Domestic Violence and the Workplace: Three Case Studies in Practice

Introduction to Webinar Technology

David Lee
Facilitator
Director of Prevention Services
Prevention Connection Manager
CALCASA

How to use this technology

• Raise Hand
• Q & A
• Text Chat
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➢ Please send a private chat message for help
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➢ Call CALCASA at (888) 922-5227 ext. 315

Feedback Box:

Did you view the materials posted on the CAEPV website and linked on your confirmation in advance of today’s webinar?

Welcome

M. Alan Gardner
Vice President
Human Resources
Verizon Wireless
Introduction of Presenters

Jane Randel
Senior Vice President
Corporate Communications & Brand Services
Liz Claiborne Inc.

Ken Dolan-Del Vecchio
Vice President
Health and Wellness
Prudential

Dr. Brigid McCaw
Medical Director
KP NCAL Family Violence Prevention Program
Kaiser Permanente

Case Study: Liz Claiborne Inc.

Jane Randel
Senior Vice President
Corporate Communications & Brand Services
Liz Claiborne Inc.

Liz Claiborne Inc.
History of our Commitment

Liz Claiborne Inc.
Creating Our Workplace Program

STEP ONE: Organize a multi-disciplinary team.

Liz Claiborne Inc.
Multi-Disciplinary Domestic Violence Response Team

Liz Claiborne Inc. has in place a team that reviews each case brought to its attention that currently affects, or has the potential to affect, the workplace in terms of security or performance.
STEP TWO: Develop a corporate policy on intimate partner violence.

STEP THREE: Provide expert training for
- DVRT (Domestic Violence Response Team)
- Human Resources
- Legal
- Security
- Senior management

STEP FOUR: Build awareness through workplace communications

What Liz Claiborne does (examples):
- Referrals
- Allows time off
- Flexible hours
- Security escorts
- Change numbers or location
- Work with local law enforcement

Once abuse is reported or suspected, security staff can:
- make a threat assessment.
- obtain a photograph and description.
- notify all entrance points, manned access points and receptionists.
- establish communication with local authorities.
- patrol the associate’s work area regularly.

Security can help with Orders of Protection:
It is crucial that associates notify security when an order of protection is issued so that proper procedures are in place to enforce them on company property.
When the estranged husband of a Liz Claiborne employee in Pennsylvania came looking for her at work, he was stopped short by security guards who knew he was ordered by a court not to contact her.

The man, who had made angry threats to her in the past, was carrying a gun…

Furious, the man left the company’s campus and later ended up in a several-hour standoff with police. He was arrested before anyone was injured.

“It was really intense and it could have been really tragic because he was said to have weapons,” said Jane Randel, vice president, Corporate Communications for Liz Claiborne Inc. in New York.”

The Bulletin (January 19, 2004)
**Prudential Culture of Health**

- Health is a state of optimal physical, mental, & social well-being.
- Personal safety is an essential element.

**Prudential Culture of Health Pillars**

- Policy
- Services
- Communications
- Training/Events

**Prudential Integrating the Message: Policy**

- Violence and the Workplace
- Incident Oversight Team
- Leadership Competencies

**Prudential Integrating the Message: Services**

- EAP
- Life Coaching
- Onsite Clinics
- Care Counselors

**Prudential Integrating the Message: Communications**

- PruTube on domestic violence most watched of 2nd Quarter

**Prudential Integrating the Message: Communications**

- DV section of Health & Wellness intranet site
Prudential
Integrating the Message: Training

- Webinars
- Management Training
- Events: Anti-Bullying Forums, “Going Against the Grain: Meeting the Challenges of Diversity Affirmation”

Prudential
Culture of Health

Themes:
- We all deserve safety and respect
- Both are essential to health and productivity
- Asking for help is a strength
- Prudential will do everything possible to help

Prudential
A Message from Dr. Andy Crighton

“When we talk about health at Prudential we don’t mean just the absence of disease. Health encompasses physical, mental and social well being. Because social well-being begins with personal safety, we’re committed to doing everything we can to help end intimate partner violence.”

Dr. Andrew Crighton, MD
Chief Medical Officer, Prudential

Feedback Box:

Does your workplace have a health and wellness program you could use to integrate information and improve outreach regarding domestic violence and the workplace?

Kaiser Permanente

Case Study:
Kaiser Permanente

Brigid McCaw
Medical Director
Family Violence Prevention Program
Kaiser Permanente
Northern California Region

Kaiser Permanente
integration system of care • team approach prevention focused • social mission

- One of the largest not-for-profit health plans in the U.S.
- Serves 9 states and the District of Columbia
- 8.6 million members
- 15,000 doctors; 164,000 employees
Domestic Violence Prevention & Services: A Coordinated Approach

THE KAISER MODEL

- Inquiry & Referral
- Leadership & Quality Improvement
- Supportive Environment
- On-Site DV Services
- Community Linkages

Systems Model Approach: Adapted to the Workplace

- Awareness & Referral
  - Managers, HR, Labor Partners
- Workplace Resources
  - EAP, Threat Management Team
- Supportive Environment
  - Workplace communications
- Community Linkages

