

MAG Regional Domestic Violence Council
Meeting Minutes
June 29, 2000

MEMBERS ATTENDING

- Tom Ambrose, Phoenix Suns
- * William Arnold, Mayor of Goodyear
- Tracy Bame, Phelps Dodge Corp.
- Harriet Barnes, Governor's Division of Domestic Violence Prevention
- * Judge Jean Baxter, Glendale City Court
- Peggy Bilsten, Councilmember of Phoenix
- Dr. Mary Ellen Bradshaw, Arizona Public Health Association
- * Mike Branham, Criminal Justice Commission
- * Jan Brewer, Maricopa County Supervisor
- Tom Canasi, City of Tempe
- * Michael Carey, Buckeye Police Dept.
- Maggie Cathey, Vice Mayor, Town of Gilbert
- Jane Condor, Dept of Public Safety
- Dean Coonrod, M.D., Maricopa Integrated Health Systems/MEDPRO
- * Sandy Cowen Miller, The Cowen Agency
- * Gene D'Adamo, The Arizona Republic
- Sheila Day-Geary, John C. Lincoln Hospital
- * Pat Dennis, City of Peoria
- * David Easchief, Salt River Pima Maricopa Indian Community
- * Judge Susan Ehrlich, Arizona Supreme Court of Appeals
- * Dr. Paul Eppinger, Arizona Ecumenical Council
- * Mike Evans, Councilmember of Gilbert
- Kathleen Ferraro, ASU
- Margarita Garcia, Councilmember of Guadalupe
- David Goulet, Councilmember of Glendale
- * Diane Greer, Maricopa County Attorney's Office
- Cmdr. Kim Humphrey, Arizona. Regional Community Policing Institute
- Roger Illingworth, Dept. of Public Safety
- Mary Lynn Kasunic, Area Agency on Aging
- Loren Kirkeide, Salt River Project
- Sanford Kravitz, Arizona Community Foundation
- Rev. Deborah Lerner, Paradise Valley United Methodist
- * Marie Lopez-Rogers, Councilmember of Avondale
- * Cynthia Lukas, Councilmember of Scottsdale
- Jo Ellen Lynn, American Express
- Preston McMurry, McMurry Publishing
- Carolyn McBurney, 3TV/KTVK
- * Laura Miller, Attorney General's Office
- Shillana Bowen for Rick Miller, Violence Prevention Initiative
- * Karen O'Connor, Maricopa County Superior Court
- Stephanie Orr, Center Against Sexual Abuse
- Paul Oves, Tosco Marketing Company
- Rev. Fran Park, NW Valley Community Council
- Janice Parker, Save the Family Foundation
- * David Petersen, Arizona State Senate
- Don Peyton, Phoenix Fire Department
- Connie Phillips, Sojourner Center
- * Michelle Robson, Robson Communities
- Angie Rodgers, Children's Action Alliance
- Rosemary Ybarra-Hernandez, City of Surprise
- Lawrence Sands, D.O., Maricopa County

Department of Public Health

- * Joan Shafer, Mayor of Surprise
- * Donna Smith, Fresh Start Women's Foun.
Marie Sullivan, Arizona Womens'
Education and Employment
Lt. Louie Tovar, Domestic Violence Unit,
Phoenix Police Department
- * Margaret Trujillo, Value Options
- * Roberta Voss, Arizona House of
Representatives
Mary Wambach, Arizona Coalition
Against Domestic Violence
Vicki Bourne for Kerry G. Wangberg, Law
Department/Criminal Division
Bobbie Hamilton for Phillip Westbrooks,
Councilmember of Chandler

**Those members neither present nor
represented by proxy.*

OTHERS PRESENT

- Linda Carbone, John C. Lincoln Hospital
- Laura Guild, DES/CSA
- Jim Hardeman, Consultant, Workplace
Violence Intervention & Strategies
- Shelly Hornback, CASA
- Andrew Klein, Ph.D., Consultant Quincy,
Massachusetts
- Carol Kratz, MAG
- Suzanne Quigley, MAG
- Debbie Simpkins, Chandler Fire Dept.
- Mary Thomson, MAG
- Anna Ybarra, Goodyear Police Department

1. Call to Order

Councilmember Peggy Bilsten called the meeting to order at 4:15 p.m. and introductions ensued.

