

**CALIFORNIA
BOARD OF BARBERING AND COSMETOLOGY**



MAY 21, 2018

Health and Safety Advisory Committee

**Doubletree Club by Hilton
Orange County Airport
California Ballroom
7 Hutton Centre Drive
Santa Ana, CA 92707**



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Health and Safety Advisory Committee Meeting

May 21, 2018

Doubletree Club By Hilton
Orange County Airport
California Ballroom
7 Hutton Centre Drive
Santa Ana, CA 92707

1:00P.M.- Until Completion of Business

AGENDA

1. Call to Order/ Roll Call
2. Executive Officer's Opening Remarks/Goals of the Committee (**Kristy Underwood**)
3. Public Comment on Items Not on the Agenda
Note: The Board may not discuss or take any action on any item raised during this public comment section, except to decide whether to place the matter on the agenda of a future meeting (Government Code Sections 11125, 1125.7(a))
4. Approval of Committee Meeting Minutes
October 23, 2017
5. Discussion and Recommendations to Staff Regarding Worker's Rights Concerns within the Industry.
6. Discussion and Recommendations to Staff Regarding Potential Health and Safety Concerns within the Industry.
7. Discussion and Recommendations to Staff Regarding Physical and Sexual Abuse within the Industry.
 - Review, Discussion and Recommendations to Staff Regarding Section 10 of the Health and Safety Course draft.
8. Agenda Items for the Next Meeting
9. Adjournment

Action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Committee and may be taken out of order. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Board are open to the public.

**Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the Committee prior to the Committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Committee, but the Committee Chair may, at his or her discretion, apportion available time among those who wish to speak. Individuals may appear before the Committee to discuss items not on the agenda; however, the Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*

The meeting is accessible to the physically disabled. A person who needs disability-related accommodation or modification in order to participate in the meeting may make a request by contacting: Marcene Melliza at (916) 575-7121, email: marcene.melliza@dca.ca.gov, or send a written request to the Board of Barbering and Cosmetology, PO Box 944226, Sacramento, CA 94244. Providing your request is a least five (5) business days before the meeting will help to ensure availability of the requested accommodations. TDD Line: (916) 322-1700.



DRAFT

**CALIFORNIA STATE BOARD
OF
BARBERING AND COSMETOLOGY**

HEALTH AND SAFETY ADVISORY COMMITTEE MEETING

MINUTES OF OCTOBER 23, 2017

Crowne Plaza San Diego – Mission Valley
2270 Hotel Circle North
San Diego, CA 92108

BOARD MEMBERS PRESENT

Dr. Kari Williams, President
Lisa Thong

COMMITTEE MEMBERS PRESENT

Teni Adewumi
Paul Bryson
Deedee Crossett
Brandon Hart
Fred Jones
Leslie Roste
Delane Sims
Dr. Charles Washington
Holly Wright

COMMITTEE MEMBERS ABSENT

Shirley Arnett
Janet Blaschke
Anna Marie Brown
Amy Coombe
Julia Liou
Lori Schaumleffel
Robert Von Essen
Hermine Warren, DNP

STAFF MEMBERS PRESENT

Kristy Underwood, Executive Officer
Michael Santiago, Board Legal Representative
Tami Guess, Board Project Manager
Marcene Melliza, Board Analyst

1. Agenda Item #1, CALL TO ORDER / ROLL CALL

Dr. Kari Williams, Board President, called the meeting to order at approximately 1:00 p.m. and confirmed the presence of a quorum.

2. Agenda Item #2, EXECUTIVE OFFICER'S OPENING REMARKS

Kristy Underwood, Executive Officer, provided a brief overview of the agenda.

3. Agenda Item #3, PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

No members of the public addressed the Board.

4. Agenda Item #4, APPROVAL OF COMMITTEE MEETING MINUTES

June 26, 2017

MOTION: Lisa Thong made a motion, seconded by Fred Jones, that the Health and Safety Advisory Committee approves the June 26, 2017, Meeting Minutes as presented. Motion carried 7 yes, 0 no, 3 abstain per roll call vote as follows:

The following Health and Safety Advisory Committee Members voted "Yes": Ms. Crossett, Mr. Jones, Ms. Roste, Ms. Sims, Ms. Thong, Mr. Washington, and Ms. Wright.

