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DOMESTIC VIOLENCE AND THE WORKPLACE:

RESOURCES FOR SUPERVISORS, MANAGERS, AND WORKPLACE RESPONDERS

Presented by:

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*This material was adapted from the publication entitled, "The Workplace Responds To Domestic Violence: A Resource Guide for Employers, Unions, and Advocates," produced by the Family Violence Prevention Fund. Edited by Donna Norton, Esq., Stephen T. Moskey, Ph.D., and Elizabeth Bernstein.

Domestic Violence Responder Resources

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Maine Employers Against Domestic Violence

MEADV

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Information Sheet

National research reveals that:

- 31% of women report being physically or sexually abused by a husband or boyfriend at some point in their lives. (Commonwealth Survey, 1998)
- Intimate partner violence victims lose nearly 8 million days of paid work per year as a result of the violence (U.S. Centers for Disease Control, 2003)
- Nearly half of the female employees of Harman International Industries reported experiencing physical or non-physical abuse at some time in their lives. (Beverly Younger Urban, 2001- 2003)
- Workplace homicide is the leading cause of death for working women. (US DOL, 2002)
- 94% of Corporate Security personnel rate domestic violence as a high-security concern. (Personnel Journal, 1995)

What are the Maine statistics?

- In 2003, 47% of Maine's homicides were a result of domestic violence. (Maine Department of Public Safety, 2004)
- In 2002, 4813 domestic violence assaults were reported to law enforcement (Maine Department of Public Safety, 2003)
- In 2003, 13,558 people, mainly women and children, received services from the Maine Coalition to End Domestic Violence.

What is the effect on business?

- Increased absenteeism.
- Increased medical expense.
- Increased security risks.
- Increased liability.
- Decreased productivity.

What can employers do?

- Develop a relationship with your local domestic abuse project.
- Create an internal domestic abuse response team.
- Provide training to your response team, supervisors, and employees.
- Develop policies to address workplace domestic abuse.
- Implement an employee awareness campaign.
- Be a community leader by encouraging other employers to examine this issue.

What Is Domestic Violence?

Domestic violence is a pattern of coercive behavior in which one person attempts to control another through the threats or actual use of physical violence, sexual assault, and verbal or psychological abuse.

It is **purposeful conduct** perpetrated by adults or adolescents against their intimate partners. It can occur between current or former partners, between married or dating partners, and also between intimate partners who are living together. Domestic violence occurs in heterosexual as well as same sex relationships.

Despite this diversity, **U.S. Department of Justice statistics estimate that over 90% of all victims of domestic violence are women.** (Because the vast majority of domestic abuse victims are women, the pronoun “she” is often used when referring to victims of abuse.) However, men can also be domestic violence victims, in either same-sex or heterosexual relationships.

The pattern of coercive and assaultive behaviors used by perpetrators of domestic violence includes physical, sexual, and psychological attacks as well as economic coercion. While actual physical assault may occur, the abuser is also very likely to use non-assaultive types of abuse, such as verbal abuse or economic control. Economic control can occur when the abuser prevents the victim from getting to work by taking her car keys away, controls all the household income, or denies her money for her day-to-day needs.

These patterns include a variety of tactics which are carried out in **multiple, sometimes daily episodes.** The result of this is that the victim can be disoriented and in a perpetual state of fear because she does not know what or when the next episode of abuse will be.

“My ex-husband was violent to me for two and one half years. Before getting married we dated for three years, with no instances of violence. The violence began within the first week of our marriage, when he pressed his hands against my mouth and nose, attempting to smother me. After this incident, my husband would become violent almost nightly, almost for no apparent reason.”*

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What Is Not Domestic Violence

~ The Common Myths ~

- I. Domestic violence is not about anger, or having a bad temper.** Anger is a normal human emotion and part of a range of normal human behaviors.

Abuse is often *blamed* on anger or temper, but this excuse does not hold up under scrutiny. First, we know that abusers are capable of controlling their anger in other situations where they might wish to be “explosive,” such as in front of a judge or with a boss. Second, we know from the stories of abuse women have shared that anger does not always accompany abuse.

Abuse is about feeling entitled to direct or control someone else's life and choices.

- II. Domestic violence is not about being provoked.** There is a common and sometimes unspoken belief that abusive people are provoked into their behavior by the other party. *“If she wasn't such a nag, I wouldn't have to act this way.”* This common excuse is another way abusers try to shift the focus of their actions onto the victim.

All of our behaviors are a choice. People who can choose respectful behavior in one situation (such as being pulled over by a police officer) can also choose that behavior with their intimate partner.

- III. Domestic violence is not about having a bad childhood.** Although there is evidence to suggest that male children who witness violence by their fathers are more likely to grow to be abusive themselves, this does not provide an excuse for adult choices and behavior. Furthermore, many people who live in abusive homes grow up to be non-abusive themselves. Why? Because they choose respectful actions for their lives.

Most people have less than ideal childhoods. This does not provide an excuse for controlling and abusive behavior practiced as an adult.

