



Resource Type: **Education & Training**

Primary Audience: **Employers**

Model Hospital and Healthcare Industry Training: Improving Safety and Respect in the Workplace – Training for Supervisors

Training Handouts

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Workplaces Respond provides technical assistance to workplace stakeholders seeking to better prevent and respond to domestic violence, sexual assault, stalking, and sexual harassment impacting the workplace. Scan this QR code to access the Resource Center.



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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

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!

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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.

Handout 1-3 “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
Find an appropriate time and place to talk, and ensure privacy.	Have this discussion in a place where others can see or hear .
Show support and concern . <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?” 	Blame or shame the employee. <ul style="list-style-type: none"> • “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 . <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.” 	Make invasive comments and assumptions . <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”
Give the employee a choice whether to disclose, and an opportunity to explain their performance.	Demand an explanation.
Listen without judging <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” 	Act like you know everything and offer unsolicited advice <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?
Leave the “door open” (as in you are available to help in the future) – especially if she/he chooses not to disclose <ul style="list-style-type: none"> • “I'm here if you need me; I care about you” 	Foreclose further help <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 the 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>

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.

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

☐ ----- ☒ ----- ☐
Not at all Sort of Yes! A lot

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

☐ ----- ☒ ----- ☐
Not at all Sort of Yes! A lot

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

☐ ----- ☒ ----- ☐
Not at all Sort of Yes! A lot

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

☐ ----- ☒ ----- ☐
Not at all Sort of Yes! A lot

11. 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

12. 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!

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

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

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

Thank you for taking this survey!

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