

A WORKPLACE HANDBOOK



FAMILY VIOLENCE & THE WORKPLACE

MAKE IT YOUR
BUSINESS

RECOGNIZE RESPOND REFER



**NOT HERE.
NOT NOW.
NOT EVER.**

DISCLAIMER

The Family Violence and the Workplace guide is intended to provide you with information and tools to address family violence situations that spill into the workplace. The information in this guide is general in nature and scope and is not intended to replace the advice and services of professionals. This guide is based on state and federal laws as of 2002.

This guide is distributed with the understanding that the STOP Family Violence Coalition and the authors, editors, and contributors are not rendering legal or other professional advice or service. No representation or warranty is made concerning the application of the legal or other principles discussed, nor is any prediction made how any particular judge or other official will

interpret or apply such principles. The STOP Family Violence Coalition, the authors, editors, and contributors disclaim all liability. Employers using this guide in dealing with specific legal matters should contact an attorney.

While most available data relate to domestic violence, there is impact on the workplace from ALL forms of family violence. Due to the fact that 85% of domestic violence victims are female, the victim is sometimes referred to as 'she' or 'her' within this document.

We hope this general information will be helpful to you. For specific answers to questions about a situation in your workplace, please consult a competent professional (see attached community resources.)

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INTRODUCTION

“Wife Shot at [Memorial] Hospital Dies/ Husband Held Without Bond”

The Gazette (August 8, 1999)

“Laura Gattas, who was 47, stepped from an elevator onto the hospital’s fifth floor about 7am. She had been working as a nurse’s aide in training for six weeks, hospital officials said.

According to police, a nurse saw a man with a gun and ran screaming for help. A hospital surgeon said he rushed onto the scene, where he saw the gunman kneel beside the apparently unconscious Laura Gattas and fire his pistol toward the base of her skull. “

(Gazette staff writer Debra Franco)

“Sex Offender Ends Standoff in Suicide”

The Gazette (February 8, 2000)

Neither the Sheriff’s detectives nor his co-workers knew it, but Joe Duckett was ready for a confrontation Monday morning. He carried a gun just in case.

The result: shots fired, a building under siege, people hiding in closets and running scared with their hands up and ultimately, a man lying dead by his own hand.

Duckett, 56, a longtime engineer at KXRM-Fox 21 TV in Colorado Springs was about to be served an arrest warrant for child sexual abuse when he pulled out a pistol and fired at three plainclothes detectives in the parking lot.

The ordeal ended three hours later when Duckett, holed up inside a bathroom with two co-workers who insisted on staying and trying to persuade him to surrender,

shot himself once in the head.”(Gazette staff writers Eric Gorski and Jeremy Meyer)

When family violence, in the form of domestic violence, child abuse, elder abuse, pet abuse, and suicide occurs at the workplace, it is workplace violence. Victims, perpetrators, and witnesses or friends are in the workforce. Often the impact of family violence is seen in subtle ways - absenteeism, lost productivity, and stress.

Businesses nationwide have seen family violence as a serious, recognizable, and preventable problem that affects their bottom line. These businesses include Target, Polaroid, Liz Claiborne, Colorado Attorney General’s Office, Colorado Bar Association, National Football League, and State Farm Insurance, to name only a few. As these businesses take steps to decrease the economic, legal, and productivity risks related to family violence, they also create an environment that is “good for business.”

To make a difference in your workplace, you only need to: **RECOGNIZE** the impact of family violence on your business; **RESPOND** with policies, procedures, and trainings; and **REFER** to workplace and community resources.

This guide outlines these 3R’s (Recognize, Respond, and Refer) in practical, usable ways.

CHAPTER I

WHAT IS FAMILY VIOLENCE?

Family violence is any abusive or violent behavior used to control a family member. It is a pattern of controlling behaviors that may include physical, sexual, verbal, and economic abuse. Family violence affects people of all cultures, religions, ages, sexual orientations, educational backgrounds, and income levels. It occurs in heterosexual as well as homosexual relationships. And it can be lethal. Anyone close to the family involved is at risk, including friends, neighbors, co-workers, children, adults, spouses or dating partners, elders, and pets.

NOTE: WHILE MOST AVAILABLE DATA RELATE TO DOMESTIC VIOLENCE, THERE IS IMPACT ON THE WORKPLACE FROM ALL FORMS OF FAMILY VIOLENCE.

NOTE: Due to the fact that 85% of

domestic violence victims are female, the victim is sometimes referred to as 'she' or 'her' within this document.

TYPES OF FAMILY VIOLENCE:
Each has a ripple effect on the entire family unit and often multiple types of family violence occur in one family.