- IV. Domestic violence is not about stress, a bad day at work, or financial problems.** All of us, at some time in our lives, experience stressful situations, long or short-term financial troubles, or tough days on the job. Yet most people choose not to be abusive to their intimate partner when these things happen.

People who are abusive regularly use excuses to shift the blame from their own actions.

- V. Domestic violence is not about substance abuse.** Alcohol and drugs do not cause people to abuse, although this is an excuse regularly used by abusers and believed by many. When we deconstruct it, we see that people who use substances often continue to be abusive even after they have stopped using. We also know that although many people have problems with drugs and alcohol, they are not necessarily abusive to their intimate partners. Victims of domestic violence do report that sometimes the abuse is worse when drugs and alcohol are involved, but they reject the belief that the drugs caused the behavior.

Abuse is about a belief system. If someone's belief dictates the use of power and control to get one's way, drugs and alcohol will only exacerbate that belief. Substances in and of themselves do not cause abusive behavior.

- VI. Domestic violence is not about the victim having low self-esteem.** Many people traveling through life have low feelings of self-worth, yet not all people are abused. The truth is that people who are victimized by abusers for long periods of time have low feelings of self worth *as a result of the abuse*. Furthermore, abuse survivors are often strong, incredibly resilient, and find many ways to resist the abuser's control.

Abuse is about the abuser's choices, not the victim's mental health.

- VII. Domestic violence is not about poor communication skills.** Early in the history of the batterer intervention movement people believed that if abusers were coached to communicate well the relationship could be fixed. Instead what they found was that abusers took the communication skills they had learned and used them to be more effective at controlling the partner.

Teaching communication skills to someone who believes it's ok to control another person's life...simply gives them better tools to work with.



170 Park Street, Bangor, ME 04401 207-941-1194 (Administrative calls only)

BATTERED WOMEN'S PROJECT
(Aroostook)

421 Main Street, Suite 2
Presque Isle, ME 04769

Hotline: 1-800-439-2323

**24 HOUR DOMESTIC
VIOLENCE HOTLINE
NETWORK**

WOMANCARE (Piscataquis)

P.O. Box 192, Dover-Foxcroft, ME 04426

Hotline: 207-564-8165

1-888-564-8165

SPRUCE RUN (Penobscot)

P.O. Box 653, Bangor, ME 04402

Hotline: 207-947-0496

1-800-863-9909

FAMILY VIOLENCE PROJECT

(Kennebec, Somerset)

P.O. Box 304, Augusta, ME 04332

Hotline: 207-623-3569

1-877-890-7788

**ABUSED WOMEN'S
ADVOCACY PROJECT**

(Oxford, Franklin, Androscoggin)

P.O. Box 713, Auburn, ME 04212-0713

Hotline: 207-795-4020

1-800-559-2927

CARING UNLIMITED (York)

P.O.Box 590, Sanford, ME 04073

Hotline: 207-324-1802

1-800-239-7298

FAMILY CRISIS SERVICES

(Cumberland, Sagadahoc)

P.O. Box 704, Portland, ME 04104

Hotline: 207-874-1973

1-800-537-6066

THERE'S NO EXCUSE FOR DOMESTIC ABUSE

**HELP IS JUST A
PHONE CALL AWAY**

You may call any of the hotline numbers collect.
NATIONAL DOMESTIC VIOLENCE HOTLINE

1-800-799-7233 or TTY 1-800-787-3224

THE NEXT STEP

(Hancock, Washington)

P.O. Box 1465, Ellsworth, ME 04605

Hancock Hotlines: 207-667-4606 or 1-800-315-5579

Washington Hotline: 207-255-4785 or 1-888-604-8692

NEW HOPE FOR WOMEN

(Knox, Lincoln, Waldo)

P.O. Box A, Rockland, ME 04841-0733

Hotline: 207-594-2128

1-800-522-3304

NATIVE AND TRIBAL DOMESTIC VIOLENCE RESOURCES

AROOSTOOK BAND OF MICMACS Family Violence Prevention Services, 7 Northern Road, Presque Isle, ME 04769

Office phone: 207-764-1972

HOULTON BAND OF MALISEET INDIANS Domestic Violence Response Program, 88 Bell Rd., Ste. 2, Littleton, ME 04730

207-532-6401 or cell phone: 207-694-1353

PASSAMAQUODDY PEACEFUL RELATIONS Domestic Violence Response Program, P.O. Box 343, Perry, ME 04667

Hotline: 207-853-2613

PENOBSCOT NATION DHS Community Services Coordinator, 9 Sarah Spring Dr., Indian Island, ME 04468

Spruce Run Hotline: 207-947-0496 or 1-800-863-9909



Maine Coalition to End Domestic Violence

MAINE COALITION TO END DOMESTIC VIOLENCE PROJECTS

All 800, 877, and 888 numbers are toll-free. Collect calls are accepted at the other hotline numbers.

