

WORKPLACES RESPOND TO DOMESTIC & SEXUAL VIOLENCE

A NATIONAL RESOURCE CENTER

IMPROVING SAFETY AND RESPECT IN THE WORKPLACE: TRAINING FOR RESTAURANT MANAGERS

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Learning Objectives

As a result of this training, managers will be better able to:

1. Identify abusive behaviors that impact the workplace.
2. Create a supportive, productive, and safe workplace culture.



Learning Objectives

As a result of this training, managers will be better able to:

3. Appropriately and effectively respond to and manage interpersonal workplace challenges among staff and with customers.
4. Recognize the financial benefits of a healthy, supportive workplace.



RECOGNIZING VIOLENCE



The 3Rs

Recognize

Respond

Refer



EXERCISE:

My workplace culture is...



Workplace Violence

- What is it
- Why it matters
- Power and control



What is domestic violence?

- Pattern of behaviors
- One person exerts power and control over another.
- Occur between spouses, people who are dating, former partners, people who have a child in common, and between parents and children.
- Includes:
 - ✓ Emotional
 - ✓ Physical
 - ✓ Economic
 - ✓ Verbal
 - ✓ Sexual



What is sexual violence?

- A broad range of behaviors, including
 - sexual harassment
 - coerced acts, unwanted touching,
 - sexual assault
 - and rape (marital)
 - perpetrated against someone's will or consent.



Sexual Harassment

- Sexual advances, requests and other conduct of a sexual nature
- Offensive behavior or language
- May interfere with an individual's work performance
- Creates an intimidating, hostile, or offensive workplace culture



Stalking

Examples?

- Harassing, unwanted and/ or threatening behavior that causes the victim to fear for his/her safety or the safety of a family member
- Power and Control
- Perpetrator can be intimate partner/family; acquaintance/co-worker/dating/customer/client/stranger
- Often happens with sexual assault and domestic violence
- Use of phones, texts, emails, computer, GPS



PREVALENCE OF DOMESTIC VIOLENCE, STALKING, SEXUAL HARASSMENT, AND SEXUAL ASSAULT

- 1 in 4 women and 1 in 7 men are victims of severe physical violence by an intimate partner.¹
- 1 in 5 women and 1 in 71 men raped in their lifetime.²
- 1 in 6 women and 1 in 19 men (5%) stalked during lifetime.³

^{1, 2, 3} Centers for Disease Control, National Intimate Partner and Sexual Violence Survey, 2011



STATS FOR THE RESTAURANT INDUSTRY

- Restaurant employees and bartenders are amongst the **top 10** occupations for workplace violence (OSHA)

ROC's Report "The Glass Floor: Sexual Harassment in the Restaurant Industry" (2014):

- Sexual harassment = "kitchen talk," a "normalized" part of work
- 60% of transgender, 50% of women and 47% of men reported experiencing 'scary' or 'unwanted' sexual behavior
- 66% restaurant workers reporting harassing behaviors from **management, co-workers** (80%), and **customers** (78%).
- Harassment is routine as 66% of women said they experienced **sexual harassment from management** at least on a monthly basis and 52% on at least a weekly basis.



DISCUSSION: SAFETY AND ECONOMIC SECURITY

- How does violence affect a victim/survivor's ability to obtain and maintain employment?
- How does employment impact a victim/survivor's safety?



MYTHS OR FACTS?

1. In restaurants, sexual harassment and other forms of violence happen in both the front and back of the house.
2. A person who never loses their temper can still be a domestic violence perpetrator.
3. A customer slowly rubs their hand down a server's back and offers a bigger tip in exchange for a kiss. That is not sexual violence.
4. Victims and abusers primarily come from low income communities and broken homes.



RESPONDING TO VIOLENCE



Video Clip: Waitress



DISCUSSION: RESPONDING TO VIOLENCE

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 of each alternative?
4. How can your response contribute to making a healthier culture?



LEARNING POINTS: RESPONDING TO VIOLENCE

- Employer responses to employees experiencing violence:
 - Not judgmental
 - Survivor led and survivor centered
 - No actions without the employee's consent, unless absolutely necessary to ensure safety of workplace



LEARNING POINTS: RESPONDING TO VIOLENCE

- Workplace policies addressing violence:
 - No retaliation
 - No discrimination
 - Reasonable Accommodations
 - Time Off/Leave
 - Unemployment Benefits
 - Workplace protection orders
 - Investigation and Disciplinary Process



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?



2

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.



4



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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.

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.

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

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.

AMALI



FUTURE WITHOUT VIOLENCE



For more information, visit: 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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REFER



SCENARIOS: INTO ACTION

- What can you do to help?
- How does your response make your workplace safer?



EXERCISE:

My workplace culture SHOULD BE...



LEARNING POINTS

- Information is the best tool
- Support/assistance for victims
- Accountability/consequences for perpetrators
- Role of co-workers as active bystanders
- Awareness raising activities



Thank you!

Please fill out the evaluation.