The following Health and Safety Advisory Committee Members abstained: Ms. Adewumi, Mr. Bryson, Mr. Hart and Ms. Williams.

5. Agenda Item #5, UPDATE TO THE COMMITTEE ON ACTIONS IMPLEMENTED BY STAFF SINCE THE LAST MEETING

Ms. Underwood stated Committee recommendations made at the last meeting are currently being incorporated into the Know Your Worker's Rights document to improve licensee awareness of labor laws. The updated document will be presented to the Board at the January 2018 Board meeting. She stated staff will send the updated document to community groups, nonprofit organizations, legislative offices, and licensees pending Board approval.

Ms. Underwood stated the California Department of Industrial Relations' (DIR) frequently asked questions (FAQ) page for Assembly Bill (AB) 1513 has been posted to the worker's rights section of the CASafeSalon webpage.

Ms. Underwood stated the first town hall meetings will be held October 24th in Poway and November 6th in Sacramento. The DIR, the Employment Development Department (EDD), and the Division of Occupational Safety and Health (Cal OSHA) will present. Inspectors have been handing postcard invitations out to licensees. The town hall meeting will be videotaped and posted on the website for reference.

Ms. Underwood stated staff has been working on ways to increase the email list and to better reach licensees, such as email sign-up lists at trade shows.

Ms. Underwood stated staff has been in contact with the NIC to determine if there are labor issue questions on the current national examination.

Ms. Underwood stated staff is working with the DCA to determine the most appropriate way to talk about outreach avenues for encouraging consumers to evaluate their role in labor trafficking and wage theft.

Ms. Underwood stated staff has added a new section in the Health and Safety Training Course, which offers information to service providers regarding their right to refuse

service. The updated course is expected to be presented to the Board at the July 2018 Board meeting for approval.

Ms. Underwood stated staff is currently reviewing online waxing and eyelash safety tips and will work with legal counsel to make that information available to the industry and consumers.

Ms. Underwood stated staff is working on collaboration between the BreEZe system, the computer-based testing vendor system, and the National-Interstate Council of State Boards of Cosmetology (NIC) system to identify Board-approved schools and NIC examination scores so the Board can send schools how their students did in each area of the NIC examination.

6. Agenda Item #6, DISCUSSION AND PRESENTATION ON THE ENVIRONMENTAL IMPACT OF BEAUTY PRODUCTS

Presenters

Chris Geiger, PhD, Toxics Reduction Program, San Francisco Department of the Environment

Swati Sharma, Toxics Reduction Program, San Francisco Department of the Environment

Tami Guess stated the presenters were unable to be in attendance but they provided a narrated slide presentation of the definitions, methodology, findings and recommendations, and regulatory issues of disinfectants and sanitizers in nail salons.

Recommendation to the Board: Nail Salons start to incorporate peroxide based disinfectants (institutional strength, closed loop auto dilution product).

7. Agenda Item #7, DISCUSSION AND PRESENTATION ON DISINFECTION OPTIONS AVAILABLE TO THE BARBERING AND BEAUTY INDUSTRY

Presenter

Leslie Roste, National Director, Education and Market Development, King Research/Barbicide

Leslie Roste, National Director, Education and Market Development, King Research, and Committee Member, provided an overview, accompanied by a slide presentation, of the definitions, requirements, financial, time, and environmental costs of disinfection options.

Ms. Roste suggested removing the term "hospital grade" from Board material - the Environmental Protection Agency (EPA) does not recognize that term. In addition, she stated that when states use the phrase, "*something should be kept in a sanitary manner*" within regulatory language, it is ambiguous and open to interpretation. She suggested that the wording be edited out of California's regulations.

Ms. Roste included a spreadsheet of the processes, advantages, and disadvantages of several types of disinfectants, which was included in the meeting packet.

Questions and Discussion

Ms. Guess asked about continuing to require quaternary ammonia compounds but allowing the use of disinfectant wipes for foot spas with disposable liners. Ms. Roste stated wipes can be a good option. They have a much lower contact time, no chemical for licensees to be in contact with, no concentrates to mix, and no fumes that may be breathed in. She stated the importance of reading labels and selecting wipes with shorter required contact times (under two minutes). She suggested efforts should be made to move the industry to using pedicure bowls without jets.

