



Resource Type: **Education & Training**  
Primary Audience: **Employers**

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

## **Training Handouts**

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- Pre-test evaluation
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- Handout 2 “Manifestations of Violence”
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- Handout 4 “Responding Do’s and Don’ts”
- Handout 5 “Resources”
- Post-test evaluation

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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 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.

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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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## **Domestic Violence and Employment Wheel**

The Domestic Violence and Employment Wheel describes how a job can act as a “protective factor” to help prevent abuse. It illustrates the benefits that work provides to victims and conversely the reasons why abusers try to prevent the victim from being employed. While being “gainfully employed” does not prevent abusive relationships in every situation, a job does provide the key support systems that can help an individual avoid or leave abusive relationships.

### **Money**

Especially when the victim and abuser live together, money may provide the victim the literal means to leave the abusive relationship. Getting the taxi or gas to travel to a hotel room or another city requires financial resources. Establishing a new place to live may include a down payment for mortgage or rent, setting up utilities and other costs of moving possessions. Civil legal actions, medical bills and other services require resources which would be difficult for a person financially dependent on the abuser to get. Money simply provides flexibility and more options for victims.

### **Job Skills**

Just by being employed, victims are gaining skills that make them more independent. Every job provides a person with problem solving skills which will have direct application towards their efforts to be independent. While employed, new skills are developed which allow for promotion and advancement. Having a consistent work history is more attractive to potential employers. If a victim chooses to relocate, these skills make it easier for them to begin their life anew.

### **Benefits**

While support services vary, employment often offers programs such as Employee Assistance Programs, Occupational Health, Wellness and Security. It is these services which may provide contact with the local community victim service agency. Just as important is the additional financial support of health care and disability insurance which may include mental health services.

## **Challenge Traditional Roles**

While not a benefit per se, employment does challenge stereotypes about who can do certain types of work. As domestic violence often impacts women, it is the conventional position that men should be the “bread-winners” while the women stay at home. This stereotype can deny women the right to obtain meaningful and rewarding employment. While there have been strides in ending such discrimination, this view is still held to deny a woman's right to work. When victims do work, it often still the woman's responsibility to care for the household (laundry, cooking, cleaning, care of children) and lapses of such often become the excuses for the violence and the demand for her to quit her job.

## **Social Interaction**

While abusers commonly use isolation as a means to control, employment provides the victim opportunity to find friends and be exposed to positive relationships. Supervisors and co-workers can offer praise and encouragement, a different message from the criticism and put-downs that the victim often continually hears from the abuser. Friendship is a powerful support mechanism in that it can offer a listening ear, advice, encouragement, a place to stay, and other assistance.

## **Self-Esteem**

These components, including the simple fact that they are employed, provide a victim with building blocks for greater self-esteem. Having a position and being part of an organization, no matter the title or company, gives a person a sense of identity. Knowing that they have a role, responsibility and a place that they are needed, a victim may recognize their own self-worth.

Combined with money in the bank, employability, belief that they have the right to work and knowing others respect and care for them, a victim is more likely to refuse the abuse that endangers their well-being and even their life.

Peace at Work 2005  
Adapted from the Duluth Domestic Violence Project's  
Power and Control Wheel

## #1. Listening and Supporting the Victim

DO	DON'T
Find an <b>appropriate time and place</b> to talk, and ensure privacy.	Have this discussion in a place <b>where others can see or hear</b> .
Show <b>support and concern</b> . <ul style="list-style-type: none"> <li>• "You don't seem like yourself lately. Is something going on?"</li> <li>• "I'm concerned about you. Is everything ok?"</li> </ul>	<b>Blame or shame</b> the employee. <ul style="list-style-type: none"> <li>• "You're creating problems for the whole team because you're always late and missing deadlines."</li> </ul>
Focus on the employee's <b>work-related behavior in a non-invasive way</b> that <b>doesn't make assumptions</b> . <ul style="list-style-type: none"> <li>• "You have been late to work which isn't like you. Is something happening?"</li> <li>• "You seem really distracted and you've missed some deadlines."</li> </ul>	Make <b>invasive comments and assumptions</b> . <ul style="list-style-type: none"> <li>• "Is your husband hitting you?"</li> <li>• "Are you having problems with your girlfriend?"</li> <li>• "You keep showing up to work late without any explanation."</li> <li>• "You've been slacking off lately"</li> </ul>
Give the employee <b>a choice</b> whether to disclose, and <b>an opportunity to explain</b> their performance.	<b>Demand</b> an explanation.
<b>Listen without judging</b> <ul style="list-style-type: none"> <li>• Victims often believe the perpetrator's negative messages and feel ashamed, inadequate, and afraid of being judged.</li> <li>• "I'm sorry this is happening"</li> <li>• "This is not your fault"</li> </ul>	<b>Act like you know everything and offer unsolicited advice</b> <ul style="list-style-type: none"> <li>• Why don't you just leave?</li> <li>• Why didn't you call the police?</li> <li>• What did you think would happen when you went home with someone you barely knew?</li> </ul>
<b>Leave the "door open"</b> (as in you are available to help in the future) – especially if she/he chooses not to disclose <ul style="list-style-type: none"> <li>• "I'm here if you need me; I care about you"</li> </ul>	<b>Foreclose further help</b> <ul style="list-style-type: none"> <li>• "Well, I offered to help, but since you won't tell me what's going on, I can't do anything."</li> <li>• "Don't be surprised if I have to fire you."</li> </ul>

