

SAFE ZONE: CREATING SAFE SPACES FOR STAFF AND CLIENTS



Presented by:

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PRESENTERS

- Lori Hollinger, MS
 - Regional Human Resources Director for Fulton State Hospital (FSH) and has worked at FSH for 20 years.
 - She is a member of the Cultural Competence Council at FSH.
- Erin Rye, MSW, LCSW
 - A social worker and team leader at FSH and has worked there for 2 ½ years.
 - Erin is a member of the Cultural Competence Council at FSH.
- We are passionate about social justice and promoting equality and acceptance.



FOCUS

- Need for Safe Zone (SZ) at Fulton State Hospital
- Development of SZ
- Implementation and daily running of SZ
- Obstacles
- Future plans and improvements



WHAT IS SAFE ZONE?

- A national diversity initiative
- Brings lesbian, gay, bisexual, transgender, and queer/questioning (LGBTQ) issues to light
- Provides education and support by creating safe zones of people designated as open and available to discuss LGBTQ issues and provide referral to appropriate resources
- Voluntary program
- Other names: Safe Places, Safe Spaces



Nate,

I overheard your phone conversation with Mike last night about your plans to come out to me. The only thing I need you to plan is to bring home OS and bread after class. We are out, like you now.

I've known you were gay since you were six. I've loved you since you were born.
-DAD

P.S. Your mom and I think you and Mike make a cute couple

NEED FOR SAFE ZONE

- In line with the mission of the Cultural Competence Council at Fulton State Hospital
 - The Cultural Competence Council of Fulton State Hospital will provide leadership, empowerment and education to our hospital community, for development of culturally competent, self aware, responsible staff, students and clients in order to develop a safe, respectful, supportive environment where staff and clients may work and live, find hope, and recover.



NEED FOR SAFE ZONE

- The need for acceptance, inclusion, and support for staff members and clients connected to the LGBTQ community
- Bullying and discrimination based on sexual orientation and gender identity orientation is a nationally publicized issue
- Bullying has led to suicides among those who identify as LGBTQ across our nation
- Making a positive impact in the workplace could make a significant difference for someone



ELLEN PAGE

- http://www.youtube.com/watch?feature=player_detailpage&v=1hlCEIUATzg



CREATION OF SAFE ZONE AT FSH

- Jane Bierdeman-Fike vision for FSH and CCC
- Community conversations
- Psychology Intern with experience via Florida Institute of Technology's Safe Zone
- Facility Administration approval to proceed
- FIT's public Diversity Committee website
<http://diversity.fit.edu/safe-zone.php>
- Creating our own logo, slogan, packet, volunteer registration and overall implementation plan
- Presentation to Facility Admin with plan to unveil and market the Safe Zone for FSH

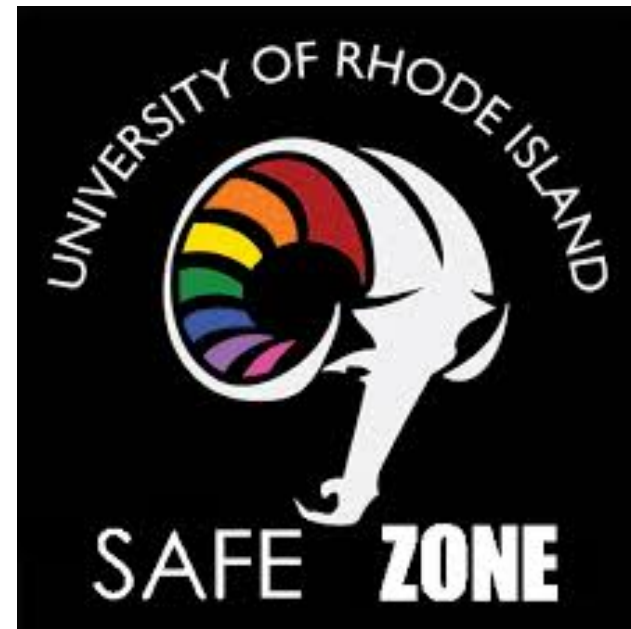


SAFE ZONE LOGO

- Unique design for each separate agency/ organization
- Signifies safe places to discuss LGBTQ issues



SAFE ZONE LOGOS



FSH SAFE ZONE LOGO

- Designed by psychology intern, Laura McCord
- Inspired by the historic Fulton light posts and the Greek Psi symbol
- Slogan: “**Light the way**” to provide hope for our patients in their darkest times



RESOURCE PACKET

- Created a Resource Packet to suit our needs and assist our volunteers
- Modified information from Florida Institute of Technology Safe Zone resources
 - <http://diversity.fit.edu/safe-zone.php>
- Researched national and local resources to include in our packet
- Included a consent form for volunteers to sign



