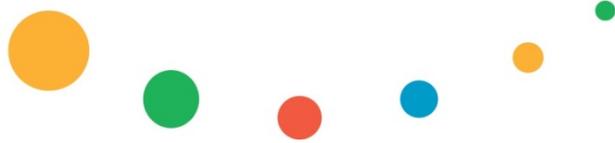




# AMSSA<sup>®</sup>

 Strengthening Diversity In BC



## **Gender-Based Violence & Harassment: Creating Safer Workplaces and Communities**

October 29, 2019 | 10:00 a.m. – 11:15 a.m.

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada





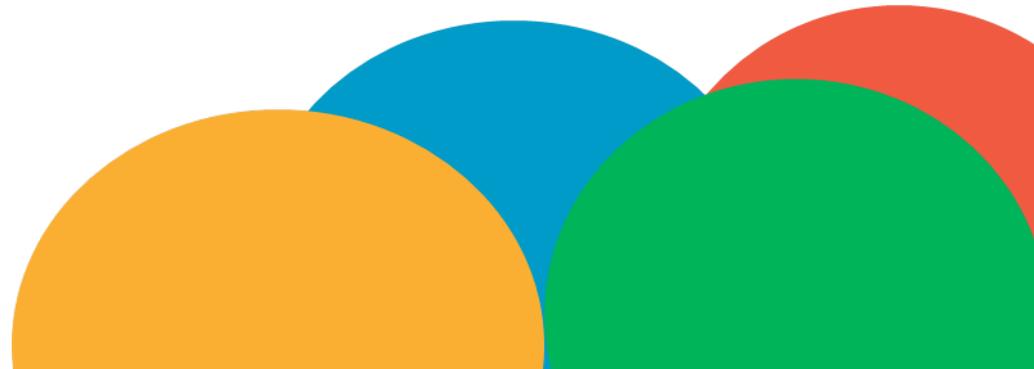
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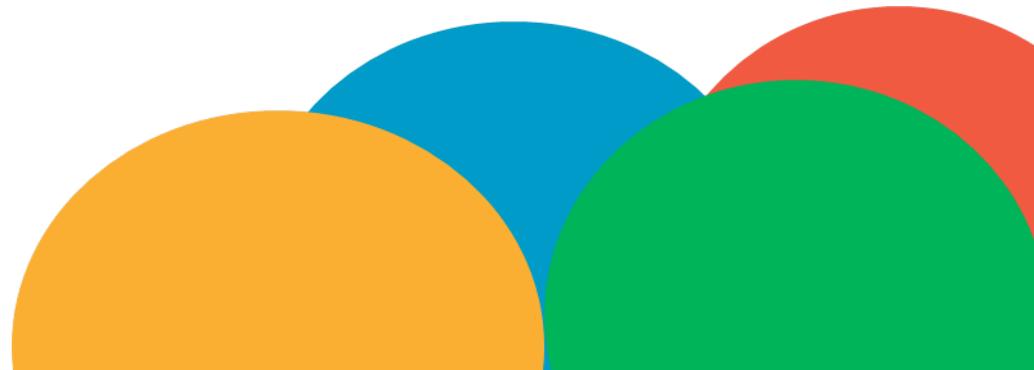


# Technical Support

Please contact Julie Ship

[jship@amssa.org](mailto:jship@amssa.org)

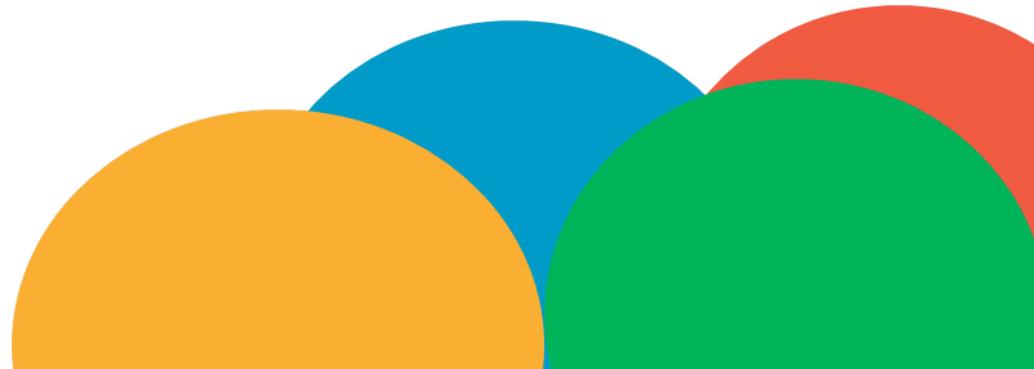
**604-718-2779**





# Webinar Tips & Tricks

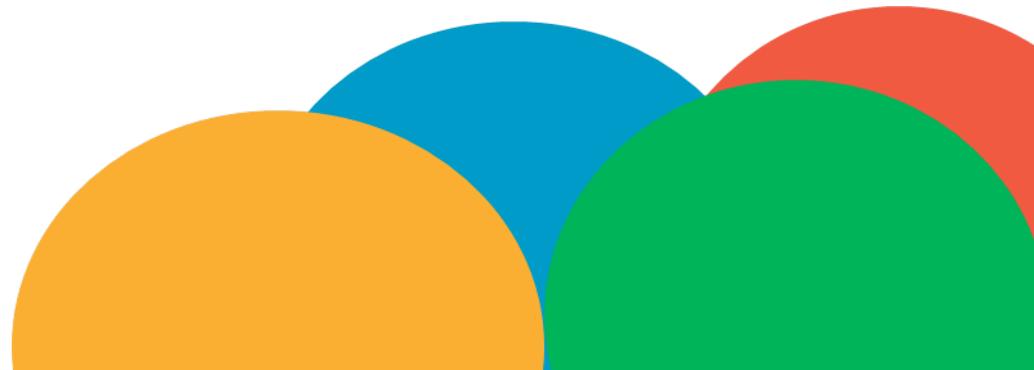
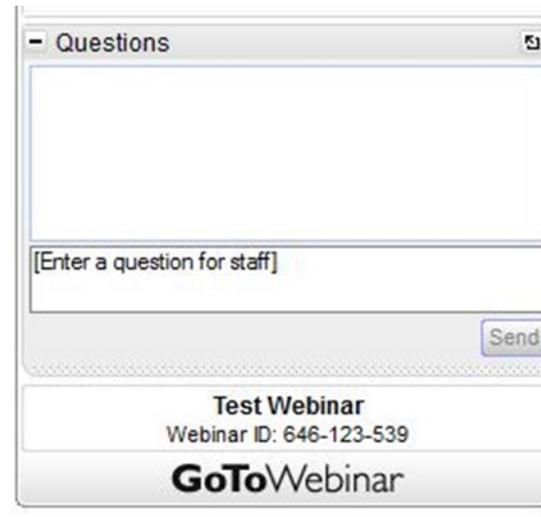
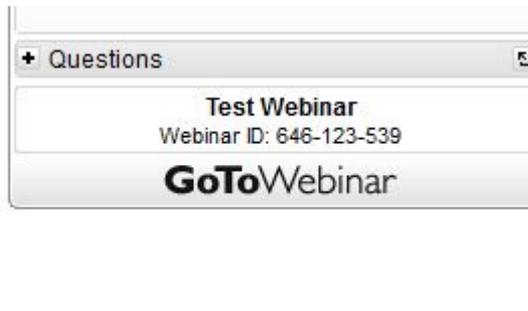
‘Show/Hide  
Control Panel’





# Tips & Tricks

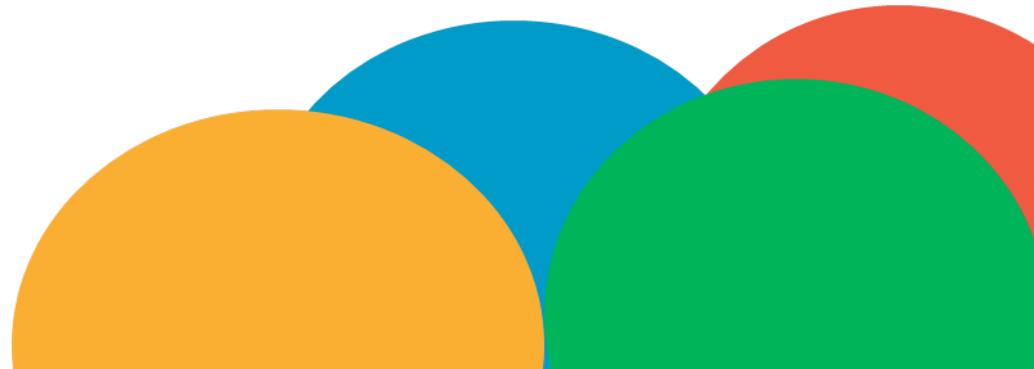
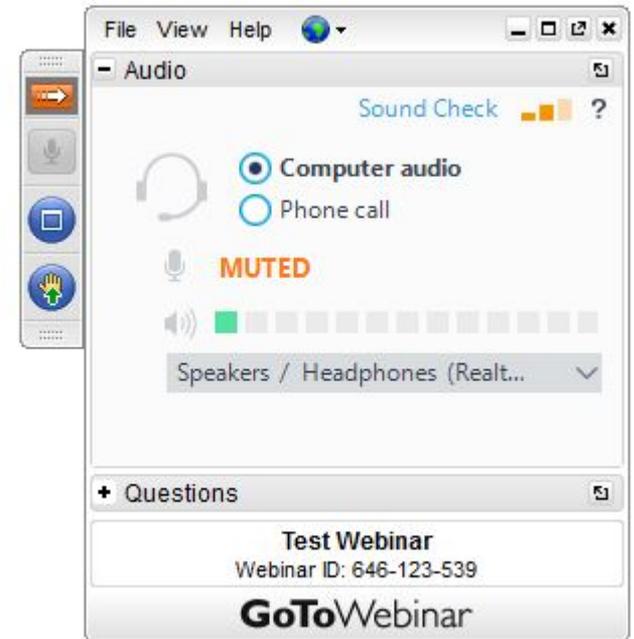
## Expand Control Panel Features



