



Resource Type: **Education & Training**

Primary Audience: **Employers**

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

Introduction

The following is an in-person and interactive training curriculum guide for trainers who will train all hospital staff, including staff that work in the cafeteria, transport, etc. This training was created specifically for a hospital-setting, with relatable scenarios that may happen for hospital staff. This training should ideally occur after or concurrently with the supervisor-level trainings.

Specificities related to the employer's policy have been redacted for privacy, but if you have any questions, please feel free to reach out to Futures Without Violence or the University of Maryland St. Joseph Medical Center directly.

Access Training Materials

- Handouts ([PDF](#))

Considerations & Lessons Learned

Accountability: Employers must already have a policy and a response protocol in place to ensure that victims are supported and perpetrators will be held accountable. In addition to the training evaluations, consider tracking other data points that would illustrate the effectiveness of this training program (i.e., the number of reports).

Trainers: Because it is not realistic to expect HR staff to be experts on the very sensitive topic of domestic and sexual violence, the training is intended to be delivered jointly by the hospital's HR team and an advocate

from the community's local anti-domestic violence or sexual assault service provider.

Training Delivery: Total instructional time is 1 hour and 15 minutes.

While it may not be possible for every organization, making these trainings mandatory instead of optional will yield the highest results.

Ensure that staff will understand the training. If English is not their first language, consider having on-site interpreters or translate the curriculum and deliver the training in that particular language.

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.

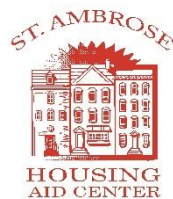


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IMPROVING SAFETY AND RESPECT IN THE WORKPLACE: TRAINING FOR EMPLOYEES

IN PARTNERSHIP WITH:



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Overall Trainer Instructions

Room Set Up Instructions

Seating:

If at all possible, participants should be seated at tables rather than just in chairs. Avoid a classroom style (seated in rows, side by side) or lecture hall set up. These set-ups inhibit interaction among the participants.

Seat participants at round or rectangular tables (pods), each with 6-8 participants.

Materials (Flip charts, A/V, etc.):

This module has specific materials detailed at the start. Look over these requirements and make sure your team prepares those in advance. The power point slides in this guide are much more detailed than the ones that the participants will see. These details are included to help you elaborate on the illustrative points on the slide.

Set up at least two flip charts, with multi-colored wide markers. If flip chart paper is not self-sticking to walls, also have masking tape available.

If participants are seated in groups (pods) of 6-8 persons, try to have one flip chart for each group at a table, to facilitate note-taking when working in small-group activities.

A LED projector, screen, computer, and presentation remote control will also be needed for the training program.

Sign-in Sheets:

Place a sheet of paper with a pen on a table clearly designated as “sign-in” for participants to sign in as they arrive.

Total Instructional Time:

1 hour and 15 minutes. Make sure you have a timer or a clock in view to help keep time and a co-facilitator that can keep time for each section.

Appendix: List Of Handouts

Pre-test evaluation

Handout 1 Power and Control Wheel

Handout 2 Manifestations of Violence

Handout 3 Domestic Violence and Employment Wheel

Handout 4 Do's and Don'ts in Responding

Handout 5 Resources

Post-test evaluation

Overview



Total Time: 1 hour and 15 minutes or 75 minutes



Learning Objectives:

Participants will be better able to:

1. Recognize warning signs of domestic and sexual violence and stalking
2. Recognize the impact on employees and the workplace
3. Discuss how to respond to co-workers
4. Identify UMSJMC policy
5. Identify internal and external resources



Learning Methods:

1. Lecture/Presentation
2. Group discussion
3. Video clips



Materials Needed:

1. Power point slides
2. Markers and pens
3. Laptop
4. Projector and screen
5. Audio system for videos
6. Flipchart or board with appropriate writing tools
7. Post it notes
8. Time-keeping cards



Handouts:

1. Power and Control Wheel
2. "Manifestations of Violence"
3. Domestic Violence and Employment Wheel
4. "Do's and Don'ts" in Responding to Co-workers
5. Resources



Video Clips:

1. "How to Support a Colleague Victim of Domestic or Sexual Violence" (2 min) <https://youtu.be/3MBF2G2v5MI>
2. "How to Intervene to Prevent Sexual Violence in the Workplace" (2 min) <https://youtu.be/VNoT3MXbR0w>

A. Introduction (Overall 10 Min) – Slide #1

Trainer Instructions

Time Breakdown:

3 min Introductions and background

3 min Ground rules

4 min Overall training introduction and learning objectives

Trainers should begin by introducing themselves and explaining generally the subject matter of the training and its importance.

