

CAEPV
HopeLine® from Verizon
Webinar Series



a project of the **Corporate Alliance to End Partner Violence**
and **HopeLine® from Verizon**

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
employer awareness of domestic violence as a workplace issue and
offer strategies for employers to recognize and respond to it.

Domestic Violence and the Workplace: Three Case Studies in Practice

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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
 - PowerPoint Slides
 - Phone
- Please send a private chat message for help
 - Call iLinc Technical Support at (800) 799-4510
 - 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.

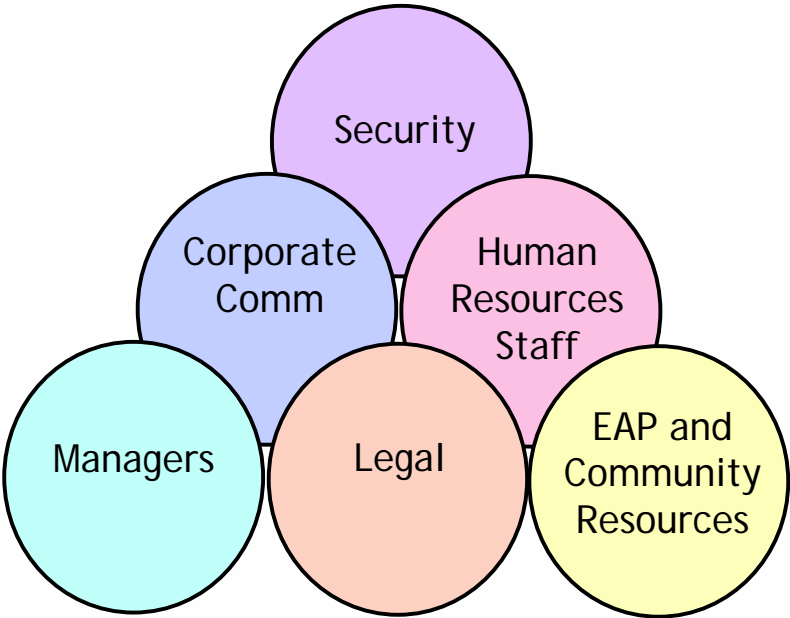


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Liz Claiborne Inc. Multi-Disciplinary Domestic Violence Response Team

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.

**Liz Claiborne Inc.
Multi-Disciplinary Domestic Violence
Response Team**



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Liz Claiborne Inc. Creating Our Workplace Program

STEP TWO: Develop a corporate policy on intimate partner violence.



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Liz Claiborne Inc. Creating Our Workplace Program

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

Liz Claiborne Inc. Creating Our Workplace Program

STEP FOUR: Build awareness through workplace communications



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Liz Claiborne Inc. Internal Support

What Liz Claiborne does (examples):

- Referrals
- Allows time off
- Flexible hours
- Security escorts
- Change numbers or location
- Work with local law enforcement

Liz Claiborne Inc. Internal Support

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.

Liz Claiborne Inc. Internal Support

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.

... and the Liz Claiborne program is working...

“ 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...

... and the Liz Claiborne program is working...

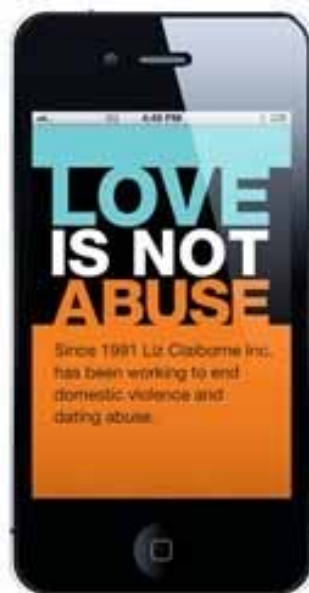
Furious, the man left the company's campus and later ended up in a several-hour standoff with police. He was arrested before anyone was injured.

"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)

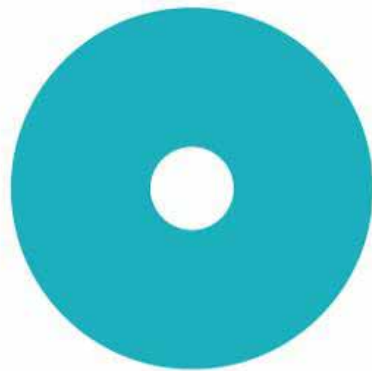


Liz Claiborne Inc. External Commitment



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Liz Claiborne Inc. External Commitment



NO MORE

TOGETHER WE CAN END
DOMESTIC VIOLENCE & SEXUAL ASSAULT

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Feedback Box:

Does your workplace currently
have a multi-disciplinary
domestic violence
response team?

Case Study: **Prudential**

Ken Dolan-Del Vecchio
Vice President
Health and Wellness
Prudential

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Prudential Culture of Health

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

Health Wellness 🍏

100 Years of Health

100 years of health calendar and gift

Do you have what it takes to live to be 100? During May, learn all about healthy living and company resources for wellness as Prudential observes the 100th anniversary of its first health clinic in Newark, N.J., on May 8. Check out the "100 Years of Health" [calendar](#) featuring daily events, tips and links to additional information. Also, there's a special [gift](#) to help you mark the occasion and eat healthy. Beginning tomorrow, look for the "100 Years of Health" calendar button above on *Pru Today*, which will run throughout May.