# Tips & Tricks

## Sound & Audio

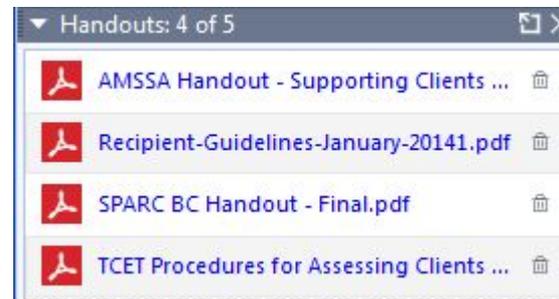
- Telephone
- Mic & Speakers





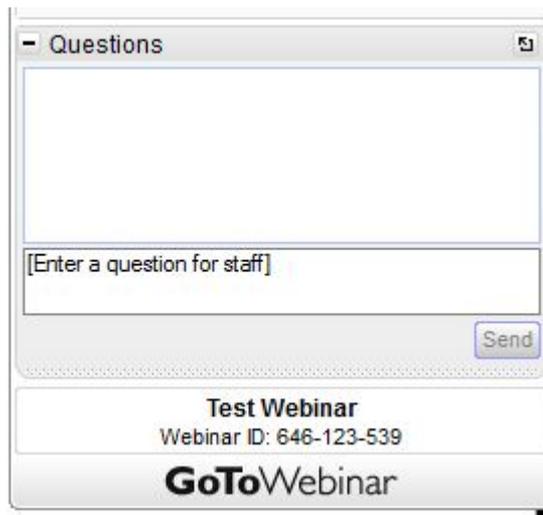
# Tips & Tricks

## Downloading PowerPoint and Handout Documents



# Submitting Questions

- Type your questions in the **Question Box**
- Tweet using **#AMSSAevents @amssabc**
- Email to **jship@amssa.org**



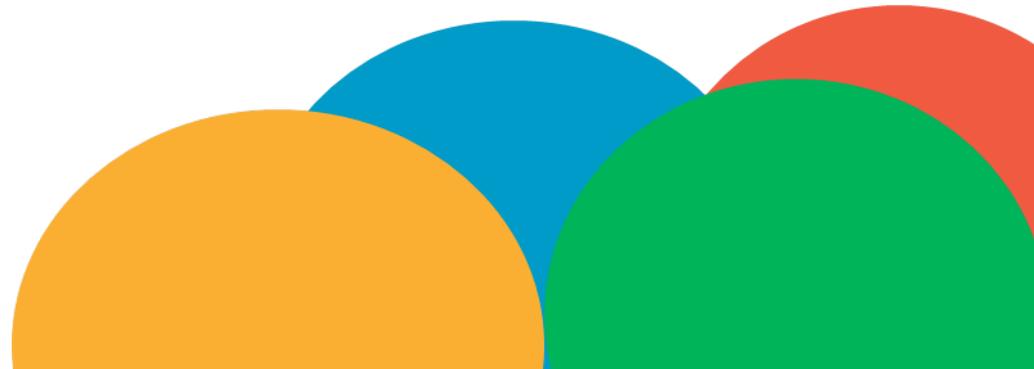
The image shows a screenshot of a web browser window titled "Questions". It features a large empty text area for entering a question, a smaller text input field with the placeholder text "[Enter a question for staff]", and a "Send" button. Below the input fields, the text "Test Webinar" and "Webinar ID: 646-123-539" is displayed. At the bottom of the window, the "GoToWebinar" logo is visible.





# Agenda

- 1. Ljudmila Petrovic , AMSSA**
- 2. Ninu Kang, MOSAIC & Misha Dhillon, EVA BC**
- 3. Nina Condo, Elmwood Community Resource Centre**
- 4. Q & A**





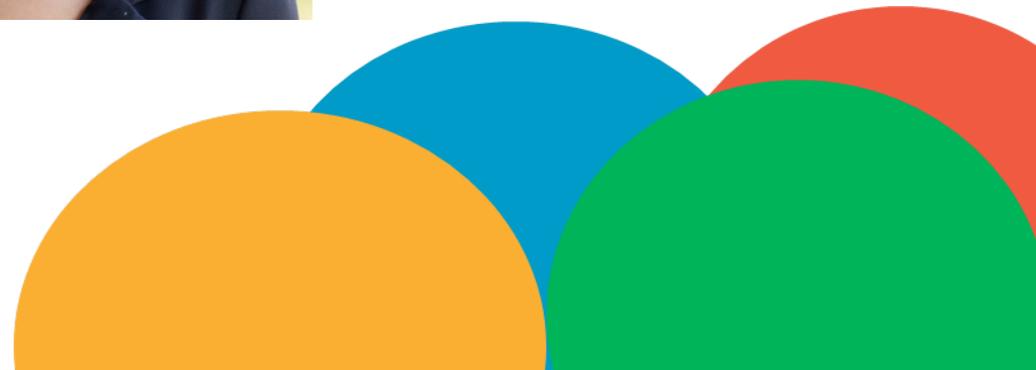
# Polls





# Ljudmila Petrovic

AMSSA



# Migration Matters Info Sheet

## Gender-Based Violence & Harassment: Creating Safer Workplaces and Communities

Ljudmila Petrovic, AMSSA  
Research and Policy Analyst

### Gender-Based Violence & Harassment: Creating Safer Workplaces and Communities

This issue of Migration Matters defines types of gender-based violence and harassment, outlines how it affects newcomer and racialized women, and provides further resources for creating safer environments and supporting survivors.

#### Gender-based violence

Gender-based violence (GBV) is violence that is committed against someone based on their gender identity or gender expression.<sup>1</sup> At its very foundation, gender-based violence is about power and control. This can take many forms. The [power and control wheel](#) is often used to illustrate some of the ways that power and control can be exerted in relationships.

#### Definitions

**Harassment** can be of a sexual nature or not, can occur in any setting, and can be perpetrated by a stranger, co-worker, neighbour, or even a friend. However, because of the environment, **workplace harassment** comes with unique barriers, as well as unique legal protections.

**Sexual harassment** may look like unwanted sexual attention, coercion, or hostility (e.g. misogynistic jokes).

**Sexual assault** is any unwanted sexual contact, including groping or coercion into sexual contact by use of force or abuse of power or authority.

#### Social context

Women were more likely than men to report experiencing workplace harassment in the past year. People with disabilities and members of a visible minority were more likely to experience harassment than other groups.<sup>2</sup> Some of the women most vulnerable to workplace sexual harassment are those in lower-paying, less secure, and/or non-traditional jobs, as well as racialized and immigrant women.<sup>3</sup> Newcomer women are more likely to have jobs that put them at risk, such as working in residential settings as caregivers. Many of the sexual harassment cases that were heard in BC and Ontario Human Rights Tribunals between 2000-2018 also pleaded discrimination based on race, ethnicity, place of origin and related grounds alongside the sexual harassment.<sup>4</sup> This indicates that we need an intersectional approach in our understanding of vulnerability.

**Intersectionality** describes how aspects of a person's identity (such as gender, race, ability, sexual orientation, etc) intersect to form a unique experience. The term was originally developed in 1989 by Kimberlé Crenshaw<sup>5</sup> to describe how Black women face discrimination based on both their race and gender and that these should not be treated as separate instances.

To learn more about intersectionality, see AMSSA's [Migration Matters info sheet](#).



Original Power and Control Wheel developed by:  
Domestic Abuse Intervention Project  
202 East Superior Street, Duluth, MN 55802

The wheel has been adapted for contexts including [immigrant women](#) and [the workplace](#).

Gender-based violence can take many forms, including sexual assault, intimate partner violence and harassment.

#### References

- <sup>1</sup> Status of Women Canada. (2018). [About Gender-Based Violence](#).
- <sup>2</sup> Statistics Canada. (2018). [Harassment in Canadian workplaces](#).
- <sup>3</sup> Women's Legal Education and Action Fund (LEAF). (2013). [Submission to the Standing Committee on the Status of Women Study of Sexual Harassment in the Federal Workplace](#).
- <sup>4</sup> Bastie, P. (2019). [Workplace Sexual Harassment: Assessing the Effectiveness of Human Rights Law in Canada](#). UBC.
- <sup>5</sup> Crenshaw, K. (1991). [Demarginalizing the Intersection of Race and Sex: A Black Feminist Critique of Antidiscrimination Doctrine, Feminist Theory and Antiracist Politics](#). University of Chicago Legal Forum.

Disclaimer: The following summaries have been compiled by AMSSA.