NATIONAL RESOURCES

- Human Rights Campaign
<http://www.hrc.org/>
- Society for the Psychological Study of Lesbian, Gay, Bisexual and Transgender Issues
<http://www.apa.org/about/division/div44.aspx>
- GLBT National Help Center
1-888-843-4564
<http://www.glnh.org/>
- The Trevor Project Hotline
1-866-488-7386
<http://www.thetrevorproject.org/>
- National Suicide Prevention Hotline
1-800-273-8255
- [It Gets Better Project](#)
- Transgender Care
<http://www.transgendercare.com/>
- Intersex Society of North America
<http://www.isna.org/>
- Gay and Lesbian Medical Association
<http://www.glma.org/>
- Parents, Families and Friends of Lesbians and Gays (PFLAG)
<http://community.pflag.org/Page.aspx?pid=194&srcid=-2>
- Family Equality Council
<http://www.familyequality.org/>
- NAMI GLBT Resources
<http://www.nami.org/Template.cfm?Section=Resources&Template=/ContentManagement/ContentDisplay.cfm&ContentID=144809>



REGIONAL RESOURCES FOR FULTON

- Employee Assistance Program (EAP)
1-800-808-2261
- Mid-Missouri Crisis Line
573-445-5035, 1-800-445-5035,
or text HAND to 839863
- University of Missouri LGBTQ Resource Center
Columbia, MO
573-884-7750
<http://lgbtq.missouri.edu/>
- The Center Project
Columbia, MO
573-449-1188
<http://www.thecenterproject.org/>
- Missouri Rain
<http://www.missourirain.org/>
- Parents, Families and Friends of Lesbians and Gays (PFLAG): Mid-Missouri
<http://pflag.missouri.org/>
- PROMO
<http://www.promoonline.org/>
- Out, Proud, and Healthy in Missouri
<http://www.outproudandhealthy.org/>
- Mid-Missouri Pride Fest
<http://midmopride.com/>
- Transgender Health Network
<http://transgenderhealthnetwork.weebly.com>



VOLUNTARY PROGRAM

- Goal is to listen and be supportive
- Volunteers are not therapists
- <http://laughingsquid.com/its-not-about-the-nail-a-comedy-short-about-communication-in-a-relationship/>
- Respect and confidentiality is of utmost importance
- Volunteers are listed on the CCC website for accessibility
- Create an email distribution list of the volunteers to keep them involved with community events