Domestic Violence: includes physical, emotional, verbal, and/or sexual abuse that occurs between intimate partners (married, dating, live-in relationships, adolescent relationships, and both heterosexual and homosexual relationships)

Child Maltreatment: includes physical, emotional, verbal, and/or sexual child abuse and neglect by a family member or guardian.

Elder Abuse: includes physical, emo-

tional, financial abuse and/or neglect of the elderly by a family member. A substantial proportion of elder abuse cases are domestic violence grown old, in which one intimate partner has a history of exerting control and power over the other, or cases in which an adult child abuses an elderly parent.

Animal Abuse: Animal abuse encompasses a range of behaviors harmful to animals, from neglect to malicious killing, whether intentional or unintentional.

Suicide: the taking of one's own life has a violent effect on the family and puts the survivors at greater risk for completing suicide themselves. Suicide threats and attempts can also be found as a controlling ploy within domestic violence relationships.

Effects of Family Violence on Child and Adult Victims:

- ❖ Impaired memory, concentration, and communication
- ❖ Despair
- ❖ Fearfulness/Terror
- ❖ Depression
- ❖ Anxiety and insecurity
- ❖ Increased accidents

In addition to the effects mentioned above, the following have been identified as increased risks to children and adults due to family violence:

- ❖ Alcoholism and drug abuse
- ❖ Suicide attempts/completions
- ❖ Eating disorders
- ❖ Teenage pregnancies
- ❖ Delinquency and criminal behavior
- ❖ Perpetuating the cycle of violence as

adults, either as victim or offender

What are the barriers to a victim leaving?

The dynamics of a violent relationship, the failure of society to hold perpetrators accountable, and the lack of social support make it difficult for women victims to leave domestic violence relationships.

Some of the specific barriers that victims may face include:

- ❖ economic dependency
- ❖ religious beliefs
- ❖ cultural issues
- ❖ feelings of shame, love, and fear for themselves and/ or their children
- ❖ threat of suicide
- ❖ fear of deportation
- ❖ fear for their lives and the lives of their children and animals. The threat of the victim being killed by the perpetrator increases during the first two months of separation. (Wilson, Margo & Daly, Martin. "Spousal Homicide Risk and Estrangement" Violence and Victims, 8, 3-16, 1993)

National Family Violence Facts

- ❖ Chances are 30 percent-60 percent that where you find abuse against an adult partner, you also find child abuse. (Edelson, J.L., 1999)
- ❖ Every day approximately three children die as a result of child abuse or neglect in the United States. (Department of Health and Human Services, Administration for Youth and Families, 1998)
- ❖ Nearly 900,000 children are victimized in the US each year. (American Humane Association, 2002)
- ❖ Maltreated children are significantly

more likely than non-maltreated children to become involved in delinquent and criminal behavior. (U.S. Department of Justice Office of Justice Programs Office of Juvenile Justice and Delinquency Prevention, “Preventing Delinquency Through Improved Child Protection Services” Juvenile Justice Bulletin, July 2001)

- ❖ In Denver, between 1993 and 1998, three out of ten domestic violence homicides and attempted homicides involved a suicide or an attempted suicide (“When DV Kills: The Report and Findings of the Denver Metro DV Fatality Review Committee”, ML Abrams, et al., March 2001)
- ❖ Approximately 450,000 elderly persons in domestic settings were abused and/or neglected during 1996. (The National Elder Abuse Incidence Study: Final Report, September 1998, US. Dept. of Health and Human Services, Administration on Aging)
- ❖ Suicide is the 11th leading cause of death in the US. It is estimated that for every suicide, at least six other family members, friends, and co-workers are intimately affected. (American Foundation for Suicide Prevention)
- ❖ Each year an estimated 2.1 million older Americans are the victims of physical, psychological, or other forms of abuse and neglect. (American Psychological Association)
- ❖ In almost 90 percent of the elder abuse and neglect incidents with a known perpetrator, the perpetrator is a family member, and two-thirds of the perpetrators are adult children or spouses. (The National Elder Abuse Incidence Study; Final Report, by the

National Center on Elder Abuse, September 1998)

Local and Regional Statistics

- ❖ 22 percent of all homicides in the Colorado Springs area are related to domestic violence (City of Colorado Springs 1991-2000, Uchida and Solomon, 2001).
- ❖ T•E•S•S•A, El Paso County’s domestic violence victim services agency, received 55,000 domestic violence and sexual assault client service calls in 2001.
- ❖ An estimated 15,000 to 20,000 domestic violence-related calls per year are made to the Colorado Springs Police Department.
- ❖ In 2001, El Paso County Department of Human Services received 9,333 reports of alleged child abuse and neglect in family situations.
- ❖ In 2001, there were 95 completed suicides in El Paso County, and 27 homicides.
- ❖ An estimated 9,600 Coloradans seriously contemplate suicide each year and approximately one- half to two-thirds of these individuals are not treated for their suicidal symptoms. (“Suicide in Colorado” report from the Colorado Trust, 2002)
- ❖ Although nationally adolescents and the elderly comprise the largest groups for suicide, in El Paso County, consistently, a person in prime earning years has been the highest risk for suicide. (Suicide Prevention Partnership)

FOR MORE INFORMATION,
please refer to the Colorado Bar Association's
Domestic Violence: Make It Your Business website:
www.makeityourbusiness.org.