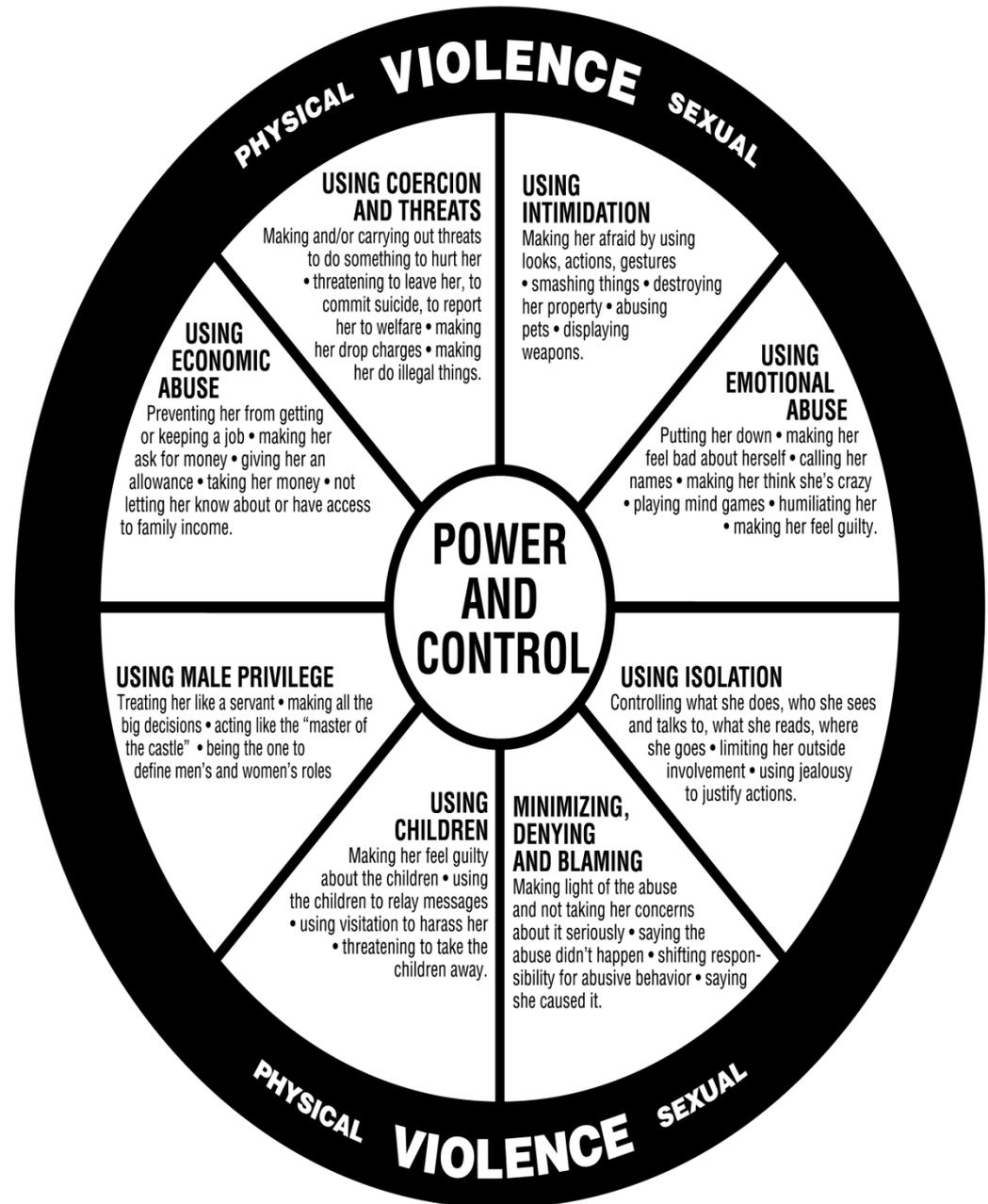
# Gender-based violence (GBV)

*Violence committed against someone based on their gender identity or gender expression*

- GBV can take many forms including sexual assault, intimate partner violence (sometimes called domestic violence and/or family violence), and harassment
- At its very foundation, GBV is about **power and control**

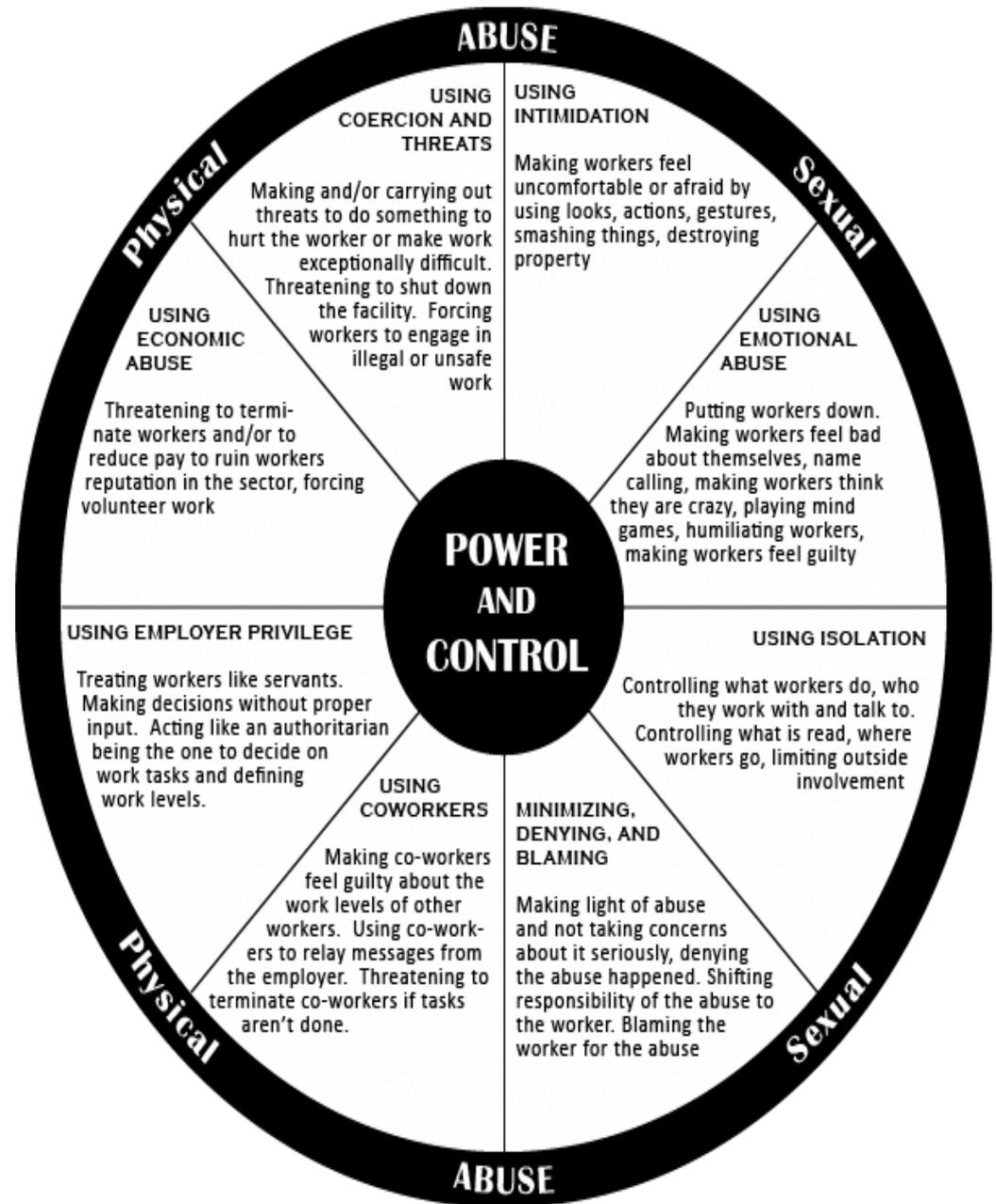
# Power and control wheel

DOMESTIC ABUSE  
INTERVENTION PROGRAMS  
202 East Superior Street Duluth,  
Minnesota 55802 218-722-2781  
[www.theduluthmodel.org](http://www.theduluthmodel.org)



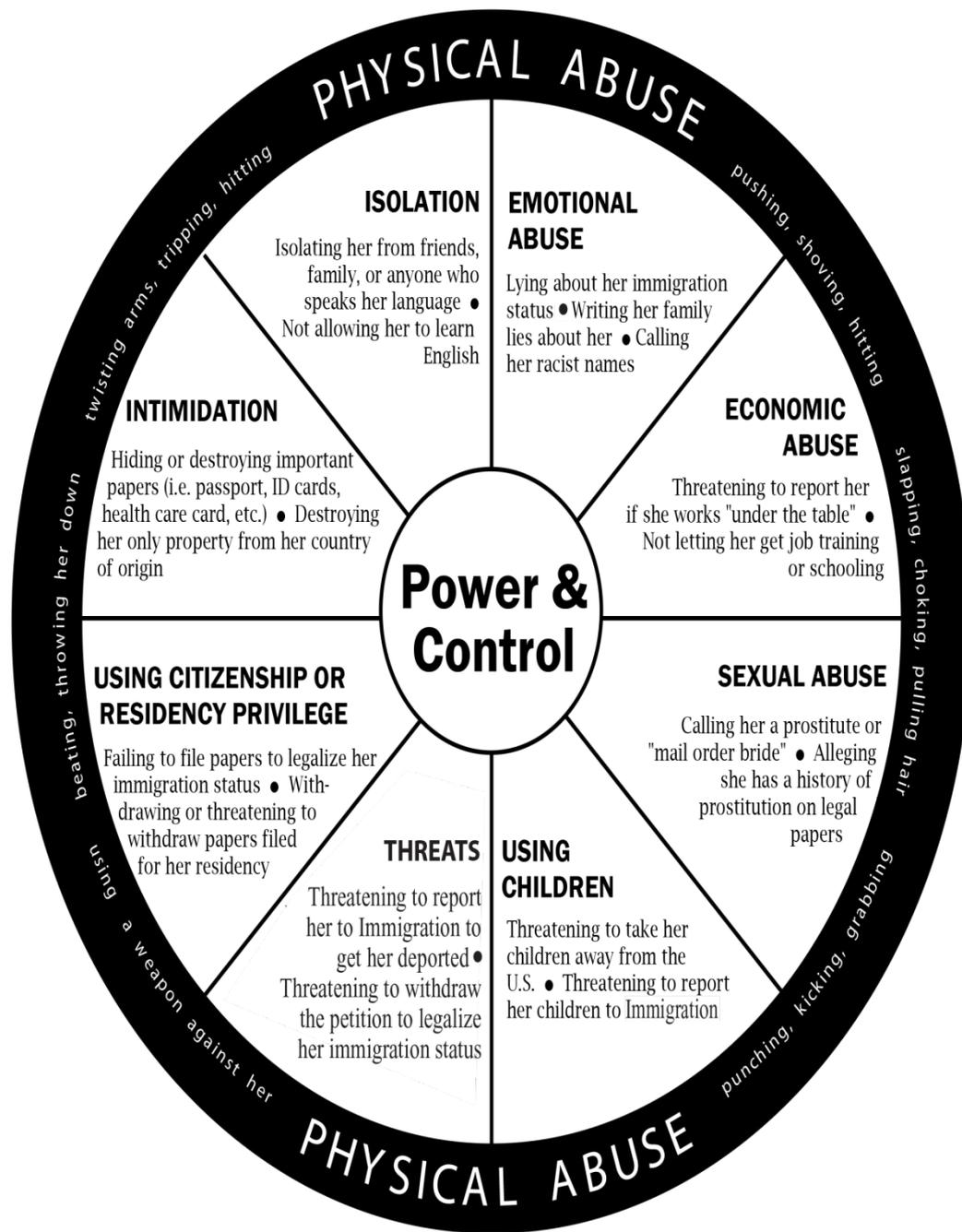
# Workplace Bullying Power Control Wheel

Scott, H. (2018). Extending the Duluth Model to Workplace Bullying: A Modification and Adaptation of the Workplace Power-Control Wheel. *Workplace Health & Safety*, 66 (9), 444- 452.