[Optional: Trainers refer to the post it notes on each table, and ask participants to write down in an anonymous manner, on the post-it notes, any concerns or questions they have regarding these issues. One trainer collects the notes and posts them on a sheet of flip chart paper, reviewing them in order to address the concerns throughout the training.]

Talking points are provided throughout this training guide. Trainers do not have to follow the script word-for-word. These talking points are provided to give trainers a sense of the most important areas to cover. Feel free to paraphrase.

A1. Introductions and Background (3 min)

Talking Points

- *Trainer introductions – names and jobs/organizations*
- The purpose of this training is to discuss how domestic violence, sexual assault, sexual harassment, and stalking affect us and our workplace.
- This training was developed collaboratively by University of Maryland St. Joseph's Medical Center (St. Joseph's), House of Ruth Maryland, Turnaround, Inc. (Turnaround), St. Ambrose Housing Aid Center (St. Ambrose), and Futures Without Violence (FUTURES). *Explain the importance of the collaboration.*
- This program development was funded by the U.S. Department of Justice, Office on Violence Against Women.
- We want to create an environment that is free of violence. We have trained its supervisors to help respond to violence and support the hospital in creating a safe, respectful, and healthy environment for all

workers. Healthy, happy employees are also productive employees, and that's good for the hospital.

- We have a culture of care at this hospital; we take pride in doing our best for our patients, sometimes at our own expense. But we don't extend that culture of care to ourselves and our co-workers.
- This training was created specifically for employees. Employees may be aware of co-workers who are experiencing these situations or may have direct experience with this themselves.

A2. Ground Rules (3 min)

- Many people have some experience, in the past or present, with interpersonal violence and/or victimization. Please be respectful of others in your comments and questions.
- We know these topics can be upsetting for some people. If you become distressed, please take care of yourself and feel free to step outside for a break. Please let one of the trainers know if you would like to speak to someone privately.
- We will try to address your concerns throughout the training. If there is a question that we could not answer, we are happy to discuss your concerns with you individually afterwards.
- Lastly, while we encourage you to share your experiences with all of us here today, please be mindful about respecting peoples' privacy and not mentioning any names or identifying factors.

A3. Overall Training Introduction and Learning Objectives (4 min) – Slide #2

As a result of the entire training program, employees will be better able to:

1. **Recognize** warning signs of domestic and sexual violence and stalking
2. **Recognize** the impact on employees and on the workplace
3. Discuss ways to **respond** to co-workers
4. Identify internal and external resources to which to **refer**

(Next slide)

The 3R'S

www.1

RECOGNIZE

RESPOND

REFER

Talking Points

- *Trainer advises that throughout the training, they will refer to the 3Rs to help participants understand how to recognize and respond to violence: Recognize, Respond and Refer.*
- *Training will focus on RECOGNIZING signs of violence. What do domestic violence, sexual violence, and stalking look like? What does it look like when it affects the workplace or happens here? How will co-workers who are survivors act? How can you recognize the signs that a co-worker is a perpetrator?*
- *Training will focus on RESPONDING to violence: how do you help someone you work with? What do you say to them? What support and assistance is available under hospital policy?*
- *Training will also focus on REFERRING people to expert help in the hospital or in the community.*

B. Recognize (Overall 20 min)

B1. What is Domestic Violence? – Large Group Discussion and Mini Lecture (8 min) – Slide #4-5 and Handout 1

- *Trainer distributes **Handout 1-1 Power and Control Wheel***
- *Trainer presents how domestic violence includes not only physical abuse, but other forms of abuse. Trainer asks participants to identify signs or signals that someone might be experiencing domestic violence and writes them on the flip chart.*

Possible responses:

- Changes in demeanor or attitude
 - Changes in attendance/attentiveness/performance
 - Changes in appearance
 - Personal calls that intrude upon work
 - Significant other's appearance or presence at work
 - Injuries that may seem difficult to explain
 - Attempts to cover injuries by makeup and long sleeves
- *After 5 minutes, Trainer provides a working definition of domestic violence:*

B1.1 Definition Of Domestic Violence

- Domestic violence is a pattern of behaviors
- One person exerts power and control over another person or persons.
- Domestic violence can occur between people with these kinds of relationships:
 - Spouse
 - Dating relationship
 - Former Partners
 - Have a child in common
 - Parent-child (both are adults)

Talking Points:

- 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.
- Domestic violence is not just physical; can also include emotional, psychological, economic, and/or sexual violence.

B2. Video clip: “How to Prevent Sexual Violence in the Workplace (2 min) – Slide #6

Trainer asks participants to write down problematic comments or behaviors that they see during the video. Ask participants to think about how the employee might be feeling in this situation.