When on the website, click on
“IF YOU ARE AN EMPLOYER”.

Select from the following topics:

- What is Domestic Violence?
- Who is Abused? Who Abuses?
- Who Does Domestic Violence Affect?
- Why Does Domestic Violence Happen?
 - Why Someone Abuses

CHAPTER 11

WHY EMPLOYERS NEED TO CARE ABOUT FAMILY VIOLENCE

FAMILY VIOLENCE COSTS EMPLOYERS FINANCIALLY.
FAMILY VIOLENCE AFFECTS WORKER PRODUCTIVITY.
FAMILY VIOLENCE PUTS ALL WORKERS IN DANGER.
FAMILY VIOLENCE DECREASES CUSTOMER BUYING POWER.

COSTS TO THE ORGANIZATION

The costs to an organization are both direct and indirect.

- ❖ **Direct Costs:** lost productivity and wages, absenteeism, increased worker's compensation, medical/legal expenses, EAP services, loss of valuable employees, decrease in products and services purchased.
- ❖ **Indirect Costs:** elevated stress levels and increased fear (including health complaints,) lower employee morale, tarnished public image, lost credibility.

A survey of senior executives from Fortune 1000 companies revealed that 66 percent agreed that a company's financial performance would benefit from addressing the issue of domestic violence among its employees; 49 percent said that domestic violence has had a harmful effect on their company's productivity; 47 percent on attendance, and 47 percent on health care costs. (Family Violence Prevention Fund)

The following are examples of costs to an organization due to family violence:

Lost Productivity

- ❖ Victims of family violence may need to take time off from work to get a restraining order; need time off to find safehousing; need time off to get medical attention; and may be punished or fired due to the violence.
- ❖ Partner violence contributes to lost productivity due to premature death. Homicide is the #2 leading cause of death for women on the job, and 20 percent of those were murdered by their partner at the workplace. (Bureau of Labor Statistics, 1998)

Liability Insurance

- ❖ Employer liability insurance may increase and other employer costs may include increased workers' compensation premiums, medical expenses, legal expenses, wages paid to injured employees, and employee counseling services. (Dixie Johansen, 2000)

Danger

- ❖ The US Justice Department estimates that in 60,000 incidents of on-the-job violence each year, the victims knew their attackers intimately. The Justice Department named the workplace as the most dangerous place to be. (Dixie Johansen, 2000)

EMPLOYERS' LEGAL LIABILITIES
Applicable laws and regulations

include:

- ❖ Federal laws: The Occupational Safety and Health Act (OSHA), Family and Medical Leave Act (FMLA), Sexual Harassment/Retaliation, and Americans with Disabilities Act (ADA)
- ❖ Negligence- Based Liability: Premises Liability, Negligent Security, Negligent Hiring, Hostile Work Environment, Privacy and Confidentiality Policies, Protection Orders, Right to Participate in Legal Proceedings
- ❖ Employment Laws: Unemployment Insurance Laws, Workers' Compensation

Examples of how these laws and regulations apply:

- ❖ Family and medical leave laws may require employers to grant leave to employees who are coping with family violence situations.
- ❖ Occupational safety and health laws generally require employers to maintain a safe workplace, which may include a violence-free workplace.
- ❖ Victim assistance laws may prohibit employers from taking adverse job actions against victims who take time off from their jobs to testify in criminal proceedings.
- ❖ Under certain circumstances, acts of violence against women may constitute a form of sexual harassment, which may violate federal or state anti-discrimination laws.

*According to Jerome Chazen,
Chairman Emeritus of Liz Clairborne, Inc.,
“Domestic violence problems affect the bottom line of virtually every corporation in America. You can’t afford not to be involved. You’re going to pay for it one way or another.”
(When Domestic Violence Comes to Work video, Intermedia, 1997)*

CHAPTER III

HOW TO RECOGNIZE FAMILY VIOLENCE

Although family violence victims and perpetrators do not fit any particular profile, there are common warning signs.

By learning to **RECOGNIZE**, **RESPOND**, and **REFER**, the employer can utilize the previous information to involve local family violence experts to help the victim and the perpetrator. (See Chapter V. for a list of community resources.)