# Power and Control Wheel for Immigrant Women

**National Domestic Violence Hotline**  
 PO Box 161810  
 Austin, Texas 78716  
 Office Line: 512-453-8117



# Definitions

- **Sexual assault** is any unwanted sexual contact, including groping or coercion into sexual contact by use of force or abuse of power or authority.
- **Harassment** can be of a sexual nature or not, can occur in any setting, and can be perpetrated by a stranger, co-worker, neighbour, or even a friend. However, because of the environment, **workplace harassment** comes with unique barriers, as well as unique legal protections.
- **Sexual harassment** may look like unwanted sexual attention, coercion, or hostility (e.g. misogynistic jokes).

# Social Context

- **Women** more likely than men to report experiencing workplace harassment in the past year.
- **People with disabilities** and **members of a visible minority** more likely to experience harassment than other groups.
- Some of the women most vulnerable to workplace harassment are those in **lower-paying, less secure, and/or non-traditional (i.e. male-dominated) jobs.**
- Many of the sexual harassment cases that were heard in BC and Ontario Human Rights Tribunals also pleaded discrimination based on race, ethnicity, place of origin and related grounds alongside sexual harassment .

# Intersectionality

Describes how aspects of a person's identity (such as gender, race, ability, sexual orientation, etc) intersect to form a unique experience. The term was originally developed in 1989 by Kimberlé Crenshaw to describe how Black women face discrimination based on both their race and gender and that these should not be treated as separate instances.

# Impacts

- GBV can impact a survivor in physical, emotional, psychological, spiritual, social, and financial ways
- Even when the violence occurs outside of the workplace, the effects can often seep into it
- Harassment and violence in the workplace is a risk factor for **poor psychological health**
- Sexual harassment in the workplace impacts the way the survivor **navigates the workplace**, may cause **absenteeism** (and loss of income), undermine a person's **sense of dignity** and **competency**.
- Women who experienced workplace harassment were **more likely to report stress, poor mental and physical health**, and were **less hopeful** for the future.

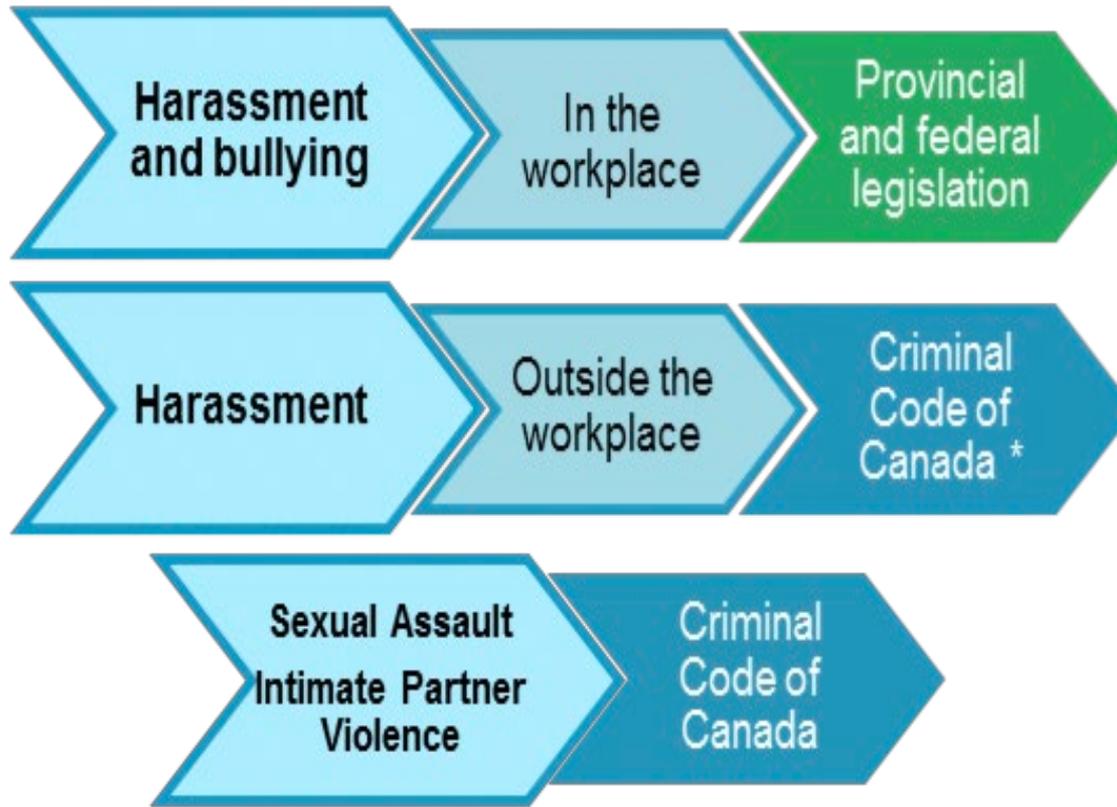
# Barriers to disclosing and reporting

- **Disclosing** is telling someone what happened
- **Reporting** involves more formal complaint
- Reasons for not disclosing may be **power differentials, fear of repercussions, and/or feelings of shame**
- Vast majority of workplace harassment cases are **against a supervisor, manager, or person of authority**
- Reporting process and investigation can be **re-victimizing**

# Barriers to reporting

## Newcomer women

- **Cultural norms** around gender-based violence
- Not wanting to get another member of their community “in trouble”
- **May fear repercussions** around immigration status and/or loss of income
  - For some, their immigration status or the status of their partner and/or family may be linked to their job, a sponsor, etc
- Newcomer women may have **language barriers, lack of knowledge** around their rights/services, and/or **less supports**



## Harassment & bullying in the workplace

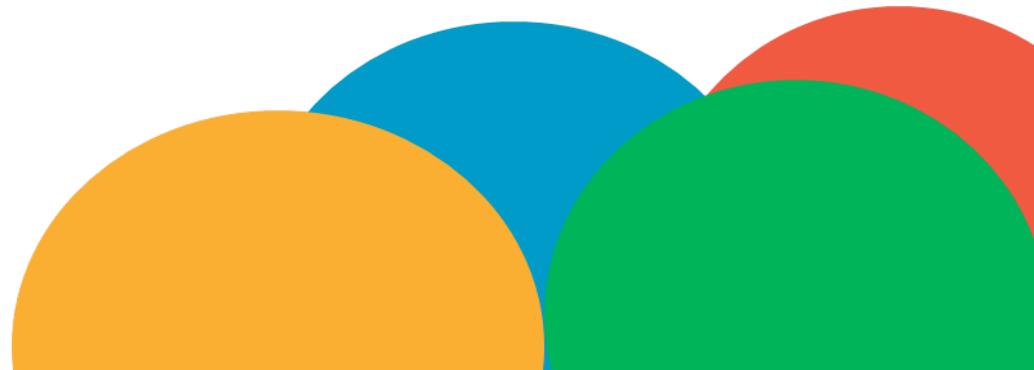
- **Federal Legislation**
  - Canada Labour Code
- **Provincial Legislation**
  - BC Human Rights Code
  - Workers Compensation Act
  - Occupational Health and Safety Regulation (WorkSafeBC)

**Legal protections for reporting**



# Ninu Kang & Misha Dhillon

MOSAIC & Ending Violence  
Association of BC (EVA BC)



# Gender-Based Violence & Harassment

## *Creating Safer Workplaces and Communities*

**Ninu Kang, MOSAIC**  
**Misha Dhillon, EVA BC**

**CSWC**

**Creating Safer  
Workplaces and  
Communities**

**IMMIGRANT AND REFUGEE  
SERVING ORGANIZATIONS**



Women and Gender  
Equality Canada

Femmes et Égalité  
des genres Canada

**Canada** 

# Agenda

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- Gender-Based Violence and Harassment (GBVH)
- How GBVH Shows Up at Work
- Impacts of GBVH
- Disclosing & Reporting
- Workplace Response

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# Gender-Based Violence & Harassment

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# Gender-Based Violence & Harassment

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A form of **violence** that is “committed against someone **based on their gender identity, gender expression or perceived gender.**”

(Status of Women Canada, 2018)

- Sexual Assault
- Sexual Harassment
- Intimate Partner Violence
- Bullying / Personal Harassment

Gender-based violence can appear in and impact the workplace in many ways.

