

**IMPROVING SAFETY AND RESPECT IN THE WORKPLACE**  
**RESTAURANT MANAGERS' TRAINING**  
**PRE-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



## HANDOUT: DEFINITIONS IN THE POLICY

### How is domestic violence defined?

Domestic violence is a pattern of coercive behavior, including acts or threatened acts, that is used by a perpetrator to gain power and control over a current or former spouse, family member, intimate partner, or person with whom the perpetrator shares a child in common. It occurs in heterosexual and same sex relationships and impacts individuals from all economic, educational, cultural, age, gender, racial, and religious demographics. Domestic violence includes, but is not limited to, physical or sexual violence, emotional and/or psychological intimidation, verbal abuse, stalking, economic control, harassment, physical intimidation, or injury.

### How is sexual violence defined?

Sexual violence means that someone forces or manipulates someone else into unwanted sexual activity without their consent. Reasons someone might not consent include fear, age, illness, disability, and/or influence of alcohol or other drugs. Anyone can experience sexual violence including: children, teens, adults, and elders. Those who sexually abuse can be acquaintances, family members, trusted individuals or strangers. Statistics show that the majority of perpetrators, however, are people the victim knows. Forms of sexual violence include: Rape or sexual assault; Child sexual assault and incest; Intimate partner sexual assault; Unwanted sexual contact/touching; Sexual harassment; Sexual exploitation; Showing one's genitals or naked body to other(s) without consent; Masturbating in public; and Watching someone in a private act without their knowledge or permission.

### How is stalking defined?

Stalking refers to harassing, unwanted and/ or threatening behavior that causes the victim to fear for his or her safety or the safety of a family member, or would cause a reasonable person in a similar situation to fear for his or her safety. Stalking behavior includes, but is not limited to: following or spying on a person, appearing at a person's home or work, showing up at a place where the perpetrator has no reason to be, waiting at places in order to make unwanted contact with the victim or to monitor the victim, leaving unwanted items and gifts for the victim, and posting information or spreading rumors about the victim on the internet, in a public place, or by word of mouth. Stalking may occur through use of technology including, but not limited to e-mail, voice-mail, text messaging, and use of GPS and social networking sites. Stalking is strongly correlated to sexual assault and domestic violence.

## HANDOUT: JENNA CASE SCENARIO

After the night that Earl damaged the diner, Jenna's boss Joe called Jenna into the back of the diner to discuss the incident.

Joe expressed to Jenna that he thought Earl was a real creep, and that he did not approve of their relationship. He told Jenna that she is the best pie baker in the whole state and has a great deal of potential to have a successful career. He told her he was afraid for her safety and that of her unborn child.

He explained to Jenna that although he did not want to lose her as a waitress and pie baker, he would have to let her go if she did not leave Earl. He explained that he is concerned for the well-being of his other employees and customers. "Earl is too much of a loose cannon," he stated, "and there is no telling what he might do next."

He suggested to her that she go to the court and obtain an order of protection to get him out of the house and to keep him away from the diner. Joe told Jenna that he read online that if Jenna won't go get one of these orders, he would go himself and get an order that keeps Earl away from Jenna while she is at work, whether she likes it or not. He gave Jenna an ultimatum: she has 48 hours to go get a protection order or he will go to court and get one himself.

Jenna, scared of the repercussions of Joe getting an order, quits.

### Discussion Questions:

1. In what ways was Joe's response to Jenna effective and ineffective?
2. If this happened at your restaurant, how would you have responded?
3. What alternatives, legal and otherwise, would you suggest to Jenna? What are the safety considerations associated with each?
4. How does your response contribute to the culture you seek to create?

# ROADMAP TO ADDRESSING DOMESTIC AND SEXUAL VIOLENCE: FOR SUPERVISORS AND MANAGERS

## ASSESS THE SITUATION

Do you see or hear any form of:

- › sexual harassment
- › verbal abuse
- › stalking
- › sexual assault
- › domestic violence
- › other inappropriate behavior?