2. Approval of the May 18, 2000 Meeting Minutes

Due to an absence of a quorum, changes to the May 18 meeting minutes will be addressed at the next meeting.

3. Review of Recommendations Approved and Designation of Subcommittees

Chairman Bilsten asked Tom Canasi to review the recommendations that the Council approved at the last meeting and elected to implement over the next year.

Mr. Canasi reviewed the five recommendations:

#1 Annual Training for all Hospital Personnel — He noted that the implementation strategy includes surveying all Maricopa County hospitals to see if they have annual training for hospital personnel already in place. The second component involves the development of a policy or protocol guideline. This is vital because often hospitals are the first point of contact for victims.

#24 Establish Model Protocols for Crisis Response Teams — The impact of this initiative is very important because these crisis teams respond to hundreds of victims in the County and often have an opportunity to first identify a domestic violence victim at the scene. Action items under this initiative involve the development of a manual and training modules to assist localities with developing their own crisis response teams.

#28 City/Local Coordinating Councils — This entails helping local jurisdictions develop teams to coordinate services to D.V. victims. This will help identify gaps in services and set a standard for how these Councils should operate. Some communities already have these in place. While this effort is vital to a community's response to domestic violence, there is very little monetary cost needed.

#35 Increase Access to Safe and Affordable Child Care — The Council will make a formal request to DES' rules process to open up child care services to victims of domestic violence. This will have a significant impact on the victim's ability to attain self-sufficiency.

#27 Offender Treatment and Accountability — The main issues under this recommendation focus on increasing consequences for offenders and deterring them from reoffending by seeking treatment as quickly as possible.

There was discussion about the need to form subcommittees to begin working on the proposed implementation strategies. Mr. Canasi asked Chairman Bilsten to nominate chairs for each of these subcommittees. Chairman Bilsten requested the following council members serve as subcommittee chairs:

- Dr. Dean Coonrod — Annual Training for Hospital Personnel
- Don Peyton — Crisis Response Teams
- Kim Humphrey — Local Coordinating Council
- Marie Sullivan — Child Care subcommittee

Chairman Bilsten asked Rosemary Ybarra-Hernandez, Deputy City Manager of Surprise, to brief the Council about the unveiling of their crisis response van. Ms. Ybarra-Hernandez recognized Don Peyton for all of the assistance he has lent to the development of the project. Ms. Ybarra-Hernandez noted that two organizations, The Area Agency on Aging and Arizona Public Service (APS) have agreed to partner with them in this effort. She also indicated that five cities will have access to the crisis response van. Don Peyton noted that Sun Lakes signed onto the project as of today.

Chairman Bilsten requested that Council members sign-up and work on one of the subcommittees. She noted that staff is working on naming a chair for the offender treatment subcommittee and will apprise at the September meeting.

4. Legislative Issues

Chairman Bilsten also announced that Kathleen Ferraro will chair the legislative subcommittee. This subcommittee will be working over the summer and into the fall because the League of Cities and Towns has a resolution process occurring in early fall. Resolutions will need to be developed and provided the League by August 1, 2000.

5. Public Awareness Campaign

Ms. Carolyn McBurney noted that the Violence Prevention Collaborative met with the Attorney General's Office within the last two weeks. It was agreed that the Public Awareness Campaign will be funded by the Attorney General's office. Patti Kirkpatrick, a news anchor for Channel 3, spoke with Attorney General Janet Napolitano last year about developing a Public Service Announcement (PSA) on the issue of Domestic Violence. As a result, the PSAs are in the process of being created and will involve participation from on-air personalities, sports figures, business leaders, politicians such as the Governor and Attorney General. Ms. McBurney noted the PSA will integrate the "tag line" from the Violence Prevention Initiative — "We've drawn the line." The campaign will rollout in three phases:

Phase 1 — Fall image campaign

Phase 2 — Call to action to contact their legislators

Phase 3 — Spring campaign — Break the cycle approach and the effects of D.V. on children.