# Gender-Based Violence & Harassment

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## **Sexual Violence**

- Umbrella term, non-consensual sexual contact or behavior

## **Sexual Assault**

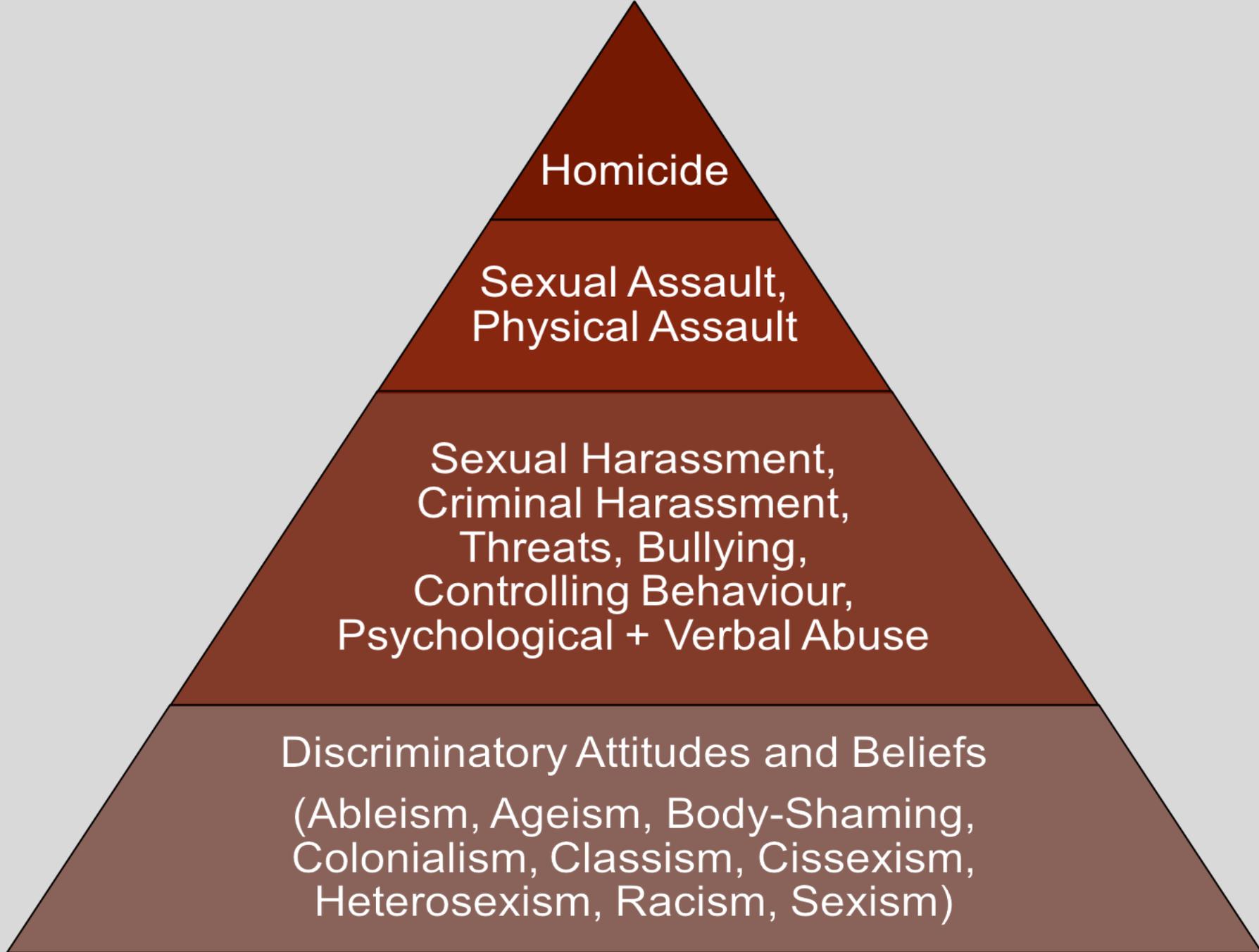
- Any form of sexual activity that is imposed or forced upon someone without their consent

## **Sexual Harassment**

- Repeatedly saying or doing something (related to gender or sex) that is insulting or offensive

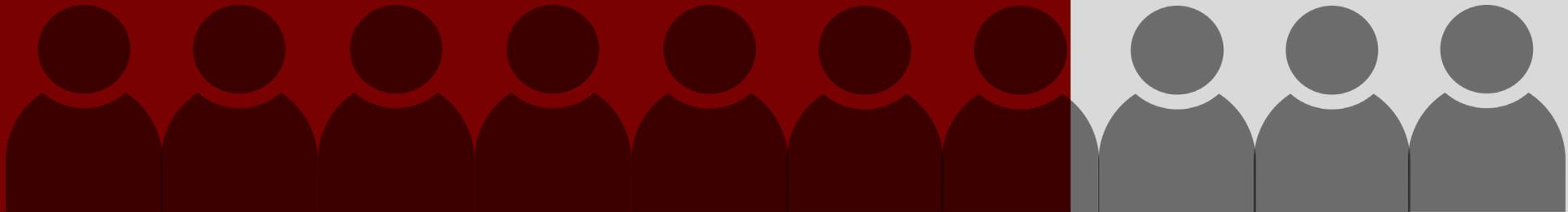
## **Intimate Partner Violence**

- Violence or abuse within a relationship; takes many forms



# Gender-Based Violence & Harassment

67% of us know at least one woman who has experienced **physical and/or sexual violence**



- **60%** of Canadian women **participate in the workforce** and women make up **47%** of the Canadian workforce
- Whether it takes place inside or outside the workplace, **gender-based violence and harassment have workplace impacts**

(Canadian Women's Foundation, 2012, Statistics Canada 2018)

# Intersectional Lens



People of colour, people with disabilities, LGBT2SQ people, Indigenous people, and other marginalized **groups** are more likely to experience **violence and harassment** than other groups.

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# How GBVH Shows Up at Work

# GBVH in the Workplace

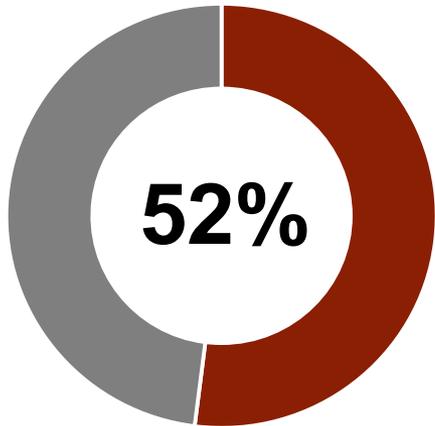
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Violence and harassment may show up in the workplace in many ways.

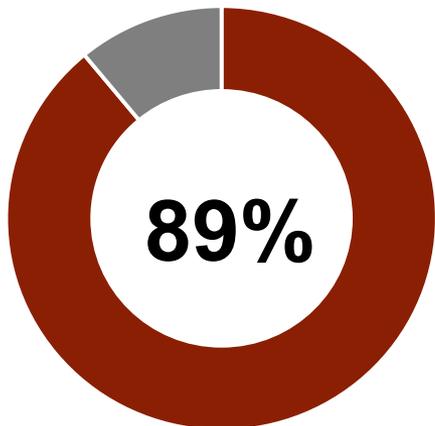
- **GBVH within the workplace**
  - Harm caused by colleagues; harm caused by clients

# GBVH in the Workplace

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of women have been **sexually harassed** in the workplace



of women have taken steps to **avoid unwanted sexual advances** at work

# GBVH in the Workplace

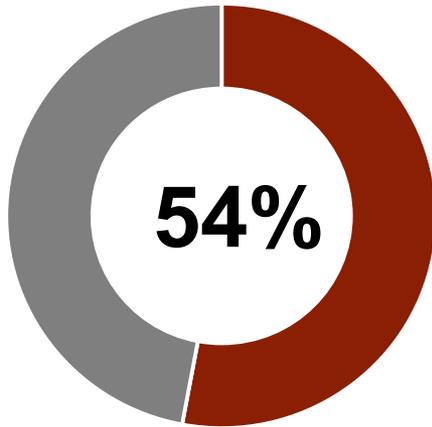
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Violence and harassment may show up in the workplace in many ways.

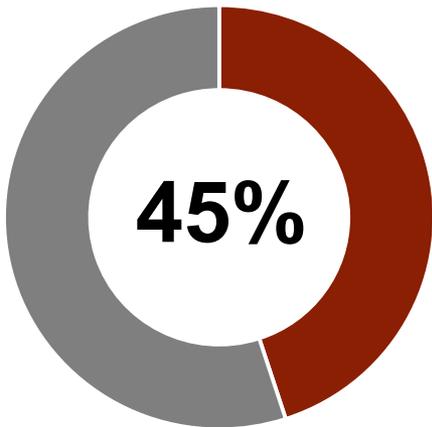
- **GBVH within the workplace**
  - Harm caused by colleagues; harm caused by clients
- **Impacts of GBVH outside of work**
  - Intimate partner violence may spill into workplace, pose a risk
  - Experiencing trauma can have workplace impacts

# GBVH in the Workplace

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of victims/survivors said that the **intimate partner violence continued *at work*** (Canadian Labour Congress, 2014)



of abusive partners said issues related to the violence **often negatively affected their job performance** (Scott et.al, 2017)

# GBVH in the Workplace

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Violence and harassment may show up in the workplace in many ways.

- **GBVH within the workplace**
  - Harm caused by colleagues; harm caused by clients
- **Impacts of GBVH outside of work**
  - Intimate partner violence may spill into workplace, pose a risk
  - Experiencing trauma can have workplace impacts
- **Clients experiencing GBVH**
  - Disclosing, seeking support

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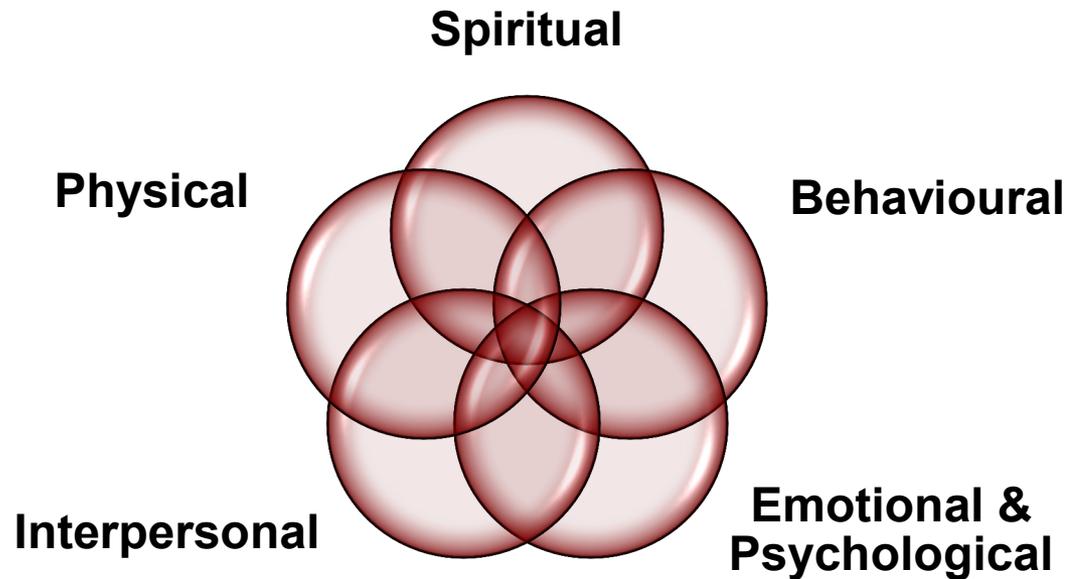
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# Impacts of GBVH