Family violence is complex and dangerous. Do not try to solve a family violence situation as it could endanger you, your colleagues, and/ or the workplace. It is always safer to consult with a professional family violence resource for guidance before taking action.

RECOGNIZING A VICTIM -

A victim may present the following clues:

- ❖ Obvious injuries such as bruises, black eyes, broken bones and hearing

loss are often attributed to “falls” “being clumsy” or “accidents”

- ❖ Clothing that is inappropriate for the season such as long sleeves and turtlenecks and also wearing sunglasses and unusually heavy makeup
- ❖ Uncharacteristic absenteeism or lateness for work
- ❖ Change in job performance: poor concentration and errors, slowness, inconsistent work quality
- ❖ Uncharacteristic signs of anxiety and fear
- ❖ Requests for special arrangements, requests to leave early
- ❖ Isolation; unusually quiet and keeps away from others
- ❖ Emotional distress or “numbness,” tearfulness, depression, and suicidal thoughts
- ❖ Minimization and denial (victim may have been threatened not to tell)
- ❖ Unusual number of phone calls, strong reaction to those calls, reluctance to converse or respond to phone messages; insensitive or insulting messages taken by others

- ❖ Sensitivity about home life or comments of trouble at home which may include references to bad moods, anger, temper, alcohol or drug abuse
- ❖ Disruptive personal visits to workplace by present or former relationship partner or spouse
- ❖ Rarely being seen alone after work
- ❖ Fear expressed about losing job
- ❖ After what appears to be an argument between the couple (which may include physical violence), the appearance of gifts and flowers.

RECOGNIZING A PERPETRATOR

A perpetrator may behave in the following ways:

- ❖ Appear charming with no discernable negative behavior
- ❖ Demonstrate exemplary job performance
- ❖ Be verbally or physically abusive at work
- ❖ Blame others for problems, especially the victim
- ❖ Deny problems
- ❖ Show “defensive injuries” (such as scratch marks)
- ❖ Be knowledgeable about the legal and social service systems and use them to his advantage so it appears that he is the victim
- ❖ Be absent or late related to his actions

toward the victim or for court or jail time

RECOGNIZING THE WARNING SIGNS OF A PERSON WHO IS SUICIDAL

A person considering suicide may present the following clues:

- ❖ Talk about suicide, death, or be pre-occupied with dying
- ❖ Trouble eating or sleeping (sleeping all the time, unable to sleep at all, not able to eat or overeating)
- ❖ Significant changes in behavior and/or personality
- ❖ Withdrawal from family and friends
- ❖ Loss of interest in activities, work, school, hobbies, or social interactions
- ❖ Giving away prized possessions
- ❖ Previous suicide attempts
- ❖ Increased drug and/or alcohol use
- ❖ Statements about hopelessness or worthlessness
- ❖ Taking unnecessary risks
- ❖ Sudden happiness or calmness following a depressed mood
- ❖ Obsession with suicidal means (guns, knives, hanging materials)
- ❖ Problems in work performance or an inability to concentrate
- ❖ Chronic pain or frequent complaints of physical symptoms

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please refer to the Colorado Bar Association’s
Domestic Violence: Make It Your Business website:
www.makeityourbusiness.org.

When on the website, click on
“IF YOU ARE AN EMPLOYER”.

Select from the following topics:

- Signs of Abuse
- Cycle of violence

CHAPTER IV

HOW TO RESPOND TO AND PREVENT FAMILY VIOLENCE

By learning to **RECOGNIZE**, **RESPOND**, and **REFER**, the employer can utilize the previous information to involve local family violence experts to help the victim. (See Chapter V for a list of community resources.)

Family violence is complex and dangerous. Do not try to solve a family violence situation as it could endanger you, your colleagues, and/ or the workplace. It is always safer to consult with a professional family violence resource for guidance before taking action.

RESPONDING WHEN A VICTIM IS AT RISK

- ❖ If risk is immediate, call 911 first, and then call the local Domestic Violence Hot Line number or local Crisis Line. (See Chapter V for a list of community resources.)
- ❖ Encourage the victim to contact the local domestic violence victim services agency to develop a personal safety plan. (See Chapter V for community resources.)
- ❖ Consider developing a workplace safety plan. (See page 20 and 21 for more information.)
- ❖ Obtain a restraining order for the business and keep a current copy available in case law enforcement is called
- ❖ Help victim obtain a restraining order.
- ❖ Designate a code word or phrase so she can alert you to danger.
- ❖ Alert co-workers who have special training in security. Do not violate victim's privacy and confidentiality in the situation. Identify the staff who will have knowledge of the changes in her workstation, phone, hours, etc. Limit the number of people who have this information.
- ❖ Evaluate security and safety plans.
- ❖ Accommodate the victim for court appearances and work with a victim's

advocate or law enforcement officer.