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Prudential Culture of Health Pillars

- Policy
- Services
- Communications
- Training/Events

Prudential Integrating the Message: Policy

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

The screenshot shows the Prudential website interface. At the top, there is a navigation bar with 'Inside the Rock MY PRUDENTIAL' and a search box. Below this is a secondary navigation bar with tabs for 'DOING BUSINESS THE RIGHT WAY', 'MY PRUDENTIAL', 'BUSINESS DIVISIONS', 'CORPORATE GROUPS', and 'QUICK LINKS'. A breadcrumb trail reads: 'Home > My Prudential > Career & Learning > Performance Management > Exempt Leadership Competencies'. The main heading is 'Exempt Leadership Competencies'. The text below the heading states: 'Please use the behavioral indicators below to help evaluate the individual's demonstration of Prudential's Leadership Competencies against expectations for their job. Note that these indicators are intended to be guidelines; not a prescriptive checklist.' A list of indicators is provided, with 'Demonstrates a Strong Moral Compass' highlighted in a blue box. To the right of the main content, there are sections for 'About Us' and 'Related Links'. The 'About Us' section says 'Learn more about The Learning Organization's programs and services.' and 'The Learning Organization'. The 'Related Links' section includes: 'Enterprise Talent Management (ETM)', 'ETM Help & Information', 'Leadership Competencies - Exempt (Printable Version)', and 'Leadership Competencies - Non-'. At the bottom of the highlighted box, there is a 'Back to Top' link.

Prudential **Integrating the Message: Services**

- EAP
- Life Coaching
- Onsite Clinics
- Care Counselors

Prudential Integrating the Message: Communications



An employee shares with PRUtube her story of courage in the face of domestic violence

Check out what's new on prudential.com

It's a staggering statistic: Thirty-one percent of American women will experience physical abuse at least once in their lifetime. **Meghan Williams** knows that experience all too well.



[PHONE BOOK](#)

Williams, a senior investment operations specialist in Prudential Investment Management, was the victim of domestic violence. In this week's PRUtube, she bravely shares her story of the abuse she suffered, the courage she found to leave the relationship and the lifeline Prudential provided that helped her through it all. Click on the PRUtube logo below; you don't want to miss this one.



PRUtube on domestic violence most watched of 2nd Quarter



Prudential Integrating the Message: Communications

The screenshot displays the Prudential intranet interface. At the top, there is a search bar and navigation tabs for 'DOING BUSINESS THE RIGHT WAY', 'MY PRUDENTIAL', 'BUSINESS DIVISIONS', 'CORPORATE GROUPS', and 'QUICK LINKS'. Below this, a breadcrumb trail reads: 'Home > My Prudential > Health, Life & Wellness > Health & Wellness > Emotional Well-being'. The main heading is 'The Misuse and Abuse of Power within Relationships: Naming the Violence'. The content includes a disclaimer, a paragraph about the 'Power and Control Wheel', a circular diagram of the wheel, and contact information for Dr. Shirley Cresci and the EAP. A sidebar on the right features 'Health Wellness' links (Medical, Fitness, Emotional), 'Prudential LifeSolutions' branding, and 'Popular Destinations' like EAP, Cigna, and Aetna.

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”



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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 we can to help end intimate partner violence. ”

Dr. Andrew Crighton, MD
Chief Medical Officer, Prudential

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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?

Case Study: **Kaiser Permanente**

Brigid McCaw

Medical Director

Family Violence Prevention Program

Kaiser Permanente

Northern California Region



Kaiser Permanente

integrated 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



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Systems Model Approach: Adapted to the Workplace

Awareness & Referral

Managers, HR,
Labor Partners

Workplace Resources

EAP, Threat
Management
Team

Supportive Environment

Workplace
communications

Leadership
& Quality
Improvement

Community Linkages

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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

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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: Topics in health and productivity

CALIFORNIA

Domestic violence

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

CONTENTS

Domestic violence	1
Higher risk for disease.....	2
The cost for employers and employees.....	2
Kaiser Permanente Family Violence Prevention Program	3
An innovative model of care.....	3
An electronic safety net	4

A manager who's been a high performer at her company for eight years has been missing meetings and spending a lot of time with her office door shut. She declines lunch invitations and stays at work until late in the evening; her assistant has noticed bruises on her arms. Even though she has always spoken highly of her husband, could she be a victim of spousal abuse?