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# Impacts of Trauma

- The severity of the violence/harassment doesn't determine severity of impact



# Impacts on Employees

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## **A person who was harmed may....**

- Feel distracted, tired, or forgetful
- Experience physical and mental health impacts
- Self-isolate from co-workers
- Cancel meetings or presentations
- Be late or miss work
- Constantly text or check their phone
- Time breaks to avoid person who caused harm
- Arrive early and/or stay late
- Avoid working alone

# Impacts on Employees

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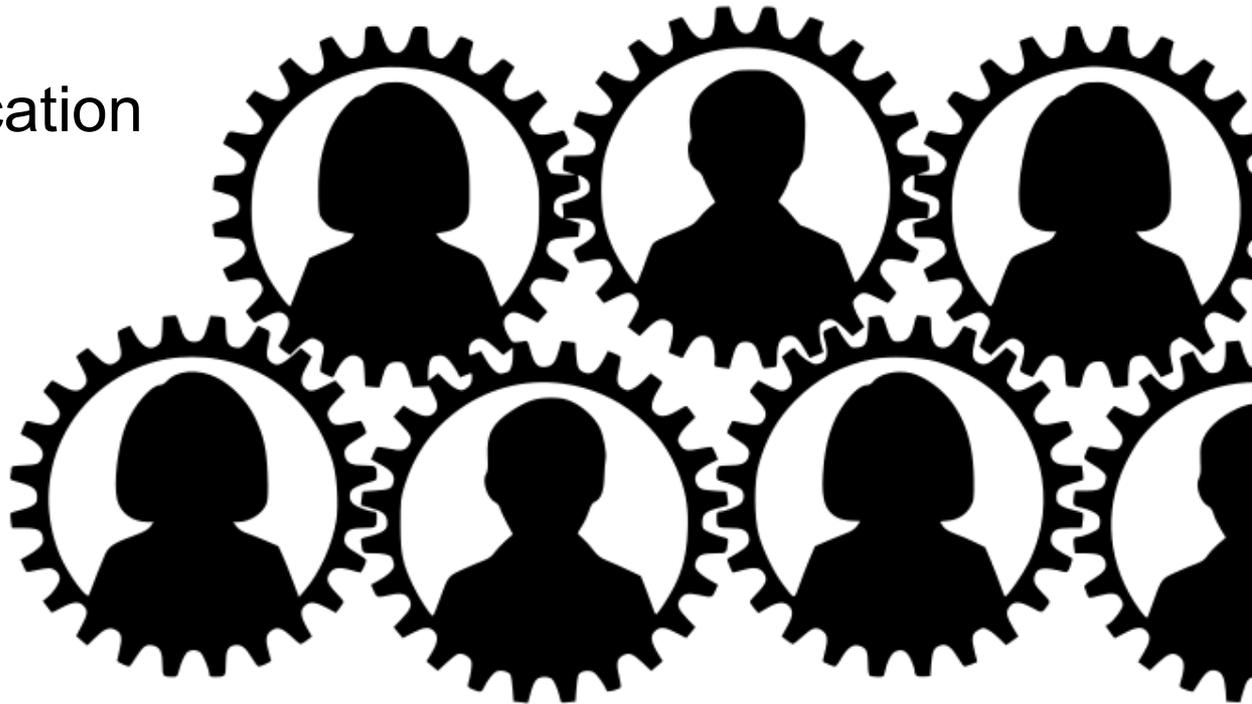
## **Co-workers and supervisors may....**

- Be concerned about the person who experienced violence/harassment
- Not know how to address the situation or how to help
- Need to take on extra work to support a person who was harmed
- Experience changes in their work relationships
- Show decreased productivity
- Become after seeing patterns of relationship abuse repeated
- Fear for their own safety
- Need to make accommodations to support a victim/survivor

# Impacts on the Workplace & Community

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- Workplace response
- Supporting survivors and services for persons who have used violence
- Community education



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# **Disclosing & Reporting**

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# Disclosing & Reporting

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## Disclosing

Telling *someone* about what has happened  
(e.g., friend, co-worker)

## Reporting

Making an official or formal complaint to authorities  
(e.g., police, Human Resources)





# Barriers to Disclosing & Reporting

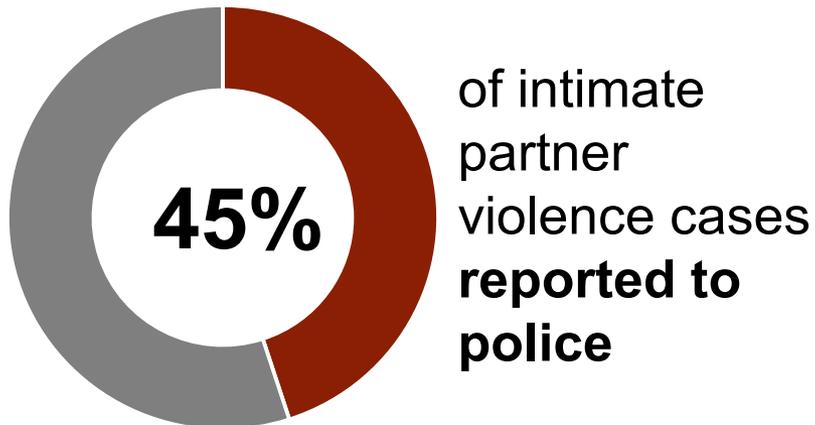
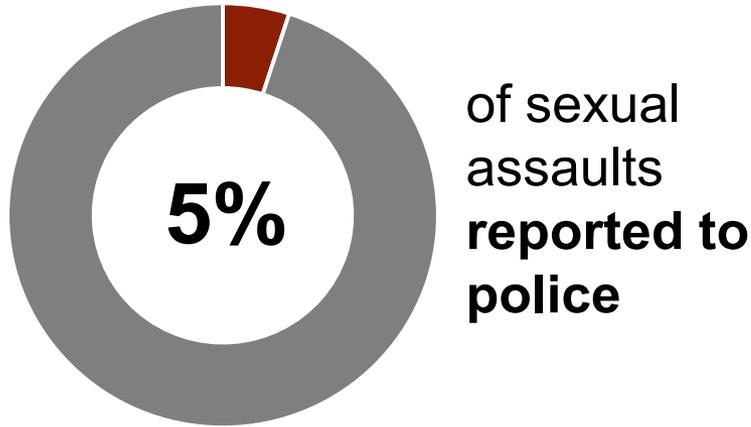
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## Examples of some barriers:

- Fear of workplace gossip or being excluded
- Be supervised by the person who harmed them
- Worry it could impact their career
- Have concerns about their manager seeing them as less capable or as someone who “causes issues”
- Concerns about their legal status
- Face discrimination embedded within response systems (e.g., racism, sexism)
- Lack awareness of their legal rights
- Believe the workplace response will be ineffective and/or slow-moving
- Face language barriers
- Lack of access to culturally safe resources

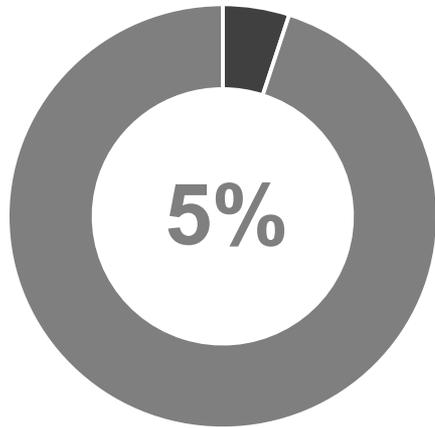
# Disclosing & Reporting

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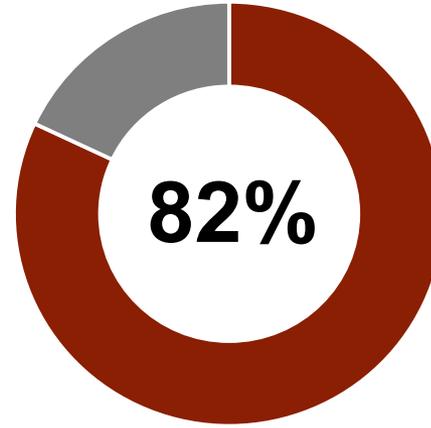


(Conroy & Cotter, 2017; Burczycka, 2016)

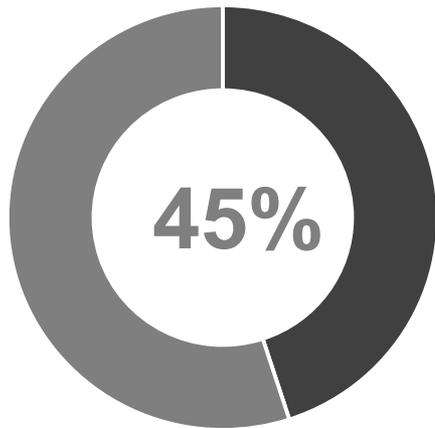
# Disclosing & Reporting



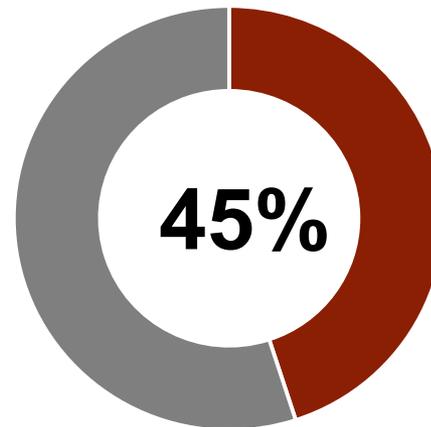
of sexual  
assaults  
**reported to  
police**



of **employees**  
who experience  
GBV disclose to  
a **co-worker**



of intimate  
partner  
violence cases  
**reported to  
police**



of **employees**  
experience GBV  
disclose to a  
**supervisor**

# Responding to a Disclosure

---

**LISTEN**

**BELIEVE**

**SUPPORT**

# Responding to a Disclosure

## LISTEN

- Listen actively (verbally and non-verbally)
- Be patient; let them set the pace
- Mirror language
- Avoid asking unnecessary questions or pressing for details
- Respect the survivor's personal space
- Avoid overreacting