- ❖ Immigrants, ethnic groups, non-English speakers, and other special populations such as tribal groups and military may have special needs. Provide translators and appropriate referrals for specific personnel.
- ❖ Gay, lesbian, bisexual and transgender employees face additional barriers related to homophobic attitudes and may be more reluctant to disclose domestic violence. Be sensitive to and provide appropriate referrals.

COMMUNICATING WITH A VICTIM

- ❖ Recognize that this may be a difficult conversation for both of you. Plan what you want to say, determine a good time and place to talk and stay focused on the problem. Let the victim know that the discussion will remain confidential unless there is a safety risk for other employees.
- ❖ Describe your observations without judgment. Ask questions like “How can I help you?” Her comments about the abuser can be both positive and negative in the same conversation. Listen without judgment. Do not moralize or criticize. Give her plenty of time to answer. Listening comes first, often for a long time before discussing solutions. Don’t expect answers and decisions.
- ❖ Recognize that leaving an abuser can increase the danger. Stress the issues of safety. Stay focused on safety planning as a necessary prerequisite to leaving safely. Don’t say “just get out.” Leaving the abusive situation is not necessarily the goal. The victim will decide if, when, where and how to leave or receive services.
- ❖ Emphasize that you are concerned. Let her know you support her and

that she is not responsible for the behavior of her abuser.

- ❖ Let her know that you and the organization believe that verbal, emotional, or physical abuse in a relationship is never acceptable. Do not accept excuses for verbal, emotional, or physical abuse; there are no excuses.
- ❖ Let her know that domestic violence is a crime and that she can seek protection from the courts. Using the criminal justice system and social service agencies can be alienating and intimidating for many people. It is helpful if someone in the organization can assist in this process or help connect her with a victim advocate.
- ❖ Accept her reluctance to talk about the abuse. She knows the potential risks. Emphasize that when she is ready, she can make a number of choices with the support of you and the organization. Allow her to make decisions for herself. Do not try to solve the problem for her.
- ❖ Provide her with information. Accept that a victim’s opinions and solutions may change over time. When a victim gets new information about domestic violence, she may change her mind about leaving the perpetrator. Some victims leave and return to their partners several times. Let her know that doing so is not a failure.
- ❖ Refer her to the local domestic violence victim services agency for help developing a safety plan. Discuss options for temporarily adjusting job expectations.
- ❖ Six things that are helpful to say:
 - *I am concerned for your safety.*
 - *I believe what you are telling me.*
 - *You are not responsible for what your partner has done to you.*
 - *You don’t deserve to be verbally, emotionally, or physically abused.*

- *The abuse may only get worse.*
- *I will support you and your decisions.*

BEING SUPPORTIVE WHEN VICTIMS CAN'T TALK ABOUT THEIR SITUATION

Most victims have been warned against talking to others about the abuse. A woman is likely to fear that her abuser will carry out his threats if she tells someone. She may believe she will be fired if you know about her situation. This is a very difficult situation for a manager. Until there is a direct threat to the safety of any of your employees, you cannot insist that a possible victim talk to you. Do not force her into a position of stating or denying that she is a victim of domestic violence.

What you can do is let her know that you will support her and that it is safe to talk to you. You can repeat this message a number of times in a number of ways. You can also make sure there is information available for all employees. Having the information placed in private areas such as restrooms or locker rooms is especially helpful.

ASKING IMPORTANT QUESTIONS

If You Suspect Domestic Violence

There are no magic words. Victims will often resist talking about their situations because they are afraid to reveal information for many reasons. The following factors affect communication with a victim of domestic violence:

1. The victim has to feel safe to talk about the abuse.
2. The victim has to know that she will be believed and supported.
3. The victim knows her situation better than anyone.
4. Work may be the only place the vic-

tim feels safe.

5. Regaining self-sufficiency requires keeping a job, receiving a paycheck, and maintaining medical benefits for herself and her children.

Remember that victims of domestic violence are routinely made to feel insignificant and inadequate. Self-esteem can be eroded, stress is heightened, and tensions can affect the way victims interact with co-workers, supervisors, and customers.

Listening is the first step and it may take time and several conversations before she will verbalize that she is being abused. Recognize that the victim may not acknowledge the abuse or may react defensively. By being a good listener, you will know when she is ready to take action. Listen; don't tell her what to do. Refer the victim to a domestic violence victim services agency for further assistance (See Chapter V for community resources.)

If You Suspect Child Abuse

If you suspect child abuse, do NOT talk to the children personally. Immediately report the situation to the Child Abuse Hotline and let a professional investigate. The more people a child victim talks to, the less credible his or her story becomes. (See Chapter V for community resources.)