ABUSED WOMEN'S ADVOCACY PROJECT (Oxford, Franklin & Androscoggin Counties)

P.O. Box 713, Auburn, ME 04212-0713 • Admin: 207-795-6744

Hotline: 1-800-559-2927 or 207-795-4020 • Fax: 207-795-6814 • e-mail: awap@awap.org • www.awap.org

BATTERED WOMEN'S PROJECT (Aroostook County)

421 Main St., Suite 2, Presque Isle, ME 04769 • Admin.: 207-764-2977 • Hotline: 1-800-439-2323

Fax: 207-764-8631 • e-mail: dbaiettibwp@hotmail.com

CARING UNLIMITED (York County)

P.O. Box 590, Sanford, ME 04073 • Admin.: 207-490-3227 • Hotline: 1-800-239-7298 or 207-324-1802

Fax: 207-490-2186 • e-mail: caring@gwi.net • www.caring-unlimited.org

FAMILY CRISIS SERVICES (Cumberland & Sagadahoc Counties)

P.O. Box 704, Portland, ME 04104 • Admin.: 207-767-4952 • Hotline: 1-800-537-6066 or 207-874-1973

Fax: 207-767-8109 • Bath Fax: 207-442-0557 • Ptld. Shelter Fax: 207-842-6880

e-mail: familycrisis@familycrisis.org • www.familycrisis.org

FAMILY VIOLENCE PROJECT (Kennebec & Somerset Counties)

P.O. Box 304, Augusta, ME 04332 • Admin.: 207-623-8637 • Hotline: 1-877-890-7788 or 207-623-3569

Fax: 207-621-6372 • Skowhegan Fax: 207-474-6489

e-mail: fvp@familyviolenceproject.org • www.familyviolenceproject.org

NEW HOPE FOR WOMEN (Knox, Lincoln, & Waldo Counties)

P.O. Box A, Rockland, ME 04841-0733

Admin: 207-594-2128 • Hotline: 1-800-522-3304 or 207-594-2128

Belfast area hotline 207-338-6569; Damariscotta area hotline 207-563-2404

Fax: 207-594-0811 • e-mail: newhope@newhopeforwomen.org • www.newhopeforwomen.org

SPRUCE RUN (Penobscot County)

P.O. Box 653, Bangor, ME 04402 • Admin.: 207-945-5102 • Hotline: 1-800-863-9909 or 207-947-0496

Fax: 207-990-4252 • e-mail: sprucerun@sprucerun.net • www.sprucerun.net

THE NEXT STEP (Hancock & Washington Counties)

Hancock County: P.O. Box 1465, Ellsworth, ME 04605 • Admin.: 207-667-0176 • Hotline: 1-800-315-5579 or 207-667-4606

Washington County: P.O. Box 303, Machias, ME 04654 • Admin.: 207-255-4934 • Hotline: 1-888-604-8692 or 1-207-255-4785

Fax: 207-667-8033 • e-mail: lfogelman@nextstepdvproject.org • www.nextstepdvproject.org

WOMANCARE (Piscataquis County)

P.O. Box 192, Dover-Foxcroft, ME 04426 • Admin. & Hotline: 207-564-8165 • Hotline: 1-888-564-8165

Fax: 207-564-7418 • e-mail: wmncare@wmncare.org • www.wmncare.org

OTHER NUMBERS:

AROOSTOOK BAND OF MICMACS FAMILY VIOLENCE PREVENTION SERVICES:

Office Phone: 207-764-1972 or (Battered Women's Project): 1-800-439-2323

HOULTON BAND OF MALISEET INDIANS DOMESTIC VIOLENCE RESPONSE PROGRAM: 207-532-6401 or cell phone: 207-694-1353

PASSAMAQUODDY PEACEFUL RELATIONS DOMESTIC VIOLENCE RESPONSE PROGRAM:

Hotline: 207- 853-2613

PENOBSCOT NATION: (Spruce Run) 1-800-863-9909 or 207-947-0496

NATIONAL DOMESTIC VIOLENCE HOTLINE: 1-800-799-7233 • TTY 1-800-787-3224

Maine Batterer Intervention Programs (July, 2005)

| | |
|---------------------------------------|--|
| Androscoggin, Franklin & Oxford | Alternatives to Abuse AWAP PO Box 713 Auburn, ME 04212 795-6744 Ext. 46 (Tuesdays) |
| Aroostook | Resource for Change 293 Main St., Ste 103 Madawaska, ME 04756 728-4160 |
| Cumberland | Abuser Education Program Greater Portland Counseling Center 430 Gray Rd. Falmouth, ME 04104 878-8781 |
| | A Different Choice C/o Shawn Lagrega 175 Lancaster St. Ste 305 Portland, ME 04101 774-1501 |
| | Opportunities for Change 98 Chestnut St. Portland, ME 04101 774-4603 |
| Cumberland & Sagadahoc | Beyond Abuse Sweetser Family Institute 14 Main St., Suite 410 Brunswick, ME 04011 729-1631 |
| Franklin & Oxford | Domestic Abuse Prevention Education Program Maine Abuse Prevention (MAP) 13 Fairview Ave., Suite #1 Skowhegan, ME 04976 474-2654 |
| Kennebec & Somerset | Menswork 283 Water St. Augusta, ME 04330 623-7252 |