**“I’m here to listen.”**

**“Thank you for sharing with me what you have gone through.”**

**“What I hear you saying is...”**

# Responding to a Disclosure

## BELIEVE

- Don't minimize or question the truth of their story
- Assure the survivor it was not their fault
- Validate their experiences
- Normalize their responses
- Reassure the survivor that you'll help them get the support and with next steps

**“What happened was not your fault.”**

**“It makes sense that you feel that way.”**

**“I believe you.”**

**“It's ok to feel sad/angry...”**

# Responding to a Disclosure

## SUPPORT

- Focus on immediate needs  
e.g., safety, workplace accommodations
- Recognize their strength and bravery in disclosing
- Identify existing supports
- Help them regain control
- Refer to resources for specialized support
  - Within the workplace
  - Community-based

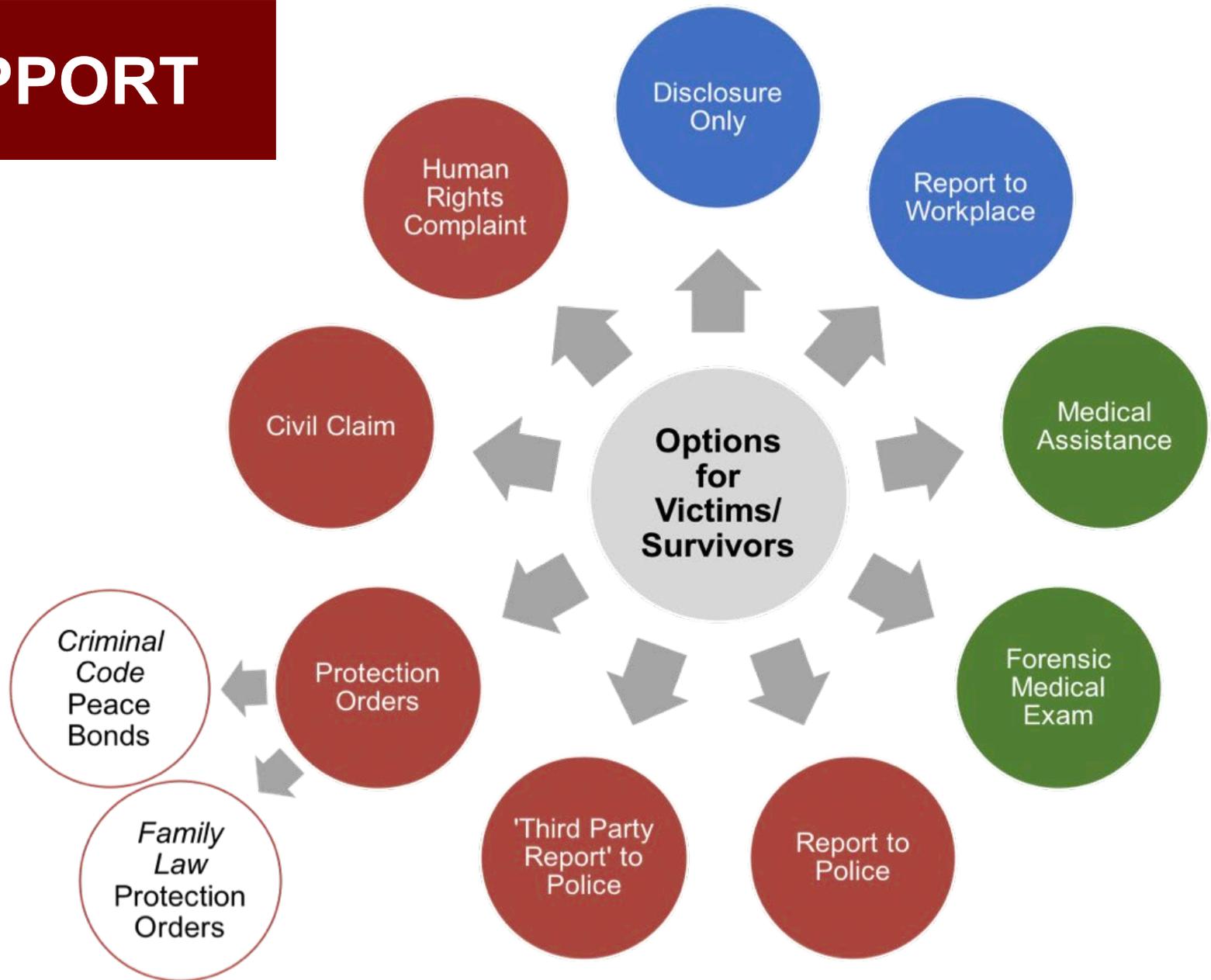
**“There are services that can provide more information and ongoing support.”**

**“I would be happy to help you get connected to talk to someone.”**

**“What would help you to feel safer right now at work?”**

**“Would you be ok hearing options for reporting or support in the workplace?”**

# SUPPORT



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SERVING ORGANIZATIONS**

# **Workplace Response**

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# Key Principles for Workplace Response

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## Trauma-Informed

- Recognizing that experiencing gender-based violence can be traumatic, often with lasting effects

## Victim/Survivor-Centered

- Prioritizing the rights, needs, and wishes of the person who has experienced harm

## Culturally Safe

- Working across different cultures necessitates approaches that are culturally sensitive and culturally appropriate

# Considerations for Mitigating Risk

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- **Everyone in the workplace has rights**
- **Awareness of bias and capacity**
- **Consider liability**
- **Union representation**
- **Communication and procedural fairness**
- **Consider survivor safety and interim measures**  
(e.g., suspension with pay, removal from worksite, no contact agreement)

# Considerations for GBVH Investigations

Some key considerations for conducting trauma-informed workplace investigations:

- **Safer space**
  - Interviewee controls space and flow of information
- **Not the same as survivor-centered approach**
- **'Do no harm' approach from beginning to end**
- **Understand impacts of trauma & potential triggers**

# Support & Resources

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- Community-based anti-violence organizations
- Workers' rights resources
- Legal supports
- Online resources and guides
- Colleagues within the sector

# Workplace Policy

**ENDING VIOLENCE**  
Association of BC

**CSWC** | Creating Safer  
Workplaces and  
Communities

**Gender-Based Violence, Harassment, and Bullying:**  
Workplace Policy Guidelines for Response and Prevention

Ending Violence Association of BC

2019

IMMIGRANT AND REFUGEE  
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INDIGENOUS LEADERSHIP,  
ORGANIZATIONS, AND  
COMMUNITIES

CORPORATE SYSTEMS  
AND INSTITUTIONS



Women and Gender  
Equality Canada

Femmes et Égalité  
des genres Canada

Canada

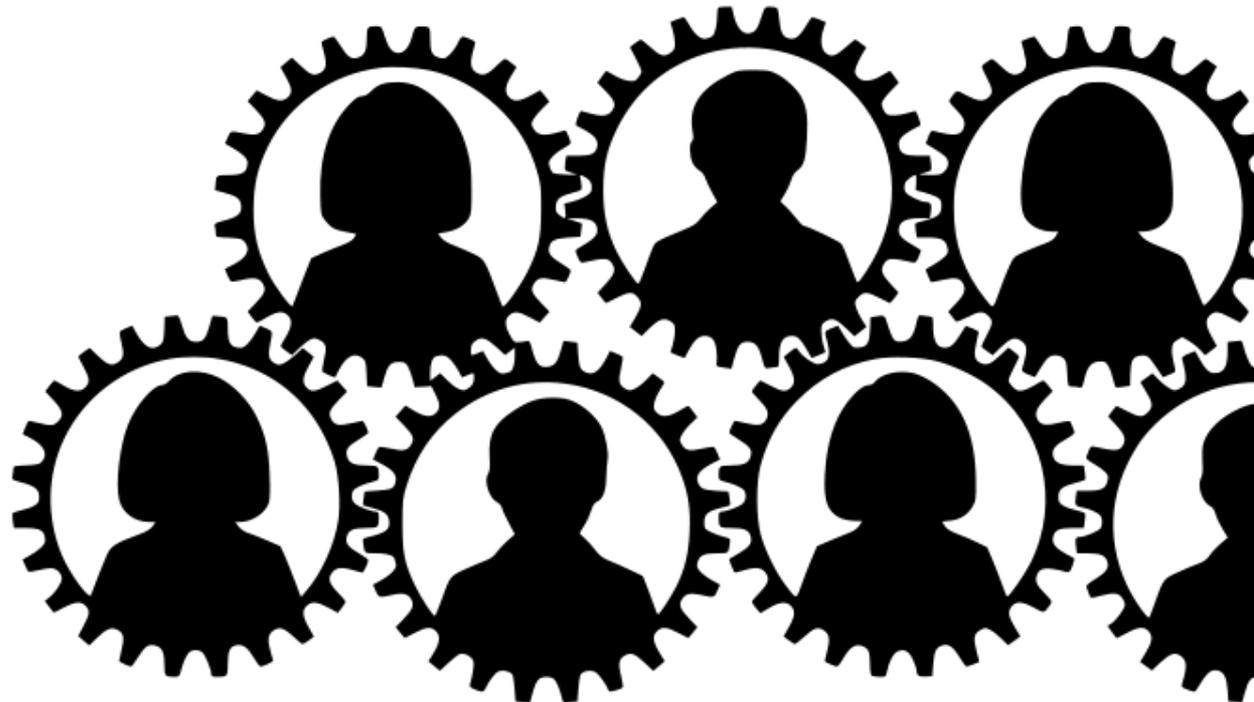


# Supporting a Safer and More Respectful Workplace

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“Creating a positive and respectful workplace requires an understanding and commitment by all parties.”