If You Suspect Elder Abuse

Contact your Elder Abuse hotline immediately. (See Chapter V for community resources.) Do not put the victim in a more vulnerable position by confronting the perpetrator.

If You Suspect a Person is Suicidal

- ❖ Provide the person with the local

suicide prevention hotline number for more information (See section V for community resources.) If possible, secure a commitment from the person that they will call for help before they take other action.

- ❖ Encourage the suicidal person to talk about what they are thinking, feeling and planning to do. Listen without judgement and do not offer ‘fixes’ for their problems.
- ❖ Let the person know you will help.
- ❖ Call the local suicide prevention hotline for information and support (See Chapter V for community resources.) If you feel there is imminent danger, dial 911.
- ❖ Get the person to see a doctor or counselor.

COMMUNICATING WITH A PERPETRATOR

If you observe or receive a report that an

employee is making jokes about family violence, using work hours to harass a victim by telephone, or using organization vehicles to follow or see the victim, you must intervene. Use “I” statements that condemn the behavior not the person’s character.

- ❖ Don’t respond or reinforce the behavior in any way. Don’t agree with any statements that suggest the partner is at fault. Remember that there is no excuse for domestic violence.
- ❖ Tell him you are uncomfortable when he insults or puts down his spouse or partner.
- ❖ Tell the person that the subject of domestic violence is not funny. Turn and walk away from stories or jokes about domestic violence.
- ❖ Document unacceptable behavior and job performance problems. Use organization policies for addressing and

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www.makeityourbusiness.org

When on the website, click on
“IF YOU ARE AN EMPLOYER”.

Select from the following topics:

- The Challenges and Effects of leaving an Abusive Situation
 - Cultural Consideration in Recognizing and Responding to Domestic Violence
- What To Do When an Employee Discloses Abuse
 - What To Do When an Employee Does Not Disclose Abuse but Abuse Is Suspected
 - What To Do When the Abuser and the Victim Are Both Employees

disciplining employees who use work time, supplies, or equipment to inflict domestic violence, including phone calls or e-mail. Be clear that your organization does not condone any form of domestic violence.

- ❖ Provide educational materials, local resources, and other information that can help abusive employees. Include perpetrator information with other in-house articles, seminars, or presentations about domestic violence.
- ❖ If an employee has received a court order for mandatory attendance in a batterer's treatment program, support his participation. Focus on the necessary corrective steps. Be clear about the actions the perpetrator must take. Your primary obligation is workplace safety. Domestic violence offender treatment is not couples' counseling or anger management; it is about awareness, understanding, and being accountable for choices made by the perpetrator.

PREVENTION OF FAMILY VIOLENCE AND ITS IMPACT ON THE WORKPLACE REQUIRES REALISTIC, APPROPRIATE, AND CLEAR POLICIES.

Here are some suggestions on how you and your organization can help prevent family violence.

1. Understand the issue; take the time to learn from experts in your community.
2. Make it safe to talk about family violence. Consider:
 - Including information and educational material in newsletters, paycheck stuffers, bathrooms, etc.
 - Disseminating policies and procedures with no tolerance for violence. (See sample policy)

- Leaving workplace safety plans in common areas, such as break rooms (See sample safety plan)
- Offering trainings, e.g. "brown bags" by the local domestic violence victim services program, police department, child abuse agencies and others.
- Supporting a family violence program in your community by adopting a family during the holidays, allowing employees to volunteer and offering financial support to service providers.

3. Review and revise departmental policies and programs:

- ❖ Workplace Violence Policy that includes provisions for domestic violence
 - Policy (See sample policy)
 - Reporting procedures
 - Confidentiality provisions
 - Security
 - Use of benefits in creative and flexible manner (leave time, medical benefits)
- ❖ Procedures
 - How to obtain a restraining order for the business
 - How to handle a restraining order obtained by an employee
 - What workplace and community resources are available (see Chapter V on community resources)
 - Security Assessment (See sample)
 - Workplace Violence Threat Assessment Team (include human resources, legal, security, management, employee representatives - could be outside consultants)
 - Training (dynamics of family violence: domestic violence, child abuse, and elder abuse; conflict resolution strategies; what to do in case of workplace violence, including

family violence in workplace)

SAMPLE WORKPLACE VIOLENCE POLICY

Because domestic violence coming to the workplace is a form of workplace violence, a general workplace violence policy would be the foundation for the procedures that apply to domestic violence in the workplace.

NOTE: THIS SAMPLE POLICY HAS BEEN WRITTEN IN GENERAL TERMS AND IS NOT TO BE CONSTRUED AS A SUBSTITUTE FOR LEGAL OR MANAGEMENT ADVICE.