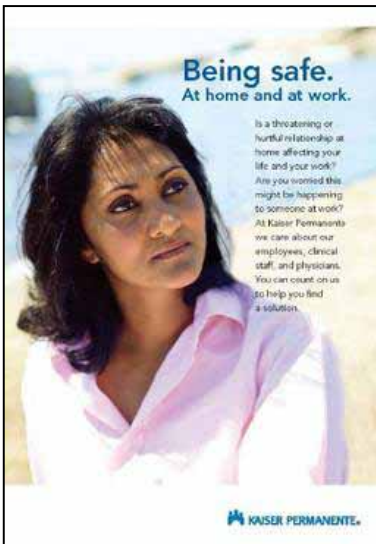
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Improving the Workplace Response: Phase One

- 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

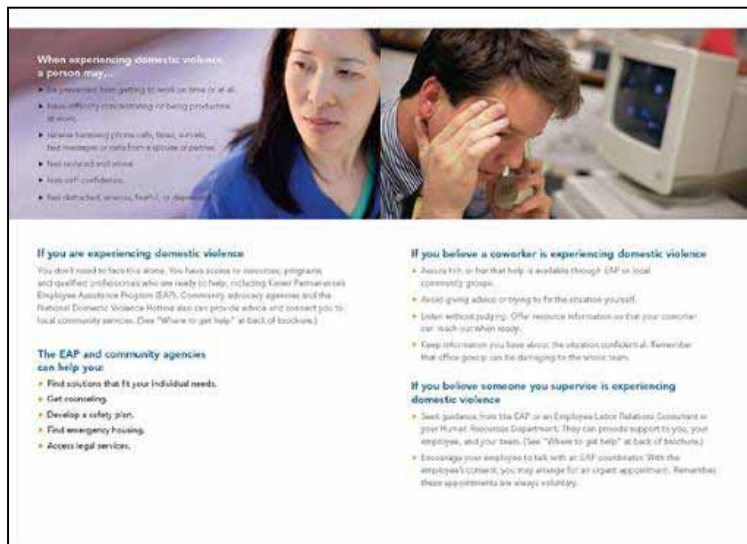
Awareness, Information, Resources



Being safe.
At home and at work.

Is a threatening or hurtful relationship at home affecting your life and your work? Are you worried this might be happening to someone at work? At Kaiser Permanente we care about our employees, clinical staff, and physicians. You can count on us to help you find a solution.

KAISER PERMANENTE



When experiencing domestic violence, a person may...

- be prevented from getting to work on time or at all.
- have difficulty concentrating or being productive at work.
- receive harassing phone calls, texts, e-mails, and messages or visits from a spouse or partner.
- feel isolated and alone.
- lose self-confidence.
- feel distracted, nervous, fearful, or depressed.

If you are experiencing domestic violence
You don't need to face this alone. You have access to resources, programs, and qualified professionals who are ready to help, including Kaiser Permanente Employee Assistance Program (EAP), Community advocacy agencies and the National Domestic Violence Hotline also can provide advice and connect you to local community services. (See "Where to get help" at back of brochure.)

The EAP and community agencies can help you:

- Find solutions that fit your individual needs.
- Get counseling.
- Develop a safety plan.
- Find emergency housing.
- Access legal services.

If you believe a coworker is experiencing domestic violence

- Assess first- or last that help is available through EAP or local community groups.
- Avoid giving advice or trying to fix the situation yourself.
- Listen without judging. Offer resource information so that your coworker can reach out when ready.
- Keep information you have about the situation confidential. Remember that office gossip can be damaging to the whole team.

If you believe someone you supervise is experiencing domestic violence

- Seek guidance from the CAP or an Employee-Labor Relations Consultant in your Mutual Response Department. They can provide support to you, your employee, and your team. (See "Where to get help" at back of brochure.)
- Encourage your employee to talk with an EAP coordinator. With the employee's consent, you may arrange for an urgent appointment. Remember these appointments are always voluntary.

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Supportive Environment: Silent Witness Display

Stories of Courage, Survival & Hope



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HopeLine
from Verizon

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.”

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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

KAISER PERMANENTE.

Northern California

Exit Lesson

3 of 9

Essentials for Managers: Human Resources: Domestic Violence Prevention

It's a Workplace Issue



Because domestic violence affects such a large cross-section of the population, it means that domestic violence comes to the workplace, whether we like it or not.

Domestic violence can lead to:

- Absenteeism
- Increased sick leave
- Reduced productivity
- Increased medical costs
- Employee turnover
- Increased safety risks
- Disruptive calls
- Visits to the workplace by an abusive partner
- Increased stress on employees who must compensate for the reduced productivity and low morale of a victim, and who may also feel helpless to aid their co-worker

Introduction

Domestic Violence Overview

It's a Workplace Issue

Your Role as a Manager

Module Glossary

Check Your Understanding

Apply Your Learning

Resources

Feedback, Exit Lesson, and Update Transcript

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



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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

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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



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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.



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

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.

Materials for Download and Viewing from Kaiser Permanente

- Kaiser Permanente Domestic Violence Health & Productivity Document
- Kaiser Permanente Employee Tipsheet
- Kaiser Permanente silentWitness Display
- Kaiser Permanente silentWitness Brochure
- Kaiser Permanente Break Room Poster

Materials for Download and Viewing

All materials are available on the CAEPV website at:

http://www.caepv.org/about/program_detail.php?refID=71



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”



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