Ms. Guess asked what other tools Ms. Roste would suggest being allowed to be disinfected by the use of disinfectant wipes. Ms. Roste stated other states use wipes and sprays as an alternative for disinfecting shears.

Ms. Crossett stated that licensees are already using EPA – registered disinfectant wipes on skin care machine electrodes and shears. She suggested putting out information on how to use a wipe for increased compliance, especially for licensees with expensive shears who are reluctant to immerse them in liquid disinfectant.

Ms. Roste stated the two license areas of most concern that can benefit from increased education on properly using disinfectant wipes are nail care providers and estheticians. Effort should be made to help licensees understand the disinfectant label.

Ms. Crossett suggested educating licensees to use a wipe on the service area - drawers, handles, jars, lids, etc. - between clients.

Ms. Crossett asked about the efficiency of disinfectant tablets and pouches/pods. Ms. Roste stated the thought on disinfectant tablets/pods has gone back and forth. She stated manufacturing consistency is difficult in this industry. Use of tablet/pouches and pods is not recommended.

Ms. Underwood stated the current procedures for disinfecting foot spas that are plumbed require an EPA-registered hospital liquid disinfectant. Ms. Roste recommended using the following regulatory language: "*EPA-registered disinfectant that is bactericidal, viricidal, and fungicidal and approved for use in a hospital, clinic, or doctor's office*". The EPA regulates what can go on labels, word for word.

Ms. Guess, asked if it would be better to require an EPA-registered disinfectant that has been approved for use in a beauty shop or salon. Ms. Roste answered in the affirmative and stated the exact location categories put out by the EPA are barber shop, beauty salon, and nails.

Mr. Bryson stated the EPA has specific labeling requirements for disinfectants. He suggested looking for products that have an EPA-registered approved usage for whirlpool foot spas on the label.

Ms. Roste stated the EPA is in the process of updating their forms and disinfectant labels will change to reflect those updates.

Fred Jones, stated California regulations currently state wipes are permitted to disinfect shears and electric tools. He suggested including wipe usage to disinfect the workspace and foot spa basins where liners are used.

Ms. Roste encouraged the Board to allow licensees to use disinfecting wipes on any tools deemed appropriate. Obviously, wipes will not work on hair brushes but they could work on nail implements.

Ms. Roste stated the EPA mandates using one wipe for mechanical cleaning and a second wipe for disinfecting.

Mr. Jones stated current policy is to keep it simple. He questioned whether providing more options a good thing. Ms. Roste stated when Clorox wipes came on the home market, compliance went up because individuals found it more convenient to use a wipe and throw it away. Education on proper wipe usage and contact time will be necessary. She suggested using disinfectants that have a contact time in the two-minute range.

Ms. Crossett asked if wipes leave a residue that may interfere with equipment efficiency, such as high frequency glass electrodes. Ms. Roste stated wipes leave no residue after the alcohol dries off during the required contact time; no rinsing is necessary.

Mr. Jones made a motion to add the use of wipes to disinfect foot spa basins that use liners and non-electric instruments and to remove the word "hospital" from Board regulations.

Public Comment

Wendy Jacobs, Founder, California Aesthetic Alliance, stated chain employees have five minutes to turn the rooms over to prepare for the next client. She stated wipes will help. She asked that estheticians be included in the language.

Ms. Roste suggested using the EPA's terminology because it coincides with labeling requirements.

MOTION: Mr. Jones made a motion, seconded by Ms. Sims that the Health and Safety Advisory Committee recommends that the Board adds the use of wipes to disinfect foot spa basins that use liners, non-electric instruments, and workstations, and removes the word "hospital" from Board materials. Motion carried 10 yes, 0 no, 0 abstain per roll call vote as follows:

The following Health and Safety Advisory Committee Members voted "Yes": Ms. Adewumi, Mr. Bryson, Ms. Crossett, Mr. Jones, Ms. Roste, Ms. Sims, Ms. Thong, Mr. Washington, Ms. Williams, and Ms. Wright.

8. Agenda Item #8, PRESENTATION AND DISCUSSION ON UNDERSTANDING PIECE-RATE LAW AND SUGGESTIONS ON HOW TO BRING AWARENESS OF THIS LAW TO BOARD LICENSEES

Presenter

Holly Wright, Department of Industrial Relations (DIR)

Holly Wright, provided an overview, accompanied by a slide presentation, of the AB 1513 mandate, piece-rate compensation, and how to determine the average hourly rate to be paid for rest periods if employees are paid by piece-rate.