| | |
|---------------------|---|
| Oxford | Another Way Tri-County Mental Health 143 Pottle Rd. Oxford, ME 04270 743-7911 |
| Penobscot | Batterers' Intervention Program Acadia Hospital PO Box 422 Bangor, ME 04402 973-6100 or 973-6125 (message line) |
| Penobscot & Hancock | Choice V OP Chemical Dependency Agency PO Box 6330 Hermon, ME 04402 990-1941 667-2730 (Ellsworth Office) |
| Piscataquis | DV Classes for Men Charlotte White Counseling Center PO Box 380 Dover-Foxcroft, ME 04426 1-800-260-9765 |
| Somerset | Community Violence Alternative (CVA) Maine Abuse Prevention (MAP) 13 Fairview Ave., Suite #1 Skowhegan, ME 04976 474-2654 |
| Washington | Downeast Batterer Intervention Project PO Box 116 Pembroke, ME 04666 726-5153 or 483-6604 |
| York | Violence No More 26 South St. Biddeford, ME 04005 283-8574 |

Creating Security Protocol ~ Best Practices ~

Domestic violence is a serious workplace security issue.

Nationwide, 94% of corporate security directors rank domestic violence as a high security problem at their company. U.S. Department of Justice statistics show that over 13,000 acts of violence are committed against intimate partners in the workplace each year; given that there is limited means for reporting these incidents, the actual number is probably substantially higher. In one study of battered women in the workplace, 74% reported they had been harassed at work by their abuser.

In some cases, abusers know the one place they will always be able to locate their victim ~ on the job. Harley Stock, Ph.D., of the Incident Management Group reported in a recent Maine address that workplace homicide is the #2 killer of women in the workplace. Only car accidents take more women's lives on the job.

Well-designed security protocol, in conjunction with a comprehensive workplace domestic violence plan, can substantially increase an abused employee's safety when implemented properly. In addition, strong security plans can limit employer liability, and also assist local law enforcement in the event that the case proceeds to prosecution.

A prevention-focused security plan, strengthened by state law and police support, is critical to employers who care about the welfare of their workforce.

What is Domestic Violence in the Workplace? The Family Violence Prevention Fund defines it in the following way:

Domestic violence in the workplace is a broad concept that encompasses behavior that occurs both on and off the worksite. Domestic violence in the workplace includes all behavior that interferes with an individual's capability of safely performing their duties at work. It includes all kinds of conduct ranging from harassing or repeated phone calls, [e-mails] or faxes to the workplace to unarmed and armed 'show-ups' to homicide. Domestic violence in the workplace also includes conduct which occurs outside of the workplace, such as sleep deprivation and physical injuries (breaking fingers, etc.) which impact on an individual's ability to perform their job. A batterer's interference in the workplace or [employment] success of his target is one of many means by which the batterer exercises and displays his attempt to exert power and control.

Security Best Practice #1

Create a workplace culture in which victims of domestic abuse feel comfortable coming forward. This is important for several reasons. First, an abused employee who comes forward at work may access community resources that help her/him to leave the abusive relationship, thereby reducing the potential for workplace violence. Second, domestic abuse is likely to remain hidden unless active measures are undertaken to encourage self-reporting. As with any workplace safety issue, education and outreach are important ways to reduce workplace injuries. Finally, recognizing and responding to domestic abuse in the workplace reminds employees that abuse is a crime, that no one deserves to be hurt, and that there are people who can help.

What does a supportive workplace culture look like? A supportive workplace encourages respect for all employees and recognizes the importance of family relationships. For the employee who is abused, a supportive manager or co-worker would take reports of domestic abuse seriously, listen to the employee carefully, and provide access to resources. Support would come in the form of questions such as "How can I help you?" and "My office is always open if you need a place to make a call." Most importantly, the supportive manager would respect the choices of the abused employee and recognize that abuse is a complicated issue requiring time, patience, and understanding.

Similarly, a supportive workplace culture would not tolerate any form of sexual harassment or violence and would hold employees accountable who practiced such behaviors.

Security Best Practice #2

Train key decision-makers and associates who can influence safety and security in the workplace. These include in-house security personnel, contracted security personnel, managers, supervisors, and receptionists. Small businesses that do not have access to security consultants should consult local law enforcement for help in establishing security procedures.

Comprehensive training assists in both **preventing** and **responding to** domestic violence as it affects the workplace.

Training should focus on key areas such as • understanding domestic violence; • securing the worksite through safety planning; • reviewing company domestic violence policy; and • knowing local domestic violence resources.

Securing the work site first requires evaluating site access and entry control procedures. Employers utilizing a combination of electronic systems and security guards at the entrance site are most protected. Identification badges, locked doors, and a single employee entrance for all employees provide additional security. Finally, a workplace culture that supports safety awareness may have an edge when it comes to keeping intruders out.