(WorkSafeBC, 2013, p. 27)



# CSWC

Creating Safer  
Workplaces and  
Communities

## CONTACT

**Misha Dhillon**

EVA BC

[dhillon@endingviolence.org](mailto:dhillon@endingviolence.org)

## SUPPORT SERVICES

**VictimLinkBC**

Call 1.800.563.0808

Text 604.836.6381

**Ending Violence Association of BC**

[www.endingviolence.org/needhelp](http://www.endingviolence.org/needhelp)

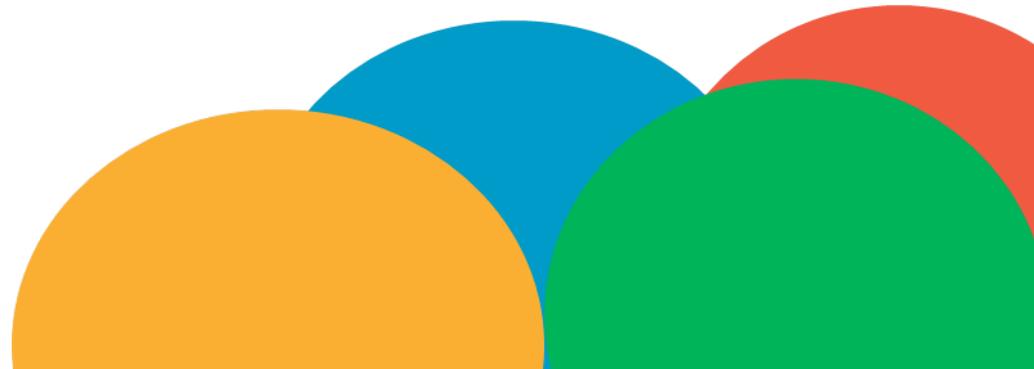
**WorkSafeBC Crisis Support Line**

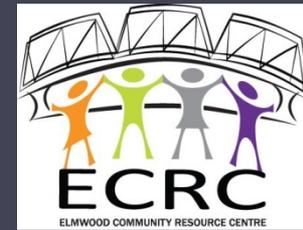
Call 1.800.624.2928 (toll free)



# Nina Condo

## Elmwood Community Resource Centre (ECRC)





Elmwood Community Resource Centre (ECRC)  
Main Office: 545 Watt St,  
Winnipeg, Manitoba

CISSA-ACSEI

Canadian Immigrant Settlement  
Sector Alliance

# Members

- CISSA-ACESEI membership consists of provincial, territorial, and regional umbrella associations:
  - Manitoba Association of Newcomer Serving Organizations (MANSO)- Winnipeg, Manitoba
  - Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISIA) – Saskatoon, Saskatchewan
  - Affiliation of Multicultural Societies and Service Agencies (AMSSA) – Burnaby, BC
  - Alberta Association of Immigrant Serving Agencies (AAISA) – Calgary, Alberta
  - Atlantic Region Association of Immigrant Serving Agencies (ARAISA) – Halifax, Nova Scotia
  - Multicultural Centre of the Yukon (MCY) – Whitehorse, Yukon

# Purpose of Coalition

- This coalition involves settlement and anti-violence organizations working together to address gender-based violence(GBV) for newcomer communities.
- Establishing a common base of knowledge, resources, training, and standardized GBV practices and protocols for the settlement sector

# Objectives

- The settlement and anti-violence sector to work together
- Standardize settlement agency GBV procedures & protocols using a safety lens to support service users
- Develop a series of webinars
- Establish a common base of knowledge on GBV
- Develop a standardized curriculum/model of GBV prevention programming for workshops with clients



# Gender-Based Violence Settlement Sector Strategy

## PROJECT ANNOUNCEMENT



We know that GBV affects everyone.



We will identify promising practices.



We can work to be proactive.



We are creating a National Strategy.



We will be reaching out to connect.

**In April 2019**, four organizations from the anti-violence and settlement sectors partnered to begin collaborative work on developing a strategy to address gender-based violence (GBV) for newcomers and refugees.

By building on current expertise, knowledge and resources in the anti-violence and settlement sectors, this coordinated effort will recognize the reality that newcomers and refugees continue to experience structural barriers to accessing supports. Working collaboratively across Canada is a strategic way to make change happen.

**Gender-based violence knows no bounds** - it takes place in every community, every culture and every sector of society- it crosses all socio-economic backgrounds, races, ethnicities, cultures, abilities, sexual orientations, gender identities and occupations. GBV affects everyone.

**Service providers who engage** with diverse communities or offer settlement support to newcomers are often the first point of contact so it is essential to have culturally responsive knowledge and skills to be able to effectively support clients.

**Over the next three years**, with input from the settlement and anti-violence sectors, and through funding from Immigration Refugees and Citizenship Canada (IRCC), this project will support settlement sector capacity building and a shared base of knowledge with a coordinated, comprehensive approach.

**Collaboration is key** as it fosters collective ownership of the process, more and better information sharing, conversations and relationship building. Working together in partnership between the four organizations and engaging their members increases our ability to deliver GBV prevention and intervention and better serve individuals and families experiencing violence.

**This Fall**, the project focus is to identify what is currently available, promising practices and the most strategic way to address GBV within the settlement sector. We will continue to provide project updates.

**For information please contact:**  
[Kathryn.bateskhan@halifax.ymca.ca](mailto:Kathryn.bateskhan@halifax.ymca.ca)

# Our Guiding Principles

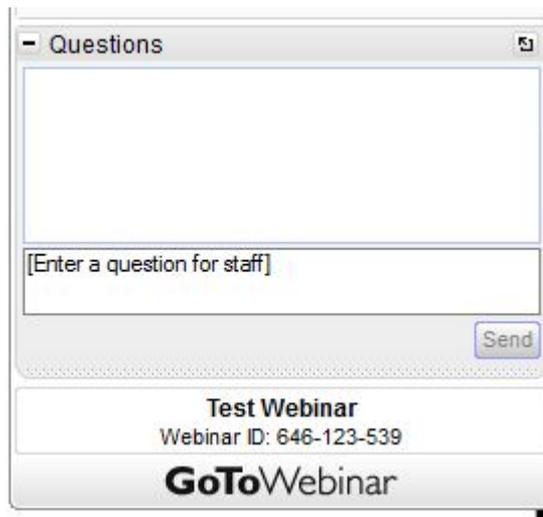
We believe the guiding principles that inform this work are...

# **NATIONAL SETTLEMENT SECTOR:** Gender Based Violence Response Strategy-

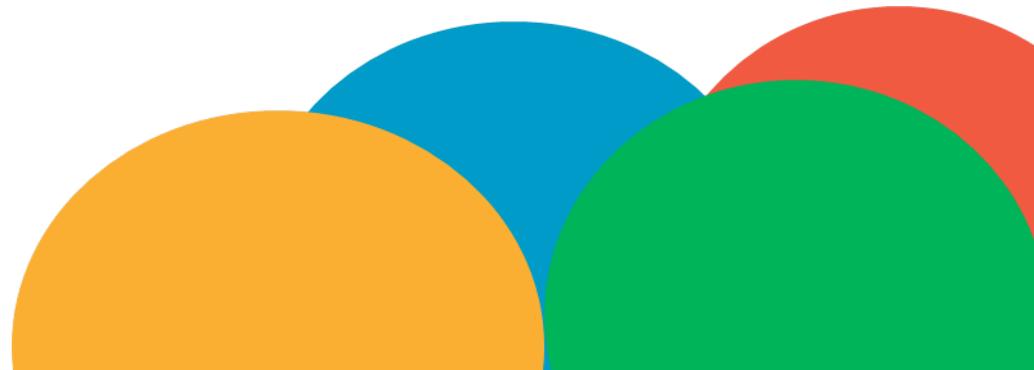
## **Logic Model**

# Submitting Questions

- Type your questions in the **Question Box**
- Tweet using **#AMSSAevents**
- Email to **[jship@amssa.org](mailto:jship@amssa.org)**



The image shows a screenshot of a web browser window titled "Questions". It features a large empty text area for entering a question, a smaller text input field with the placeholder text "[Enter a question for staff]", and a "Send" button. Below the input fields, the text "Test Webinar" and "Webinar ID: 646-123-539" is displayed. At the bottom of the window, the "GoToWebinar" logo is visible.

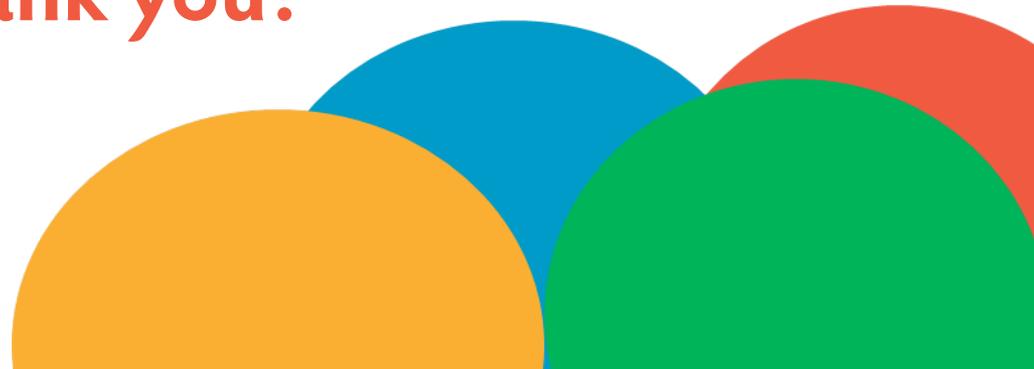




# Closing Remarks

- Online Evaluation Form
- Settlement Net:  
<http://www.amssa.org/settlement-net/>

**Thank you!**





Funded by:



Immigration, Refugees  
and Citizenship Canada

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et Citoyenneté Canada