B3. What is Sexual Violence? – Slide #7 and Handout 1-2 (5 min)

- We're going to use the term "sexual violence" to refer to a range of behavior.
- Sexual violence is a collective term for a broad range of behaviors, including sexual harassment, coerced acts, unwanted touching, sexual assault and rape, perpetrated against someone's will or consent.
- Not everything that is sexual violence is considered a crime, however.
- *Refer participants back to Handout 1-2 “Manifestations of Violence”*

B3.1 What is Sexual Assault? – Examples Slide #8

- Sexual assault is a crime
- It is any unwanted or forced sexual act

B3.2 What is Sexual Harassment? – Examples Slide #9

- Sexual harassment is a form of sex discrimination that happens in the workplace.
- It is unwelcome
- It can be verbal, physical, and can include sexual assault and rape.

- Harassment affects an individual's employment, interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.
- Perpetrator may be a stranger; but it is more common for a victim to be harassed or assaulted by someone they know. Perpetrator can be any person such as a partner, family member, co-worker, acquaintance.

Trainer refers back to video clip. Trainer asks participants what they wrote down as problematic comments or behaviors. Possible responses:

- Physical proximity to Lucy
- Comments on her appearance
- Showing Lucy porn
- Risk of loss of employment as Lucy was on “probation” harassment occurred
- Discussion of female body parts
- Discussion of underage females
- Unwanted sexual contact
- Prevention from leaving the closest

B4. What is Stalking? (5 min) – Examples Slide #10

- Approaching or following a victim or their family/friends/love interest
- Sending victim unwanted items, including gifts/flowers
- Repeatedly contacting victim in text, emails, or phone calls
- Breaking into a person's home/vehicle
- Forcing contact with victim
- Appearing at the victim's home, work, and school, while they are shopping or in a restaurant, etc.

Definition:

- Stalking is harassing, unwanted and/ or threatening behavior that causes the victim to fear for his/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 is a way to assert power and control over another person (Wheel)

- Often happens with sexual assault and domestic violence

C. Respond (Overall 20 Minutes)

C1. Why Your Hospital Thinks This Is Important: Signs that a Co-Worker May Be Experiencing Victimization – Slide #11 and Handouts 3 and 4

- *Prior to slide #11, trainers ask participants to identify possible signs that a co-worker may be experiencing domestic or sexual violence, harassment, or stalking*
- *Write ideas on the flip chart and then go to slide*

C2. Impact on Employees – Slide #12

- *Trainer asks these problems impact employees at work*
- *Trainer hands out the “DV and Employment Wheel”*
- *Trainer asks participants to identify why and how work matters to people, especially those who are experiencing some form of abuse or victimization*

C3. Responding to Co-Workers – Slides #13-17

- *Trainer talks about why this matters to St. Joe’s*
- *Review Hospital Policy*
- *Trainer then introduces the slides on responses that are helpful and that are not helpful. Ask participants for other ideas*
- *Show video clip – “How to Support a Colleague.....”*

D. Refer (Overall X Min) – Slides #18-21 and Handout 5/Safety Cards

D1. Security/Safety in the Workplace

- *Trainer introduces the topic of safety/security concerns at the workplace*
- *Trainer focuses on the importance of bringing safety concerns to the attention of the supervisor and/or HR*
- *Review options, work accommodations, and supports that can be put in place to protect the employee and others*

D2. Information and Resources

- *Trainer introduce resources and materials, with a focus on understanding internal (hospital) resources and external (community resources)*
- *Trainer reviews contact information*

E. Concluding Learning Points (Overall 10 Min)

- *Trainer concludes this section and reminds participants to make notes of any unanswered questions so that these can be addressed after the training.*

Learning Points

- Domestic violence is not just physical; it encompasses a range of behaviors whereby one person exerts power and control over another.
- There is a whole spectrum of behavior that is considered "sexual violence"; some of it is actionable under the law and some of it is not. But the key is that these actions are imposed against someone's will or consent.
- Interpersonal violence and victimization can impact employees both at home and at work
- Employment is important to people who are experiencing domestic violence, sexual violence, and stalking
- UMSJMC is invested on providing support and assistance to employees
- Employees often disclose to co-workers; knowing how to respond and refer is important
- Employers must take proper measures to prevent domestic and sexual violence and stalking in their workplace.
- Victims might miss work, have problems concentrating, medical problems, or be harassed or threatened at work
- Physical and psychological problems create safety hazard for everyone, especially if operating machinery or working in a dangerous setting.
- We are looking to change the hospital culture to a culture of caring, that includes staff care and self-care
- *Trainer concludes this section by connecting our duty to care for our coworkers to the duty of care we have for our patients.*
- *Trainer reminds participants to make notes of any unanswered questions so that these can be addressed after the training.*