[Even though we are a small office], our goal is to strive to maintain a workplace free from intimidation, threats, or violence. This includes, but is not limited to, intimidating or threatening behaviors, physical or verbal mistreatment, vandalism, sabotage, use of weapons, carrying weapons onto company property, or any other act which, in management's opinion, is inappropriate to the workplace. In addition, bizarre or offensive comments regarding violent events, even if made in jest, and/or bizarre or offensive behaviors are not tolerated.

The use of company property, such as telephones, fax machines, or e-mail in threatening or inappropriate ways is also prohibited.

Employees who feel that they have been subjected to any of the behaviors listed above should immediately report the incident to _____

[Designate appropriate person(s). For example, "any partner or the Office Manager."] Employees and non-employees who observe or have knowledge of

any violation of this policy should follow the same reporting procedure. We request the support and cooperation of all employees in this effort.

Complaints will receive prompt attention and the situation will be investigated. Based on the results of the investigation, disciplinary or other actions that management feels is appropriate will be taken.

Employees should directly contact proper law enforcement authorities if they believe there is an immediate threat to their own health and safety, the health and safety of others, or property. Dial 911.

Retaliation for making a complaint or participating in the investigation of a complaint will not be tolerated. If you feel that you have been retaliated against, please follow reporting procedure described above.

WORKPLACE SAFETY PLANS

Developing a workplace safety plan increases appropriate responses from supervisors, security staff, and other key people in the organization. A good safety plan connects the victim and her children to safe resources in the workplace and the community. Local law enforcement agencies will gladly assist in a safety audit of your organization and assist you in the development of a workplace safety plan. (See Chapter V. local law enforcement resources.)

A safety plan cannot protect the victim and the organization from all perpetrator actions, but it can empower the organization and the victim by establishing well-thought-out options to reduce risk. A good safety plan will

strategize resources and actions. The issues of on-site childcare, or carefully supervised childcare options, become important when an organization is committed to the prevention of domestic violence. An effective workplace safety plan will incorporate attention to many factors, including both physical and procedural issues.

Restraining Orders

Why businesses need restraining orders:

- ❖ A business restraining order can help business owners protect themselves and their employees.
- ❖ With a restraining order, a business does not have to wait for a restrained person to commit a crime before the police will arrest. Violation of a restraining order subjects the restrained person to arrest. (§ 18-6-803.5, CRS)
- ❖ The workplace is often the only place where an abuser can locate a victim.

SAMPLE VICTIM WORKPLACE SAFETY PLAN

An employer or supervisor can review the following sample safety plan with a victim. The victim should be referred to a domestic violence victim service provider to develop a more comprehensive plan that will include other aspects of the victim's life.

You, as a victim, deserve to be safe! A safety plan is a plan you develop to reduce the many different risks generated by your family member's past, present and future behavior. A local domestic violence victim service agency should be contacted to help a victim develop a personal safety plan. (See Chapter V, community resources.)

A safety plan is only one step in being

safe. It does not guarantee your safety. However, it is important to consider ways to reduce the chance that you, your children, or your co-workers will get hurt.

Safety plan for work:

- ❖ If you feel your employer is receptive to helping you, talk to human resources, security, or your supervisor.
- ❖ If you have a restraining order, notify security and give them a picture of the restrained person.
- ❖ Review child care arrangements.
- ❖ Ask for help screening phone calls
- ❖ Review your work schedule with your supervisor and ask about changing hours.
- ❖ Ask about changing your work station.
- ❖ Try to park close to the building.
- ❖ Use a variety of routes driving to and from your home.
- ❖ Provide an emergency contact person in case you cannot be reached.
- ❖ If you need to leave your community, ask about a relocation program.
- ❖ Review your daily routine and see if you can change it.
- ❖ If you feel comfortable, tell someone at work about your situation. A trusted co-worker may be able to help you by looking out for your abuser, calling law enforcement if your abuser threatens you at work, or providing support.
- ❖ Change your telephone number or extension.
- ❖ Route your calls through receptionist.
- ❖ Keep your home address and phone confidential.
- ❖ Request transfer to different desk, shift, or work site.
- ❖ Lock the door to your office or department.

FOR MORE INFORMATION,
please refer to the Colorado Car Association's
Domestic Violence: Make It Your Business website:
www.makeityourbusiness.org.

When on the website, click on
“IF YOU ARE AN EMPLOYER”.

Select from the following topics:

- Talk To Your Employee
 - Create Safety Plans
- If You Need To Take Time Off From Work
 - If You Decide To Leave Your Job
- If You Want To Get a Protective Order

CHAPTER V

HOW TO REFER TO WORKPLACE AND COMMUNITY RESOURCES

For any emergency, call 911 immediately.