Questions and Discussion

Ms. Crossett, Mr. Jones and Dr. Williams asked clarifying questions about minimum wage, rest periods, piece-rate earnings, and commissions.

Mr. Jones asked how a bonus that is paid equally to all members of the team that are paid by salary would work. Ms. Wright stated she would get back to staff with the answer to that question.

Mr. Jones suggested creating a summary instead of referring individuals to the FAQ section of the DIR website. Ms. Thong stated questions may be better asked of the DIR than the Board.

Mr. Jones suggested that staff work with the DIR in developing summary bullets that can be posted to the Board website to help answer some questions and refer them to the DIR. Ms. Underwood stated the Board does not have the resources or the authority to pursue his suggestion.

Ms. Underwood stated the currently discussed agenda item is in response to questions that came up during the last meeting. It is informational only.

9. Agenda Item #9, AGENDA ITEMS FOR THE NEXT MEETING

Ms. Underwood stated the Advisory Committee term was for one year. The Board will reinstate the Committee at the January 2018 Board meeting. She asked Committee Members to email Ms. Guess if they would like to be considered for the next Committee term.

Mr. Jones suggested an agenda item to clarify Senate Bill (SB) 490 with legal options that may be taken. Ms. Underwood stated, although she agrees, this Committee's role is to make suggestions to the Board, not the DIR.

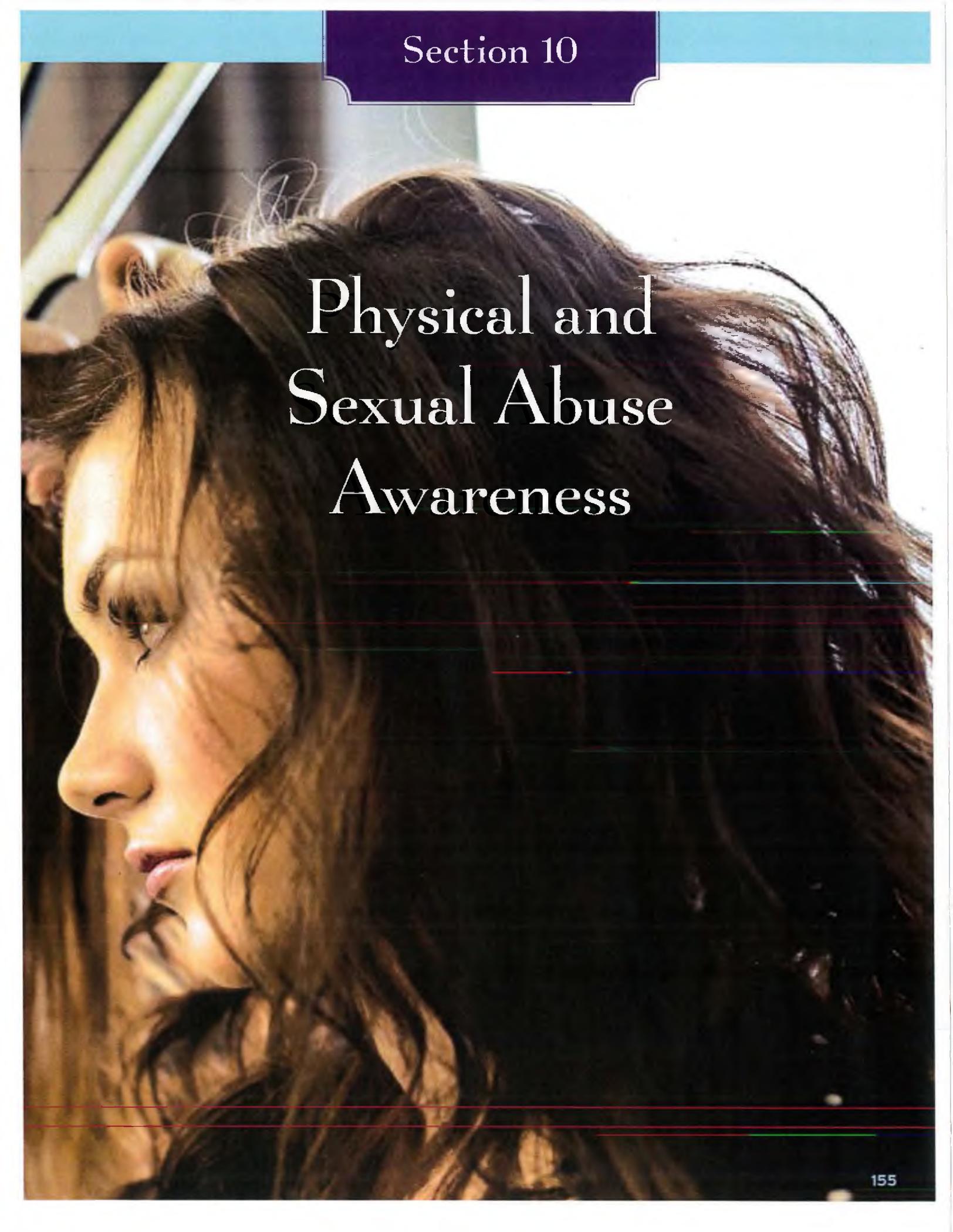
Ms. Crossett asked if it was appropriate for this committee to address and discuss the selling of school training hours in relation to health and safety preservation. Ms. Underwood stated that a report is scheduled to be presented on that topic at the next Board meeting.