Ms. McBurney emphasized that the goal is to not over burden the providers or overdramatize the issue but to portray domestic violence as a very real community problem that involves participation from the entire community. Ms. McBurney indicated that she will bring a draft version of the PSA to the next

meeting in September.

6. The Corporate Citizenship Initiative

Ms. Harriet (Hank) Barnes provided an overview of the Corporate Citizenship Initiative (CCI). She noted that as more women have died over the past few years of domestic violence related deaths, we have started to realize that domestic violence is a prevalent workplace issue. Ms. Barnes offered statistics which revealed 74 percent of battered women are harassed at work either by telephone or in the workplace. We have brought together a collaborative team to begin to work on solutions in the workplace. Many on the collaborative team have planned a number of events in the fall around the issue of domestic violence which include: Chairmainia, the Attorney General's Public Awareness Campaign, and the Work to End Domestic Violence Awareness Day, proclaimed by the Governor for October 3.

Ms. Barnes elaborated on how the collaborative will work to establish a Work to End Violence Day. The collaborative effort includes Arizona Coalition Against Domestic Violence, Governor's Office on Domestic Violence Prevention, The Attorney General's Office, The Violence Prevention Initiative, The MAG Domestic Violence Council and The Governor's Commission on Violence Against Women. Ms. Barnes highlighted Arizona businesses of Arizona, such as The Arizona Republic, Tosco, and Phelps Dodge, along with our national supporters, Blue Shield of California, Hitachi Corporation and Verizon Wireless, that are creating an outstanding collaboration to develop policies and practices for employers in Arizona to keep victims safe.

Ms. Barnes emphasized how CCI will make the workplace safer for victims and how employers will benefit from technical assistance. There are two distinct paths employers can take in this effort, both internal and external measures. Internal measures involve developing a philosophy of nonviolence in the workplace which is reflected in an organization's policies and security measures. The external measures focus on the contribution of employees out in the community through promoting volunteer opportunities.

Ms. Barnes introduced Mr. Jim Hardeman, a national expert on workplace violence intervention and strategies. Mr. Hardeman worked for Polaroid Corporation and was the principal designer of their workplace protocols and guidelines. Polaroid is an international model in addressing this issue.

7. Jim Hardeman — National Workplace Violence Expert

Mr. Hardeman expressed his support for the work of the Council. He has been overwhelmed by the work being done in Phoenix. He is very impressed with the Sojourner Center and thinks that it is one of the best in the country. He indicated that he will share information about Sojourner with others across the country.

Mr. Hardeman began his presentation by identifying three documents which are critical to creating an

effective response to workplace violence: the personnel manual, grievance procedures and the company newsletter. The personnel manual reveals the employer's position regarding violence in the workplace. The grievance procedures will identify how responsive the workplace is to violence. There is a liability issue if both documents are inconsistent with one another. The grievance procedure should also document the amount of time taken to address an incident in the workplace. A grievance procedure should also document grounds for termination and whether the perpetrator can sue for wrongful termination.

A third document that will reveal an employer's culture and values is the company newsletter, which also could reveal a company's position toward violence and how it deals with violence in the workplace.

Mr. Hardeman emphasized the need to train all workers to identify possible victims or perpetrators. He stated that batterers in the workplace often have a similar profile of someone who will bring a gun to the workplace. Research has shown that 80 percent of the violence in the workplace is domestic violence related. He role played a situation with several council members portraying a situation with a possible perpetrator.

