

Violence Prevention Interventions for Office-based and Home Care Workers

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Oregon Health & Science University (OHSU) and Dr Anger have a significant financial interest in Northwest Education Training and Assessment, LLC, a company that may have a commercial interest in the results of this research and technology. This potential conflict was reviewed and a management plan approved by the OHSU Conflict of Interest in Research Committee was implemented.

Two Randomized Trial Interventions

- Abuse victims (IPV)
- Traditional Workplace
(> environment)
- County Govt Supervisors
- Primary Goal:
Improve Climate
Provide support to abused
- 521 intervention (14 counties)
411 controls (13 counties)
- Home Care workers
(Public)
- Workplace is someone
else's home
(>Teach Individual Skills)
- Primary Goal: Teach
Alertness to Danger
De-escalation Skills
- 128 Training
135 " +peer-led practice

Intimate-Partner Violence (IPV)

How big is the Problem?

- 40% - 87% experience stalking at their workplace by their abusers
- 16% of workplace homicides are committed by an intimate partner



What Do the Abused Seek?

Interviewed 281 employed, battered women

- Support sought:
 - confidentiality about their situation
 - flexibility in work schedule or hours
 - information about company policy related to domestic violence
- Thus supervisors:
 - Lack the information and resources, policies, employment laws or motivation they need to address IPV in the workplace
 - May need more support to address IPV



Supervisors Trained

	<u>Intervention counties (14)</u>	<u>Control counties (13)</u>
○ N = 521 (220 m, 302 f)		N = 411 (197 m, 214 f)
○ Age		
20-30 years -	11	8
40-50 years -	258	177
above 50 years -	253	226
○ Education		
0-5 years -	1	
6-10 years -	0	
11-12 years -	68	66
13 and above -	453	345

Training Intervention Topics (for supervisors)

- IMPACT of IPV on health, safety, productivity, absenteeism and performance in both victims and perpetrators
- Multiple STRATEGIES ABUSERS use to dominate and control victims
- WHY abused VICTIMS STAY in the relationship
- COSTS to OR businesses: Health care+lost productivity (est. \$50 mil/yr)
- TYPE OF SUPPORT desired by IPV victims from supervisors & coworkers
- Employment law: Oregon's 2007 PROTECTED LEAVE LAW for victims of domestic violence, sexual assault and stalking
- Need for workplace IPV POLICY, incl. model policy
- Community-based RESOURCES to assist supervisors



Training

- 56 “screens” of information
- 13 brief movie clips
- 16 4-answer test questions
pre - during - post
- 86 minutes to complete



Domestic Violence and the Workplace

Defining Domestic Violence

In relationships that have domestic violence, one partner dominates or tries to dominate the other partner by doing things like:

- Isolating the partner, keeping him or her from talking with or seeing family members, friends or co-workers
- Controlling, or trying to control what the partner does, who the partner sees or talks with during the day
- Checking on their partner during the day, phoning them to “check up on them,” driving by home or work to make sure they are there

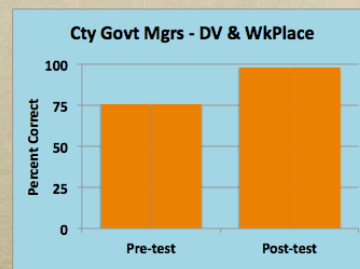
1 2 3 4 5 6 7 8 9

STRAIN

Knowledge

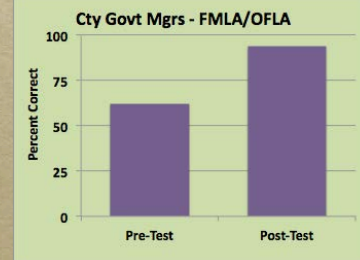
Interpersonal Violence (intervention)

- 16 4-answer questions
- Pre-test: 76% - Post-test 98%
- **effect size (d) = 2.59**
- *Rated good or excellent by 76%*

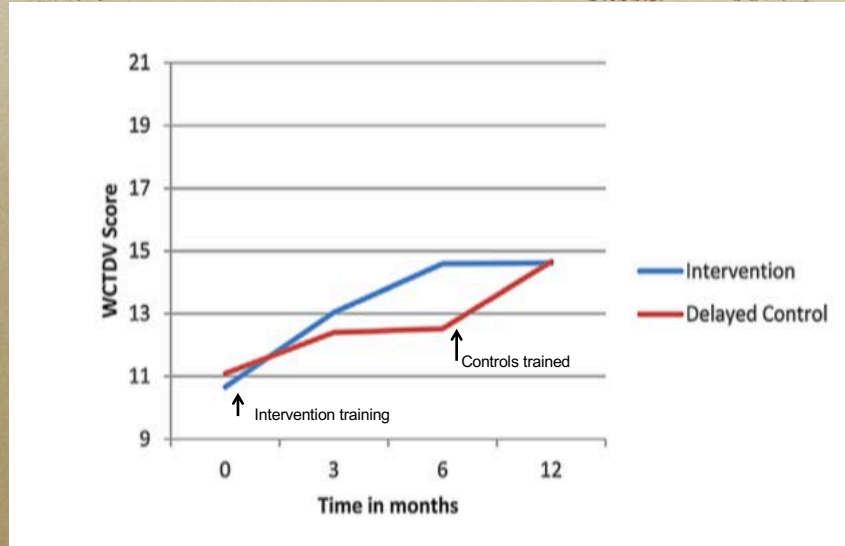


FMLA/OFLA (controls)