1



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## FIND OUT WHAT HAPPENED

- › Have a *private, one on one* conversation with each person and any observers.
- › *Confidentially* document relevant information, including names and details of the situation.



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## HOW DO I MAKE IT SAFE RIGHT NOW?

Some options are:

- › Call 911 if there is immediate danger.
- › Separate the people involved if possible.
- › Ask the abusive person to leave.
- › Call for the owner.



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## EMPHASIZE THAT VIOLENCE IS NOT TOLERATED AND PROVIDE SUPPORT

- › Inform the individuals involved that you will report the situation to your superiors.
- › Ask if individuals need information about resources like counseling and legal services. See if they need any workplace accommodations to help them feel safe.
- › Let everyone know that they can report incidents without fear of retaliation from the workplace.



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## REPORT IT IMMEDIATELY

- › Send information to your supervisor, owner(s), or your HR.
- › Follow up on your report if necessary.
- › Work with your superiors to meet requested workplace accommodations if possible.

## NATIONAL RESOURCES

National Domestic Violence Hotline (NDVH):  
1-800-799-SAFE (7233)

Rape, Abuse, Incest National Networks (RAINN):  
1-800-656-HOPE (4673)  
TTY 1-800-787-3224

## LOCAL RESOURCES

If in immediate danger, call 911.

24-Hour Domestic Violence Hotline - Safe Horizon:  
1-800-621-HOPE (4673)

Rape, Sexual Assault & Incest Hotline - Safe Horizon:  
212-227-3000

CONNECT Legal Advocacy Line:  
212-683-0605

**LGBTQ Resource:**  
Anti-Violence Project  
24-hour Hotline:  
212-714-1141

For more information, visit: [www.workplacesrespond.org](http://www.workplacesrespond.org)

This was an effort jointly created by: Amali Restaurant, COLORS Restaurant, CONNECT, Futures Without Violence, and Restaurant Opportunities Centers / Copyright © 2017

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## HANDOUT: LOCAL NEW YORK CITY RESOURCES

**Emergency call:** 911  
**Non-emergency calls for information:** 311  
**Domestic Violence 24-hour Hotline:** 1-800-621-HOPE (4673)

### LOCAL DOMESTIC VIOLENCE ADVOCACY GROUPS

CONNECT	212-683-0015	connectnyc.org
Safe Horizon	24-hour Hotline: 1-800-621-HOPE (4673)	SafeHorizon.org
Sanctuary for Families	212-349-6009	sanctuaryforfamilies.org
New York Asian Women's Center	Multilingual: 1-888-888-7702	NYAWC.org
Sakhi for South Asian Women	Multilingual: 212-868-6741	Sakhi.org
Turning Point for Muslim Women and Families	718-883-9400	TPNY.org
Violence Intervention Program	24-hour Spanish bilingual Hotline: 1-800-664-5880	VIPMujeres.org

### LOCAL SEXUAL VIOLENCE ADVOCACY GROUPS

New York City Alliance Against Sexual Assault Helpline	212-514-SAFE (7233)	
Safe Horizon's Rape, Sexual Assault & Incest Hotline:	212-227-3000	

### LGBTQ ADVOCACY GROUP

Anti-Violence Project	24-hour Hotline: 212-714-1141	AVP.org
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### LEGAL ASSISTANCE

Sanctuary for Families	212-349-6009	sanctuaryforfamilies.org
CONNECT Legal Advocacy Helpline	Spanish Bilingual Legal Helpline: (212) 683-0605 (Mon.- Fri.9:30am – 5pm)	

Resources gathered by:  
**CONNECT** [connect@connectnyc.org](mailto:connect@connectnyc.org)



**IMPROVING SAFETY AND RESPECT IN THE WORKPLACE**  
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**POST-TEST**

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