Ms. Sims suggested the creation of a Safety Compliance Officer who would be an intern to help salons become compliant. Ms. Underwood stated this is not possible because the Board is under a civil servant classification.

Ms. Crossett asked if the Committee could consider ways to educate licensees on the Board's mobile unit provision. She expressed concern that licensees do not realize they are working unlicensed if they have not licensed their mobile units.

10. Agenda Item #10, ADJOURNMENT

There being no further business, the meeting was adjourned.



Physical and
Sexual Abuse
Awareness

LEARNING OBJECTIVES

Section 10

Physical and Sexual Abuse Awareness

After completing this section, the future professional will be able to:

- Identify different types of physical and sexual abuse.
- Recognize and identify warning signs of domestic violence, sexual abuse or assault, elder abuse, and human and labor trafficking.
- Identify resource groups and organizations available to the victims for assistance.

Future professionals in the Barbering and Beauty industry are in a unique position to help assist victims of physical and sexual abuse. Due to the intimate nature of many services provided and the close personal bonds that are often formed between a future professional and a client, the future professional may see things often missed by the casual observer. This close bond is often carried on as the future professional progresses into their career as a licensee of the Board.

It is the intent of this lesson to provide awareness to the future professional with an overview of some of the types of physical and sexual abuse the future professional may encounter while engaging with their clients and to be able to recognize the signs of abuse but most importantly, where to direct the victims to go to for aid. Case studies will be presented to aid the future professional in determining the best method for assisting a victim.

The awareness training presented within this lesson is not all inclusive but rather a starting point in the expansion of knowledge for the future professional. Future professionals are encouraged to continue to expand their knowledge on the subjects presented as they progress through their careers and to actively look for ways to provide safe aid to at-risk clients.



#NoViolenceinBeauty is a Board-sponsored campaign designed to help stop physical and sexual abuse.

Special Note to the Future Professional

If you believe you have identified a victim of any sort of physical or sexual abuse, contact local law enforcement, explain the situation, and leave it in their hands. Do not attempt to rescue the victim; it may be unsafe for both you and the potential victim. Allow law enforcement to do their job. For urgent situations, notify local law enforcement immediately by calling 911.

#NoViolenceinBeauty

The California Board of Barbering and Cosmetology actively seeks to promote physical and sexual abuse awareness. #NoViolenceinBeauty is a Board-sponsored campaign designed toward that end. See what the Board is currently doing to help stop physical and sexual abuse by visiting www.barbercosmo.ca.gov/consumers/noviolenceinbeauty.shtml.

Domestic Violence

The National Coalition Against Domestic Violence defines domestic violence as the willful intimidation, physical assault, battery, sexual assault, and/or other abusive behavior as part of a systematic pattern of power and control perpetrated by one intimate partner against another. It includes physical violence, sexual violence, threats, emotional, and/or psychological abuse. Domestic violence is prevalent in every community and affects all people regardless of age, socioeconomic status, sexual orientation, gender, race, religion, or nationality. Domestic violence is a learned pattern of behavior.

ANYONE can be a victim.