HOTLINE NUMBERS

Domestic Violence: 633-3819

Child Abuse: 444-5700

Suicide: 596-5433 (596-LIFE)

Rape/Sexual assault: 633-3819

Elder Abuse: 444-5755 (day) 444-9593 (night)

Mental Health: 635-7000

CHILD MALTREATMENT

To Report Child Abuse:

Department of Human Services
El Paso County
Phone: 444-5700
105 N. Spruce
Colorado Springs, CO 80905

Child Sexual/Physical Abuse:

Children's Advocacy Center
Phone: 636-2460
423 S. Cascade Avenue
Colorado Springs, CO 80903

Child Neglect/Abuse:

CASA
(Court Appointed Special Advocates)
Phone: 447-9898
701 S. Cascade
Colorado Springs, CO 80903

DOMESTIC VIOLENCE

Victim Services:

T•E•S•S•A
Phone: 633-1462
Crisis line: 633-3819
320 S. El Paso Street [P.O. Box 2662]
Colorado Springs, CO 80903 [80901]

SUICIDE

Suicide Referral:

Suicide Prevention Partnership
Phone: 573-7447
Hotline: 596-5433
3595 E. Fountain Blvd.
Colorado Springs, CO 80910

ELDER ABUSE

To report abuse:

DHS Adult Protective Services:
Phone: 444-8040
Hotline: Days: 444-5755 Nights: 475-9593
105 N. Spruce
Colorado Springs, CO 80905

ANIMAL ABUSE

To report abuse:

Humane Society
Phone: 473-1741
633 S. 8th St.
Colorado Springs, CO 80905

MILITARY REFERRAL

Fort Carson:

Family Advocacy Program
Phone: 526-4590

ACS Victim Advocacy Program
24-hr pager: 577-3171

Social Work Service
(to report child/spouse abuse)
Phone: 526-4585

Peterson Air Force Base:

Family Advocacy Program
Phone: 556-8943

U.S. Air Force Academy:

Family Advocacy Program
Phone: 333-5270

FOR GENERAL AND NON-EMERGENCY REFERRAL

El Paso County Department of Health and Environment

Phone: 578-3199

301 S. Union Blvd.

Colorado Springs, CO 80910

El Paso County Department of Human Services

Phone: 636-0000

105 N. Spruce

Colorado Springs, CO 80905

Pikes Peak Mental Health

Phone: 572-6330

Community Health

Phone: 635-6042

2940 International Circle

Colorado Springs, CO 80910

LAW ENFORCEMENT

Colorado Springs Police

Department: 444-7000

Falcon: 444-7252

Gold Hill (West CS): 444-7595

Sand Creek (Southeast CS): 444-7595

Cripple Creek: 689-9480

Fountain: 382-8555

Manitou: 685-5407

Monument: 481-3253

Woodland Park: 687-9262

El Paso County Sheriff's Office: 390-5555

Teller County Sheriff's Office: 687-9652

STOP FAMILY VIOLENCE COALITION

The STOP Family Violence Coalition is an agency partnership dedicated to increasing awareness, providing education, and preventing family violence.

In 1997, CASA identified a need for a prevention component to their programing. A number of agencies serving families in the Pikes Peak region came together and by 1998, the idea of a Stop Family Violence media campaign was created. A coalition was formed with the intent to develop a community wide media campaign to address education and prevention of family violence in the Pikes Peak region.

Today, the coalition is made up of the following agencies:

- ❖ CASA (Court Appointed Special Advocates)
- ❖ Children's Advocacy Center for the Pikes Peak Region
- ❖ Suicide Prevention Partnership
- ❖ T•E•S•S•A (formerly The Center for Prevention of Domestic Violence)
- ❖ El Paso County Department of Health and Environment
- ❖ Fort Carson Family Advocacy Program

Now in the fifth year, the media campaign has taken on a larger presence in the community. Progress has continued with family violence education and with training specifically addressing the impact on the workplace. In response to a conference held in 2001, the coalition developed the "Family Violence and the Workplace: handbook to serve as a resource tool for Human Resource managers and small business owners. The handbook is a product of a partnership among the STOP Family Violence Coalition, The Gazette, which is providing the printing, and the Colorado Bar Association, which is providing financial support through their program "Domestic Violence, Make It Your Business."

The STOP Family Violence Coalition is funded through the 4th Judicial VALE Board and the Gay and Lesbian Fund for Colorado. In addition, the Coalition receives in-kind contributions from The Gazette, Praco, Lamar, Metro Networks, The Gault Co. and Wall Graffiti, which have significantly contributed to the success of the media campaign. The Coalition is grateful for all the support and contributions received.

The Gazette
gazette.com



**NOT HERE.
NOT NOW.
NOT EVER.**

DOMESTIC
VIOLENCE
MAKE IT YOUR
BUSINESS