- 10 4-answer questions
- Pre-test: 62% - Post-test: 94%
- **effect size (d) = 2.30**



Workplace Climate Towards Domestic Violence (WCTDV)



Workplace postings increased after training



Acknowledgements



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- Support Team: Diane Rohlman, Lindsay Nakaishi, Andrew Kirk, Elliot Hohn

Homecare Workers: Setting the Scene

- Homecare workers work in private homes to clean, bathe, dress, and generally support the people who employ (hire) and can fire them
- We selected publically-supported homecare workers (about half)



Overview

Focus groups and interviews (N=192)

- Understand the nature and context of violence and sexual harassment



Survey (N=1214 HCWs)

- Determine prevalence of workplace violence and sexual harassment
- Understand how we might create a safer workplace

Intervention

- Develop training aimed at helping HCWs prevent or respond to aggression and sexual harassment
- Evaluate the effectiveness of the training



Survey Results (of 1214 completed)

- 52% reported experiencing verbal aggression or emotional abuse in the last year
- 61% reported experiencing at least one form of workplace aggression, workplace violence, sexual harassment or sexual aggression

	% Yes	N Yes
Been choked	0.2	3
Had someone fire a gun in your presence	0.4	5
Had someone threaten to kill you	1.6	19
Had someone try to hit you but fail, been kicked, bit, hit with a fist, pushed, grabbed, shoved, or slapped	14.1	168
Had somebody handle a gun or a knife in a threatening way	1.6	19
Been spat on or bumped with unnecessary force	9.1	108
Had your personal property damaged or destroyed (car, cell phone)	4.9	59
Threat of violence (had someone threaten to throw something at you, hit you, had someone smash or kick something in your presence or display a loss of control)	20.8	248



Training

Purpose: Develop skills to de-escalate aggression and sexual harassment

Research Design:

- ◆ 2 conditions (randomized groups)
 - Computer based training (CBT)*
 - CBT + Peer-led practice**
- ◆ Measures: knowledge, aggression & sexual harassment, **confidence**, work outcomes, & health outcomes



* 2 hours (252 screens; 29 videos)
** 3 hours

Training Content

- ◆ *Safety planning & documentation*
- ◆ *Self-confidence*
- ◆ *Setting and reinforcing boundaries*
- ◆ *Assertiveness & I-statements*
- ◆ *Warning signs of violence, body language, & verbal cues*
- ◆ *De-escalation strategies*
 - ◆ *Re-assure - validate and show empathy*
 - ◆ *Re-orient - bring them back to the issue*
 - ◆ *Re-direct - provide options*
 - ◆ *Repeat - assess and begin again if necessary*
- ◆ *Verbal statements to use if the situation escalates*



Knowledge (computer-based training)

Pre-test	Post-test	t-test	Effect size (d)
71%	91%	$P < 0.001$	1.94
[23 questions]			[large]

Sexual Harassment and Workplace Violence Training

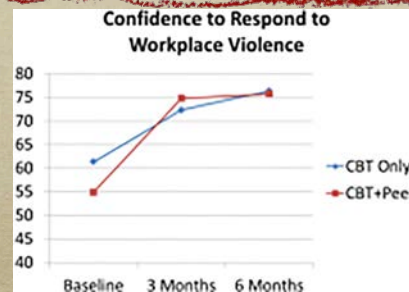
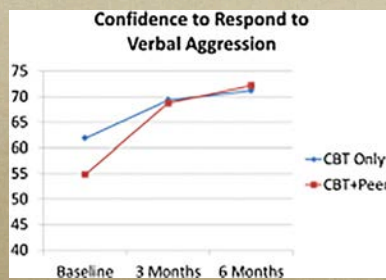
Module Two:
Pre-test

Which is an example of effective de-escalation strategy or behavior?

- 1 Staring or glaring at the aggressor
- 2 Gesturing vigorously with your hands at the aggressor
- 3 Actively listening to the aggressor



Confidence to respond ...



Statistically significant increase in confidence to respond to:

- *workplace aggression* (Wald's $\chi^2 = 135.31, P < 0.001$)
- *sexual harassment* (Wald's $\chi^2 = 107.40, P < 0.001$)

Conclusion

CBT (alone) with homecare workers can improve knowledge, confidence, and safety (reduced aggression, violence, harassment)



Acknowledgements

- Oregon Home Care Commission
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- Publication: Glass, Perrin, Hanson, Laharnar, Moss, Weinstein, Campbell, Anger. Computer-based training (CBT) intervention reduces workplace violence and harassment for homecare workers. *American Journal of Industrial Medicine*, 2017, 60: 60:635-643, DOI: 10.1002/ajim.22728



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Dissemination

- NwETA.com/shop
 - **Prevent Harassment/Violence** (252 screens; 29 videos)
 - **Prevent Harassment/Violence *and Self Defense*** (420 screens, 46 videos)
 - **Domestic Violence & the Workplace**
- Yourworkpath.com