It Can Happen to Anyone... An Equal-Opportunity Destroyer

Kaiser Physicians & Employees who were victims of domestic homicide

- Lisa Munoz
  - 1976-1999
  - Optical Services
- Cassandra Floyd, MD
  - 1966-2001
  - OB/GYN
- Stephanie Zalot
  - 1966-2003
  - Quality Outcomes

Domestic Violence Impacts Workplace Safety, Productivity & Health Care Costs

- Absentee-ism and Presentee-ism
- Increased Health Care Costs
  - Injury
  - Stress related health problems (headaches, depression)
  - Poorly controlled chronic conditions (asthma, diabetes)
  - Health risk behaviors
  - High risk pregnancies and low birth weight infants

Kaiser Permanente Business Marketing Communications Topics in Health and Productivity

For Discussion: Topic in health and productivity

Domestic violence
How does it impact the health and productivity of your employees?

Compliance
Domestic violence: 1
Higher than normal stress: 2
Unexplained absences: 3
Higher than normal sick time: 1
Higher than normal calls: 2
Kaiser Permanente Family Violence Prevention Program: 2
An electronic mailing list: 1

Improving the Workplace Response: Phase One

- Supportive environment
  - Brochures, posters, displays, on-line information
- Workplace resources
  - Expert EAP response
  - Threat management
- Community linkages
  - Partnerships with local DV advocacy services
**Supportive Environment: Employee Brochure**

**Awareness, Information, Resources**

**Supportive Environment: Silent Witness Display**

**Stories of Courage, Survival & Hope**

**Supportive Environment: Silent Witness Online**

Stories available in English, Spanish, and Chinese

kp.org/domesticviolence

**Supportive Environment: Break Room Posters**

**Awareness, Information, Resources**

“sometimes you don’t know what to do.”

“It’s OK to ask for help.”

**Improving the Workplace Response: Phase Two**

- Improving Manager Awareness & Confidence
  - Training and resources
  - Easy access to consultation (EAP, HR)

- Workplace Resources:
  - Ongoing DV training and case consultation
  - Multi-disciplinary threat management team
  - Engagement of labor partners

**Tools for HR and Managers: Essentials for Managers Online Training**
Healing and Recovery Happens

- The majority of women eventually end their relationships with violent partners
- On average, after 3-5 attempts, and about 5 years
- The majority of women do not have recurrent abusive relationships

Improving Workplace Response: Phase Three

- Integration in Occupational Health:
  - routine DV inquiry, health oriented materials
- Inclusion with other workplace initiatives
  - Safety
  - Health and wellness
  - Behavioral health
  - Promote healthy relationships
- Engagement with community partners
  - Volunteerism
  - Coaching Boys Into Men

Domestic Violence Prevention: Part of a Strategic Approach to Quality, Service, and Affordability

“By doing the right thing, we can improve quality, increase service, satisfaction, and personal lives while also decreasing costs to employers and patients. It is important that all CEOs understand the imperative and that they see Domestic Violence programs as a positive investment.”

Dr. Robert Pearl, Executive Director, The Permanente Medical Group CEO Roundtable on DV and the Workplace
Sponsored by Fortune Magazine, 2007, New York City

Businesses & Employers Have a Vital Role in Leading Change

- Make your workplace a model for DV Prevention.
- Raise awareness in your organization about the impact of DV on employee health and productivity.
- Spread the word: domestic violence is preventable.

Question & Answer

Concluding Remarks

Kim Wells
Executive Director
Corporate Alliance to End Partner Violence
**What is HopeLine?**

HopeLine® from Verizon puts the nation’s most reliable network to work in the community by turning no-longer used cell phones into support for domestic violence victims and survivors.

**Get Involved!**
- Donate a no-longer-used wireless phone to help victims of domestic violence.
- Host a phone drive to benefit victims of domestic violence while helping the environment.

For more information, contact caepv@caepv.org

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**Materials for Download and Viewing from Liz Claiborne**

- Love Is Not Abuse Website
- Liz Claiborne Recognize, Respond, Refer Brochure
- Liz Claiborne DV Aware Card
- Love Is Not Abuse App on iTunes
- NO MORE Project on Facebook

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**Material for Download and Viewing from Prudential**

- To view the PruTube video, please use the link provided in your webinar reminder email.
- Viewing this video is restricted to webinar participants.

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**Materials for Download and Viewing from Kaiser Permanente**

- Kaiser Permanente Employee Tipsheet
- Kaiser Permanente silentWitness Display
- Kaiser Permanente silentWitness Brochure
- Kaiser Permanente Break Room Poster

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**Materials for Download and Viewing**

All materials are available on the CAEPV website at: http://www.caepv.org/about/program_detail.php?refID=71

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**Feedback & Upcoming Events**

**Complete the Survey**
Soon you will receive a link to an online evaluation – please take a moment to provide us with feedback.

**Register!** The next webinar is October 26, 2011!

“Telling Amy’s Story – A Tool for Addressing Domestic Violence and the Workplace”
Domestic violence does not stop at the door when employees go to work. The CAEPV HopeLine® from Verizon Webinar Series is designed to help increase employee awareness of domestic violence as a workplace issue and offer strategies for employees to recognize and respond to it.