However, because batterers sometimes gain access to even the most well-secured buildings, it's essential to evaluate the following issues:

- ⊕ How well-trained are your company's officers (including contract security officers) and your employees with respect to workplace violence?
- ⊕ Could a stalker talk his way past a security officer by claiming, for example, that he was there to have lunch with his wife?
- ⊕ Do employees inside the building open the door to strangers who have "forgotten their IDs"?
- ⊕ Do you have round-the-clock security, or could someone gain access to the building after hours?

Regarding the building's layout and the victim's exposure to the abuser should he gain access, the following guidelines should be reviewed:

- ⊕ The victim should never sit with her back to a door, lobby, or street-level window.
- ⊕ There should be barriers (desks, dividers, walls, furniture) between the victim and the entrances that a perpetrator might use to enter the workplace. Such barriers provide cover and may give the victim a chance to escape via a predetermined route.
- ⊕ Victims should be moved to alternate worksites unknown to the perpetrator if possible, even to worksites out of state, if the threat level is sufficient to justify this action and the victim wants to be relocated.

A sample workplace safety plan is included in this section.

Security Best Practice #3

Listen. The Victim of Domestic Violence has Critical Information about the Perpetrator.

An important first step for any security design is to recognize the important role the victim/ survivor plays in the process.

Unlike the victims of random crimes, people living with domestic abuse know and understand their abuser's behavior well. Therefore, **it is essential to include the victim in the security process and to respect her knowledge regarding the batterer's likely behavior.** Potential interventions should be evaluated with the target or victim as an active partner.

For example, many women seek Protection From Abuse orders, or PFA's, as a final attempt to force the abuser to stay away. For some abusive people PFA's are a helpful deterrent. Abusers who are generally respectful of the law may in fact follow the restrictions. Others served with a PFA may react far differently. For some victims, a PFA may increase the level of dangerousness dramatically. As each situation is different, individual security plans should take personal information into consideration.

Finally, it's especially important to recognize that fear is a strong motivating factor with any victim of domestic violence. **Managers and supervisors should not pass judgment about a victim's choices or conduct, nor should they suggest that the victim is in any way responsible for the abusive person's behavior.** To do otherwise may jeopardize the abused person's willingness to be part of the security process.

Security Best Practice #4

Document all incidents of abuse that occur, even those that appear to be minor. Documentation is an important way to recognize patterns that may be developing, and also to provide necessary assistance to attorneys and police when domestic abuse cases are prosecuted. A sample threat incident report is included in this packet.

Security Best Practice #5

Work with the domestic abuse victim to implement a workplace safety plan. Identify ways in which you could assist the employee to be safer in her/his job. Review the workplace safety plan and make it available to security, managers, and supervisors.

13% of domestic violence survivors reported being assaulted by the abuser at work. *

*Maine Department of Labor/Family Crisis Study: Workplace Impact on Domestic Violence Survivors - preliminary results, 2004.

Maine Employers Against Domestic Violence

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The WorkPlace Safety Plan

At work, she/he may want to consider:

- Obtaining a protection from abuse order. Make sure that it is current and on hand at all times. Include the workplace on the order. A copy should be provided to the police, the employee's supervisor, Human Resources, the employee's reception area, the Legal Department, and Security.
- Providing a picture of the perpetrator to reception areas and/or security.
- Identifying an emergency contact person should the employer be unable to contact her/him.
- Review the safety of her/his parking arrangements.
- Having Security and/or a colleague escort her from her/his car or public transportation.
- Changing and/or having unpredictable rotations of her/his work schedule, work site, or work assignment if such a change is possible and would enhance her/his safety at work.
- Installing additional security measures for her/his work site.
- Having her/his telephone calls screened at work to prevent access by the abuser.
- Reviewing the safety of childcare arrangements, whether it is on-site at the company or off-site elsewhere. If an order for protection from abuse is in place, it can usually be extended to the childcare center. The abused employee should consult with the company's legal and security services for guidance if the childcare is on-site.
- Providing her/him with a cell phone pre-programmed to dial 911.

The Personal Safety Plan

Ask some of the following questions as you discuss safety:

- In what way can I (and others) help you?
- What do you need to be safe?
- What particular concerns do you have about your children's safety?
- What have you tried in the past to protect yourself and your children? (Ex: left for a few days, sought help from family or friends, fought back, got a protection from abuse order) Did any of these strategies help? Will any of them help you now?

If the victim has had the perpetrator evicted or is living alone, she/he may want to consider:

- Changing locks on doors and windows;
- Installing a better security system – window bars, locks, better lighting, smoke detectors, and fire extinguishers;
- Teaching the children to call the police or family and friends if they are snatched;

- Talking to schools and childcare providers about who has permission to pick up the children and developing other special provisions to protect the children;
- Finding a lawyer knowledgeable about family violence to explore custody, visitation, and divorce provisions that protect the children and the victim;
- In rural areas where only the mailbox will be visible from the street, covering the box with bright colored paper so the police can more easily locate the home;
- Obtaining an order for protection.