Mr. Hardeman also reviewed 12 areas that should be checked when conducting an assessment of the workplace:

1. Does the Personnel Manual include referrals for victims and workplace violence policies and guidelines?
2. Grievance procedures as they relate to domestic violence and the personnel manual;
3. Previous incidences of workplace violence and its relationship to domestic violence and disgruntled employees;
4. The length of time it takes to address violence and the grievance procedure when an employee is assaulted;
5. The location the incidents take place;
6. Employees who were victims and how their issues were addressed;
7. The managers and supervisors who have been trained in Domestic Violence;
8. Documentation in personnel folders on acts of victimization or workplace violence offenses;
9. Documentation of the damage a perpetrator has done in the workplace. Damage to person or property. Document all injuries and use to prosecute the perpetrator;
10. Develop and train employees on safety planning;
11. Previous litigation brought against the employer including sexual harassment;
12. What kind of information is included in Company newsletters? What is communicated to line staff about your commitment regarding violence in the workplace. Line staff, supervisors and managers must believe you are committed to ending violence in the workplace.

Mr. Hardeman also discussed security issues. He stated that it is crucial to have the day and evening security staff trained on company policies and mentioned that one of the typically overlooked areas to have covered by security is the reception area.

Mr. Humphrey asked a question about the difference in frequency between co-worker violence and a perpetrator going to the workplace to assault his girlfriend/wife. Mr. Hardeman noted that there are no firm numbers. He stressed that as companies train, employers must partner with shelter providers, state coalition, and law enforcement, as well as legal advocacy in all the trainings that are conducted. Mr. Hardeman warned that employers cannot force disclosure from their employees about co-workers. If it is difficult to get cooperation from the victim, employers could address job performance as a way of beginning the discussion. Employers should also make certain that their personnel policy addresses domestic violence in the workplace and includes the establishment of an automatic safety plan for the victim. Employers need to ensure that employees are part of the decision making process — all the way through. All of these participants need to work together as a “critical incidence team.”

Ms. Wambach stated that the Coalition and other partners will have Mr. Hardeman back in October to conduct a two-day training. Mr. Hardeman also challenged us to organize a March for Nonviolent Workplaces — spearheaded by the valley employers. Ms. Wambach asked if Mr. Hardeman would come and participate in the march if we organize it.

Ms. Kratz thanked Mr. Hardeman for coming to the Council meeting and imparting the valuable information he has to share regarding domestic violence and workplace. She then reviewed the tools that have been developed by MAG staff to assist employers in dealing with this issue.

Ms. Kratz discussed the focus group that was held with Human Resource professionals. They requested a brochure focusing on businesses and stressed the need to be involved in the process. She also announced that the workplace manual has been completed and thanked McMurry Publishing for going “above and beyond” to assist us in getting the manual printed. Ms. Kratz suggested that the Council focus on local governments in the CCI initiative, while the Governor’s office focus on the private employers.

Chairman Bilsten stated that by the next meeting we hope to announce that the cities and towns in Maricopa County will have taken steps to develop their own policies and protocols.

8. Call to the Public

Chairman Bilsten opened the floor for comments from the public. There were no public comments.

9. Announcements

Ms. Wambach introduced Mr. Andy Klein who began the first Coordinated Community Response to domestic violence in Quincy, Massachusetts. Mr. Klein is in Phoenix to present at the Coalition’s Annual Conference. He has affected much change in the momentum against domestic violence.

The Faith-Based event with Sarah Buel was a great success. It was filled to capacity and very energetic. She thanked Dr. Eppinger and the Faith-Based subcommittee.

Chairman Bilsten thanked the Governor's Office for refunding for next year.

Mary Ellen Bradshaw discussed the annual Arizona Public Health Association Conference in Tucson on September 13, 2000 from 11:30 to 4:30 p.m. Please contact Gordon Jenson, (623) 542-1243, for more information.

Dr. Dean Coonrod thanked Mary Thomson for her help with scheduling Sarah Buel in a state-wide teleconference with health providers. It was a great success and many health professionals benefitted from it.

10. Adjourn

The meeting adjourned at 5:50 p.m.