Warning signs that a client may be experiencing domestic violence may include:

- The client often cancels appointments at the last minute for reasons that sound untrue.
- The client frequently apologizes for their partner and is always worried about upsetting them.
- The client is giving up things that used to be important to them, becoming more and more isolated.
- The client's weight or appearance has changed dramatically.
- The client has injuries (bruising, hair appears to have been ripped out, mobility issues) they cannot explain, or their explanations just do not add up.

Abusive partners to the lesbian, gay, bisexual, transgender, queer (LGBTQ) and HIV-affected communities may use additional tactics of asserting power over their partners. These tactics may be more difficult for the future professional to identify; however, if the future professional witnesses any of the tactics listed below, it is likely that the client may be experiencing abuse. The following list has been adapted from a list developed by FORGE (**FORGE-Forward.org**):

- The partner uses pronouns not preferred or calling someone "it."
- Threatening to "out" someone to their employer, friends, or family members.
- Telling the partner they will never find another partner who treats them better (social isolation).
- Ridiculing how someone's body looks.
- Claiming they know what's best for someone, how they should dress, or wear makeup (or not), negating personal decisions.

Identifying the Tactics of an Abuser

Power and Control Wheels were first developed by the Domestic Abuse Intervention Programs in the 1980s. This illustrative tool is used to demonstrate the types of tactics abusers can use to exercise control over



ANYONE can be a victim of domestic violence.

a victim. Oftentimes, the wheel is used while consulting with a potential victim to help identify the types of abuse that may be occurring. Variations of the wheel have been constructed for different at-risk groups. For instance, the tactics used by an abusive heterosexual male against a heterosexual female victim may be different than the tactics used by an abusive transgender partner against a transgender victim or the tactics used by an abusive relative against an elderly individual. Variations of the power wheel are included in the Training Materials.



Power and Control Wheels illustrate the types of tactics abusers can use to exercise control over a victim.

Providing Assistance to a Victim of Domestic Violence

If you believe you have encountered a victim of domestic violence, attempt to reach out to the client. Future professionals can do this by asking them questions such as,

"Is everything ok?"

"I am concerned about you ..."

"I couldn't help but notice that you have several bruises around your neck area."

Most importantly, without endangering yourself or the victim, provide them with information on where they can go for help and support.

Providing Assistance to a Victim of Domestic Violence

Do:

- Do tell them you are concerned for their safety.
- Do believe the victim.
- Do remind them that it is not their fault and they do not deserve to be abused.
- Do be supportive and patient.
- Do encourage them to document threatening text messages, voicemails, and social media posts.
- Do provide them with information on where they can go for help and support.

Don't:

- Don't tell the victim you know how they feel.
- Don't be forceful or judgmental.
- Don't try to be a counselor.



The National Domestic Violence Hotline serves victims of domestic abuse.

The **National Domestic Violence Hotline** is the only national organization that directly serves victims of domestic abuse. They are highly trained, expert advocates who are available by phone to talk with anyone affected by physical, emotional, verbal, sexual, or financial abuse. The Hotline also offers an online chat service at www.thehotline.org that is available 24/7. The services are free and confidential, and they profess to have the largest and most comprehensive database of local and national resources in the country.

Future professionals should never put themselves or the potential victim at risk. Discretion should be used when providing aid to a victim.

Refusing Assistance

At times the future professional may become aware that abuse is happening to a client but it would seem that the victim does not want any assistance or aid. There are many reasons why a victim may choose to stay with an abuser. Some of these reasons may include they believe:

- Their life is in danger if they leave.
- The abuse is temporary.
- They can change the abuser.
- "It will never happen again."
- They have a responsibility to the family to stay.
- There are more good times ahead.

Never disparage or demean a victim for their choice. Always respect their right to privacy or right to refuse help. Most importantly, remember the future professional's role in victim assistance is to direct the victim to professionals trained to aid the victim. If that assistance is not welcome, it is inappropriate to pressure the victim to act when they are not ready to and it may even put the victim's life in danger.

CASE STUDY #1

Jennifer, a client of 10 years, has come in for her regularly scheduled haircut. At the last appointment you noticed some bruises on Jennifer's arm, but you were not sure how she got the bruises and since she did not say anything about the injury and you have never observed any injuries on her prior, you did not ask how the injuries were sustained. Now however, during this visit, while shampooing her hair, you notice some bruising around the back of Jennifer's neck and she has a large bump on the top of her head.