If the victim is leaving the perpetrator, review the following with her/him:

- How and when can she/he most safely leave? Is transportation available? Is money available? Does she/he have a place to go?
- Is the place the victim is fleeing to safe?
- Is she/he comfortable calling the police in an emergency?
- Who will she/he tell or not tell about leaving?
- What is in place to prevent the partner from finding her?
- How will travel to and from work and childcare be made safe?
- What community or legal resources will assist with safety? Write down their addresses and phone numbers.
- Does she/he know the number of the local domestic abuse project?
- What custody and visitation provisions would keep she/he and the children safe?
- Would a protection from abuse order be a viable option?

If the victim is staying with the perpetrator, review the following:

- In an emergency what works best to keep her/him safe?
- Who can be called in a crisis?
- Can a signal be worked out with the children to call the police or get help if the violence starts again?
- If she needs to flee temporarily, where can she go? (Help her think of several options.)
- What are the escape routes from the house?
- Identify dangerous locations in the house and advise her/him not to be trapped in them.
- If there are weapons in the house, explore ways to have them removed.
- Advise that an extra set of keys be made and to hide some money in case of an emergency.
- Remind her that in the middle of a violent assault, it is always best to trust her judgment about what is best – sometimes it is best to flee, sometimes to placate the assailant – anything that works to protect herself.
- Advise the victim to have the following available in case she must flee:

Birth certificates ~ Social security cards ~ Marriage and driver's licenses and car title ~ Bank account number, credit and ATM cards, savings passbooks ~ Lease/rental agreements, house deed, mortgage papers ~ Insurance information and forms ~ School and health records ~ Welfare and immigration documents ~ Medications and prescriptions
Divorce papers or other court documents ~ Phone numbers and addresses for family, friends, and community agencies ~ Clothing and comfort items for her/him and the children ~ Keys ~ Copy of protection from abuse order

Confidential Domestic Violence Threat / Incident Report

This material was adapted from the publication entitled, "The Workplace Responds to Domestic Violence: A Resource Guide for Employers, Unions, and Advocates," produced by the Family Violence Prevention Fund. Edited by Donna Norton, Esq., Stephen T. Moskey, Ph.D., and Elizabeth Bernstein.

1. Name, address, and telephone number(s) of the victim and work location:

2. Name of the person making the report (if different):

3. Name, address, and telephone number(s) of the perpetrator:

4. Relationship of the perpetrator to the organization (if any):

5. Relationship of the perpetrator to the victim:

6. Perpetrator's physical description (include photograph if available):

7. Brief history of the perpetrator's and the victim's relationship:

8. Is this a first report, or are there prior reports on file?

9. When and where the threat incident occurred:

Documentation of Threat or Harassment (no physical assault or injury)

10. The specific language of the threat:

11. Is there physical conduct that would substantiate an intention to follow through on the threat, and if so, what conduct?

12. How often and under what circumstances have threats been made?

13. Have threats been made while the victim is at work? How?

Incident of Violence or Harassment (with or without physical injury)

14. Describe the incident:

15. Location and time of incident:

16. How the perpetrator appeared during the incident (physically and emotionally):

17. What happened immediately prior to the incident?

18. How the incident started:

19. What happened during the incident:

20. How the incident ended:

21. What happened to the perpetrator after the incident?

22. Names and phone numbers of witnesses:

23. Names and phone numbers of police called to the scene:

Follow-Up (Attach documentation of workplace and personal safety plans)

24. Name, title, and phone number of person taking report.

25. Date of report.

Once the report is taken and a security protocol is implemented, Security should monitor the situation for a reasonable time period to determine if there is any escalation, or resolution. A reasonable period for routine monitoring may be one to three months, with the decision to continue beyond that initial period based on both the victim's and the security department's assessment of the threat.

Guidelines For Talking To Someone Who's Being Hurt

"SEE IT" & "SAY IT"*

It's never easy to talk directly about abuse. We are taught to respect people's privacy and to assume they will ask for assistance.

In the case of domestic violence, however, it's important to break down the barriers. People who have lived in abusive relationships often say later, "I really appreciated when my friend (co-worker, parent, sibling) asked me about the bruises, although I didn't let on at the time that anything was wrong."

Here are some tips for recognizing signs of abuse, and for responding to them by speaking up in a safe and supportive way.

See It! Notice the potential signs for victims of domestic abuse!*

Physical signs:

- unexplained injuries, hidden injuries, bruises, black eyes, sprains, broken bones or teeth, soreness (some abusers hit only where the bruises will not be seen)
- inappropriate clothing such as turtlenecks in warm weather, heavy make-up
- unexplained or chronic injuries with family, pets, or children

Emotional signs:

- anxious, upset, depressed, tearful, jumpy, angry, worried, restless, quiet, confused, fear for self and children

Social signs:

- avoiding people, not answering the door or phone, withdrawing from friends or family functions, being excessively fearful about the abuser's reactions to being away, canceling engagements

Financial signs:

- never having money, being unable to buy groceries, being unable to make financial decisions, not having a checkbook of her own, no resources even when she is working, abuser

- has lots of “toys” but there is little else in the way of needed family items such as children’s clothes, etc.