## #2. Assessing Workplace Risk/Safety

DO	DON'T
<p>If the employee asks, be <b>able to provide information about contacting law enforcement</b> so that he/she can assess their options.</p>	<p>Tell the survivor <b>what they have to do</b>.</p> <p><b>Try to “fix” him/her</b> – they are not broken.</p> <ul style="list-style-type: none"> <li>• You are not the expert on her/his life</li> <li>• You may increase his/her danger by making suggestions that could be unsafe</li> </ul>
<p>If there is a direct threat to the workplace, tell the employee that you will need to <b>take action to protect everyone</b>. Discuss with 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"> <li>• "Do you think there is a threat to the workplace"</li> <li>• "Do you think that person will come here? Are we in danger"</li> </ul>	<p><b>Take away a survivor's agency by forcing them</b> to do something, or taking action without telling them. Doing so could increase the danger to them and/or the workplace.</p>
<p><b>Ask if they need any changes</b> in the workplace to do their job and stay safe (i.e., accommodations)</p>	<p>Tell the employee <b>they are suspended, or that they are on administrative leave</b> until they "fix the problem"</p> <p><b>Fire the survivor</b> 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><b>Work with the employee</b> to determine what kind of assistance they want or need.</p> <ul style="list-style-type: none"> <li>• "What do you need?"</li> <li>• "What can I do to help?"</li> </ul>	<p><b>Put the burden on the employee to "fix" the problem</b> by not coming to work, or forcing them to report to the police or get an order of protection.</p>
<p><b>Inform the employee of the hospital policy</b> regarding DV/SV/Stalking and safety.</p> <ul style="list-style-type: none"> <li>• "Did you know the hospital has a policy addressing these issues?"</li> </ul>	<p><b>Assume they know</b> about hospital policy and procedures.</p>
<p>Inform the employee of any requirements under hospital policy that <b>require you to report information and to whom.</b></p> <ul style="list-style-type: none"> <li>• "If you need time off/schedule change/etc, you need to make a request to ____"</li> <li>• "Once you make a request I have to tell ____"</li> <li>• "If another employee is the perpetrator, I have to report this to ____ and HR will conduct an investigation."</li> </ul>	<p><b>Don't just tell the employee to talk to HR.</b></p>
<p>Inform the employee about the <b>specific accommodations available.</b></p> <ul style="list-style-type: none"> <li>• change work location</li> <li>• change work hours/shift</li> <li>• use different entrances and exits to workplace</li> <li>• change telephone extension</li> <li>• permit time off to go to court, talk to the police, seek medical attention, get legal advice, counseling</li> </ul>	<p><b>Wait for them to ask for something.</b></p>



#### #4. Provide Information

DO	DON'T
<p><b>Offer contact information for in-house resources</b>, including a contact at HR, ICM, or EAP.</p> <ul style="list-style-type: none"> <li>"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."</li> </ul>	<p><b>Claim you don't know</b> 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"> <li>"I don't know anything about this, I can't help you."</li> </ul>
<p><b>Offer contact information for community resources/hotlines.</b></p> <ul style="list-style-type: none"> <li>"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."</li> </ul>	<p>(Same as above)</p>
<p>End conversation with <b>sympathy and respect</b>:</p> <ul style="list-style-type: none"> <li>Thank you for opening up to me</li> <li>Summarize/review the plan</li> <li>Has this been helpful?</li> <li>Do you have what you need?</li> <li>Are you feeling safe?</li> <li>If not, what can I do to help you feel safer?</li> <li>I'm here if you need me</li> </ul>	<p><b>End abruptly</b> 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.

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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.

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

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Not at all Sort of Yes! A lot

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

☐ ----- ☒ ----- ☐  
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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

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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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