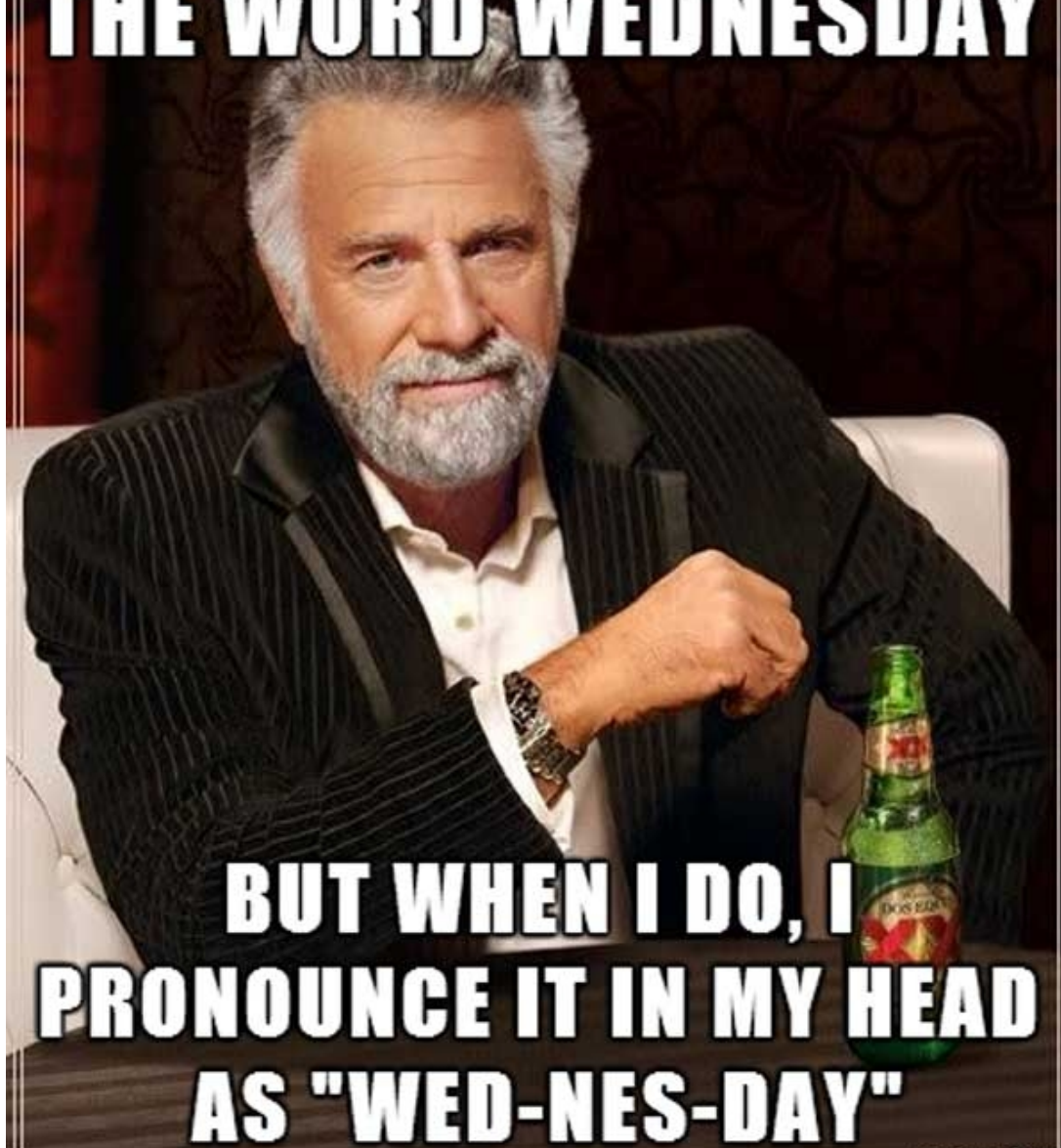


IMPLEMENTATION OF SAFE ZONE

- Marketed in various parts of Fulton State Hospital (FSH) to recruit members
 - New Employee Orientation, Town Hall Meetings, FSH Newsletter, Cultural Competence Council (CCC) Website, Department and Discipline Meetings, etc
- How to become a member?
 - Encouraged to reach out to select CCC members to maintain consistency and describe their interest
 - Screening process to decrease chance of abuse of the Safe Zone
 - Consent Form for registration as a volunteer
 - Receive Badge/Beacon/Packet



**I DONT ALWAYS WRITE
THE WORD WEDNESDAY**



**BUT WHEN I DO, I
PRONOUNCE IT IN MY HEAD
AS "WED-NES-DAY"**

made-on:imgur

More funny pictures at funnypicsplus.com

SUCCESS STORIES

- During an New Employee Orientation (includes presentation on Safe Zone), a new employee shared how excited she was about Safe Zone. She shared that she was raised by two moms and it was wonderful to work in a place where she felt safe talking about that without being worried about which pronouns to use, who will be safe to talk to, and who she can share with.
- A client approached a Safe Zone member and shared that he had been reaching out to various clergy to discuss his struggle with his faith and identity as a gay man. He expressed he had not had success. He was uncomfortable with approaching anyone until he noticed the Safe Zone badge. The Safe Zone member helped him contact our clergy at FSH, who is also a Safe Zone volunteer. She was able to help him find an openly gay clergy in the area who was willing to meet with him regularly and work through his concerns.
- Training Techs in NEO (also a SZ volunteers) have been approached each month about LGBTQ issues after the CCC NEO presentation on Safe Zone. They have expressed relief and appreciation on the facility's compassionate position for equality.



OBSTACLES

- Concern for reaction and possible protest
 - Annual Community Conversation, where we launched, included additional security
- Under utilized
 - We continue to advertise to increase our number of volunteers and use of Safe Zone
- How to respond to other agencies asking about how to set up their own Safe Zone
 - We want to help make the process easy because it can feel overwhelming
- Thankful for lack of negative reactions



HOW TO SET UP YOUR OWN SAFE ZONE

- Set up a team to make your Safe Zone
- Receive approval from your agency's administration
- Make your own unique logo
- Gather resources for your volunteers
- Select a point person to keep track of volunteers and to pass out Safe Zone logos, beacons and resource packets
- Market to gain volunteers who wish to promote equality and acceptance of the LGBTQ community



**Love is caring for
each other even
when you're angry.**



FUTURE PLANS AND IMPROVEMENTS

- Continually update our resource packet and provide updates to our volunteers
- Volunteer Recognition
- Provide training opportunities to our volunteers
- Continuous marketing to increase awareness and our number of volunteers
- Annual Community Conversations
- Encourage other organizations to get involved with this national initiative



QUESTIONS?



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