Legal signs:

- frequent court dates, concerns about child custody, divorce, child abuse investigations

Workplace signs:

- frequent absences that are not well-explained, lateness, inability to work beyond scheduled shift, insistence about leaving right on time, decrease in productivity, appears anxious about phone calls, upset after receiving phone calls or must leave right away, unwillingness to pursue promotions or advancement even when well-qualified, frequent requests for changes in availability (in retail environments), partner often waiting to pick employee up or drop off, partner spending excessive amounts of time at workplace

Say It! Talking About Abuse with Victims

- Tell her/him what you see.
- Express concern for her/him.
- Show support
- Refer her/him to a help source

Concerned Person: **“ I am worried about you. You were pretty upset today after that phone call. And last week, I noticed you had a bruise on your arm.”**

Co-Worker: **“Oh, it was nothing, really.”**

Concerned person: **“I thought that maybe someone is hurting you.”**

Co-Worker: **“It was just an argument between my husband and me.”**

Concerned person: **“I’m here if you want to talk. What are you doing right now? Would you like to have lunch? There are confidential resources in the community that may be helpful too. I’ve known other people who have called the help line number and found the people on the other end to have a lot of information and resources. I think it would help to talk with someone who understands what you are going through and can support you.”**

If you are wrong, your co-worker knows that you are a caring person.

If you are right, and your co-worker reveals that she is being hurt at home, do the following:

- **Just listen.** Listening and believing can be the best way to help.
- **Keep it confidential.** Don't tell other people she/he may not wish to reveal her situation to. In circumstances where there is a direct threat of violence at work, tell her/him you both need to inform the employer.
- **Provide information, not advice.** Give her/him the number of your local domestic abuse project. Be careful about giving advice. She/he knows best the risks she/he faces by seeking help.
- **Be there and be patient.** Coping with abuse takes time. She may not do what you expect her to do when you expect her to do it. If you think it is your responsibility to fix the problem, you may end up feeling frustrated. Instead, focus on building trust, and be patient.

"Right before I separated there was a domestic violence workshop. I got six of my friends to take it with me. And it was incredible, the difference. They stopped saying the wrong things, they showed me the support I needed. That's why I feel education is so important."

~ a survivor

* This material was adapted from the publication entitled, "Domestic Violence: A Workplace Issue – A Training Resource Kit for Employers and Domestic Violence Service Providers," produced by the Family Violence Prevention Fund with support from The Hitachi Foundation and Blue Shield of California. Written by Beverly Younger-Urban, LCSW, CEAP and edited by Donna Norton, J.D., Family Violence Prevention Fund and Marianne Balin, M.P.H., Blue Shield of California and Michelle Kipper, Family Violence Prevention Fund.

See It! Notice the potential signs for people who are abusive!

Physical signs:

- Unexplained injuries or scratches, sore, sprained, or broken hands, injuries that are consistent with a victim practicing self-defense such as bite marks on arms

Emotional signs:

- Anger, particularly at victim; if victim has left relationship, anger at new partner if one is present; depression, suicidal or homicidal ideation, feels and acts like he/she is the victim; obsession with victim and victim's whereabouts, upset, tearful, remorseful for past actions

Social signs:

- Negative references to partner in social settings, negative references to opposite gender as a whole if abuser is heterosexual; asking friends or family members to spy on partner and report on partner's whereabouts, less flexible schedule, particularly in the case of someone who has been mandated to attend a batterer program on a weekly basis, partner is rarely seen by other people because she is being isolated, tendency (in some cases) to be controlling in general.

Financial signs:

- Abuser has lots of "toys" but family's general standard of living doesn't coincide with amount of money spent on non-essentials, complaints about spending money on "class" or "group" each week, illegal activity such as selling food stamps which may belong to the family, paycheck docked for child support, complaints about child support, legal expenses.

Legal signs:

- Frequent court dates, complaints about legal system favoring women, child custody battles, divorce, arrests, abuser saying he/she will be calling DHS to report partner.

Workplace signs:

- Absenteeism, performance issues, workplace accidents, difficulty concentrating, inappropriate use of company property such as e-mail, telephones, faxes, and company vehicles, asking co-workers to spy on partner on or off company time, using minimizing language to discuss what's going on at home ("I'm having some family problems"), lateness, needing to alter schedules in the case of someone who is mandated to attend a batterer education course, bragging about putting the partner in her/his place, being controlling and abusive with co-workers.

Say It! Talking about abuse with the abusive person

- Tell him/her what you see.
- Do not collude by agreeing with their behavior.
- Express concern for the person as well as their victim.
- Refer to a help source.

