</td>
<td>South East Baltimore County</td>
<td>Office: 410-285-4357; Shelter: 410-285-7496</td>
</tr>
<tr>
<td>Family &amp; Children Services</td>
<td>Western Baltimore County</td>
<td>410-281-1334</td>
</tr>
<tr>
<td>DV/Sexual Assault Hotline</td>
<td>Baltimore County</td>
<td>24-hour: 410-828-6390</td>
</tr>
<tr>
<td>National Domestic Violence Hotline</td>
<td></td>
<td>24-hour: 1-800-799-7233</td>
</tr>
</tbody>
</table>

## Child Abuse

<table>
<thead>
<tr>
<th>Agency/Service</th>
<th>City/County</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baltimore City Child Abuse Center</td>
<td></td>
<td>410-396-6147</td>
</tr>
<tr>
<td>Care Clinic at University of Maryland</td>
<td></td>
<td>410-706-1703</td>
</tr>
<tr>
<td>Family Tree/Parents Anonymous</td>
<td></td>
<td>1-800-243-7337</td>
</tr>
</tbody>
</table>

## Elder / Vulnerable Adult Abuse

<table>
<thead>
<tr>
<th>Agency/Service</th>
<th>City/County</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS Adult Protective Services</td>
<td></td>
<td>Balt. City: 410-361-5000; Balt. County: 410-853-3000</td>
</tr>
<tr>
<td>Maryland Department of Aging</td>
<td></td>
<td>1-800-243-3425</td>
</tr>
<tr>
<td>CHANA SAFE (Stop Abuse of Elders) Program:</td>
<td></td>
<td>410-234-0030</td>
</tr>
</tbody>
</table>

## Domestic Violence Legal Assistance

<table>
<thead>
<tr>
<th>Agency/Service</th>
<th>City/County</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women’s Law Center</td>
<td></td>
<td>Balt. City: 410-783-0377; Balt. County: 410-887-3162</td>
</tr>
<tr>
<td>House of Ruth Legal Clinic</td>
<td>Statewide</td>
<td>410-554-8463</td>
</tr>
<tr>
<td>Domestic Violence Legal Advocates</td>
<td>Baltimore County</td>
<td>410-853-3030</td>
</tr>
<tr>
<td>State’s Attorney’s DV/ Family Violence Units</td>
<td>Balt. City: 410-396-7444; Balt. County: 410-887-6610</td>
<td></td>
</tr>
<tr>
<td>Maryland Legal Aid</td>
<td>Balt. City: 410-951-7777; Balt. County: 410-427-1800</td>
<td></td>
</tr>
</tbody>
</table>

## Sexual Assault / Abuse

<table>
<thead>
<tr>
<th>Agency/Service</th>
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<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>TurnAround Inc</td>
<td>Baltimore County and City</td>
<td>24-hour: 443-279-0379; Office: 410-377-8111</td>
</tr>
<tr>
<td>Mercy Medical Center</td>
<td>Balt. City</td>
<td>Forensic Sexual Assault Exams Emerg. Dept: 410-332-9477 or 9494</td>
</tr>
<tr>
<td>GBMC</td>
<td>Balt. County Forensic Sexual Assault Exams</td>
<td>Office: 443-849-3323; Emerg. Dept: 443-849-2226</td>
</tr>
<tr>
<td>RAINN</td>
<td></td>
<td>Rape Abuse Incest National Network</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-800-HOPE//rainn.org //en Español:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ohl.rainn.org/es/</td>
</tr>
</tbody>
</table>
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

**MEDOVI 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

**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
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 ➔
6. I know what to do if I learn that an employee is committing an act of violence or harassment at work or at home.

   [ ] Not at all  [ ] Sort of  [ ] Yes! A lot

HELP US GIVE A BETTER TRAINING!

7. Something I learned today that I will use at work is:

8. Something I wish you had talked more about is:

9. Is there anything else you would like to tell us about the training?

Thank you!

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

www.futureswithoutviolence.org  www.korwinconsulting.com