Concerned person: **"Joe, I'm concerned about your work performance. Over the last few weeks I've noticed you've had some difficulty getting your projects finished. I've also become aware that you have been on the phone a great deal in the last several days, and that you appear to be upset when you hang up. Is there something that I can help you with?"**

Joe: **"Nothing's up. It's just some family problems. My wife has been telling me she's going to divorce me and I'm having a hard time concentrating. It's been very difficult because she doesn't want to talk to me. I've called her a million times but she won't talk to me. I just don't know what to do. She's even called the police."**

Concerned person: **"I'm sorry to hear about that. As you know we work hard to make sure our employees are aware of resources in the community. I think there are several resources available to you. One of them is the EAP program. You may also want to try calling the local crisis helpline. They might be able to direct you to additional resources."**

Joe: **"A crisis line! This is a personal matter. I can handle it."**

Concerned person: **"I'm concerned that this is beginning to be difficult for both you and your wife. It's possible that calling her excessively can be construed as harassing or even stalking in nature. That puts both you and the company at risk, Joe."**

"Joe, my job is to help you find some resources and get your work back on track, so I urge you make some phone calls to help sort this out. Although I recognize this is a tough time for you, there are still work commitments in place, and you must refrain from any further use of company resources to contact your wife. Why don't we make an appointment to meet again in a week to see how things are working out. In the meantime if you have questions please don't hesitate to ask."

Remember, it is common for people who use tactics of power and control to deny anything is wrong, minimize their behavior, and blame the victim for trouble in the relationship. Be prepared for this response.

As a concerned supervisor, human resources manager, or union leader, your role is to encourage an abusive person to reach out to community and workplace resources. If the person is acting outside the bounds of workplace policy, steps can then be taken to intervene in a formal disciplinary manner.

Within the context of domestic abuse situations, most perpetrators limit their hurtful and violent behavior to their partner. However, one should always be cautious about personal safety when preparing for these types of discussions with employees who indicate abusive behavior.

A 2003 Maine Department of Labor/Family Crisis Services study of domestic abuse offenders in the workplace found that:

- 19% of offenders had an accident or near accident due to their inability to concentrate
- 78% of offenders were using workplace resources including phones and company cars to check up on, pressure, confirm whereabouts, and/or threaten their partners
- 75% of supervisors knew about employee's arrest for domestic abuse but only 16% reminded employee that domestic abuse is a crime
- 15,221 hours of work time were lost to Maine employers due to arrests of 70 men in the study, equally over \$200,000 at Maine's average hourly wage
- 68% of offenders thought domestic abuse posters and brochures in workplace would help

** Impact of Domestic Violence on Occupational Safety & Health, 2003.* For more info contact Kim Lim, MDOL, 624-6443 or Ellen Ridley, Family Crisis Services, 767-4952 ext. 105.

Did You Know?

Maine Law Can Help Employers Assist Victims When Domestic Violence Comes to Work

Maine law protects employed victims of domestic violence through Bureau of Labor Standards and Bureau of Unemployment Compensation statutes. These laws are useful tools for employers when victims need special assistance in the workplace.

Employers should ensure that their workplaces are in compliance with these laws, and that victims of domestic violence are made aware of the protections available to them.

Employment Leave for Victims of Violence

Title 26, Subchapter VI-B, § 850.

Employers must grant reasonable and necessary leave from work if an employee or employee's daughter, son, parent, or spouse is a victim of domestic violence, sexual assault, or stalking.

The employee can use this leave to prepare for and attend court proceedings; receive medical treatment; or obtain necessary services to remedy a crisis caused by domestic violence, sexual assault, or stalking.

Exceptions to this would include the following: if the leave would cause the employer to sustain undue hardship from the employee's absence; if the request for leave is not communicated to the employer within a reasonable time under the circumstances; or if the requested leave is impractical, unreasonable, or unnecessary based on the facts then known to the employer.

For more information go to <ftp://ftp.state.me.us/pub/sos/cec/rcn/apa/12/170/170c010.doc>

Unemployment Compensation

Title 26, Chapter 13, § 1193, #4.

Disqualification: An individual who voluntarily leaves work may not be disqualified from receiving benefits if the leaving was necessary to protect the claimant from domestic abuse and the claimant made all reasonable efforts to preserve the employment.

For more information go to <http://janus.state.me.us//legis/statutes/26/title26sec1193.html>

Title 26, Chapter 13, § 1043, #3.

Misconduct: 23B. Misconduct may not be found solely on actions taken by the employee that were necessary to protect the claimant or an immediate family member from domestic violence if the employee made all reasonable efforts to preserve the employment.

Please note: Unemployment claims resulting from domestic violence are charged to the general unemployment fund, not to the individual business from which the worker was employed. FMI contact the Maine Unemployment Benefits Division at (207) 287-3805. To reach an Unemployment Call Center call 1-800-593-7660 or TTY, 1-888-457-8884.

For more information go to <http://janus.state.me.us//legis/statutes/search.asp>. Click on summary.