Based on what you have observed, how might you initiate a conversation regarding the noted injuries?

If Jennifer confides in you that some type of abuse is currently occurring, how might you provide her with support?

What are some things you should NOT say to Jennifer if she is in fact experiencing abuse?

CASE STUDY #2

Maureen, a new client, has come into the establishment and has requested that you highlight her hair. After situating Maureen in your chair and draping her for the service, while sectioning her hair you observe a large cut on the top of her head. Surprised, you ask Maureen how she obtained the injury. She becomes withdrawn and states she would rather not discuss how the injury occurred. Based on Maureen's body language and actions, you strongly suspect abuse may be occurring.

What might you say to show you support her and her decision not to discuss the circumstances surrounding her injury?

Questions for Review

Domestic violence only occurs in older, economically challenged neighborhoods. True or False?

Domestic violence may include:

- A) Violence between workers who do domestic chores for a household where they are employed.
- B) Physical violence, sexual violence, threats, emotional and/or psychological abuse.
- C) Violence that has occurred within the borders of the United States.

Power and Control Wheels are used to illustrate:

- A) The best way to get out of a serious, violent situation.
- B) Where an individual can go to receive help and training on breaking the domestic violence circle.
- C) The types of tactics abusers can use to exercise control over a victim.

For answers to all questions, please refer to the exam booklet.

Sexual Abuse or Assault



Long-term symptoms of sexual abuse or assault include anxiety, fear, or post-traumatic stress disorder.

While the legal definition of sexual abuse or assault varies from state to state, the American Psychological Association provides the following definition for sexual abuse:

“Sexual abuse is unwanted sexual activity, with perpetrators using force, making threats or taking advantage of victims who are not able to give consent. Most victims and perpetrators know each other. Immediate reactions to sexual abuse include shock, fear or disbelief. Long-term symptoms include anxiety, fear or post-traumatic stress disorder.”

RAINN (Rape, Abuse & Incest National Network) is the nation’s largest anti-sexual violence organization. RAINN provides the following warning signs that a person may be the victim of sexual assault or abuse:

- Withdrawing from other relationships or activities, for example, spending less time with friends.
- Saying that their partner does not want them to engage in social activities or is limiting their contact with others.
- Disclosing that sexual assault has happened before.
- Any mention of a partner trying to limit their contraceptive options or refusing to use safer sexual practices, such as refusing to use condoms or not wanting them to use birth control.

- Mentioning that their partner is pressuring them to do things that make them uncomfortable.
- Signs that a partner is controlling their means of communication, such as answering their phone or text messages or intruding into private conversations.
- Visible signs of physical abuse, such as bruises or black eyes.
- Unusual weight gain or weight loss.
- Unhealthy eating patterns, like a loss of appetite or excessive eating.
- Sexually transmitted infections (STIs) or other genital infections.
- Signs of depression, such as persistent sadness, lack of energy, changes in sleep or appetite, withdrawing from normal activities, or feeling “down.”
- Anxiety or worry.
- Notable changes in self-care, such as paying less attention to hygiene, appearance, or fashion.
- Self-harming behavior.
- Expressing thoughts about suicide or suicidal behavior.
- Excessive drinking or drug use.

If you suspect sexual abuse or an assault has occurred, talk to someone who is trained to help. Call the National Sexual Assault Hotline at (800) 656-HOPE (4673) or chat online at **online.rainn.org**.

Elder Abuse

Elder abuse is “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.” This definition has been adopted by the World Health Organization (WHO) from a definition put forward by Action on Elder Abuse in the U.K.

It includes harms by people the older person knows, or have a relationship with, such as a spouse, partner, or family member; a friend or neighbor; or people that the older person relies on for services. Many forms of elder abuse are recognized as types of domestic violence or family violence since they are committed by family members. Paid caregivers have also been known to prey on their elderly patients.

While there are a variety of circumstances considered as elder abuse, it does not include general criminal activity against older persons, such as home break-ins, “muggings” in the street, or “distraction burglary,” where a stranger distracts an older person at the doorstep, while another person enters the property to steal.

Warning signs that elder abuse may be occurring include:

- Bruises, pressure marks, sprained or broken bones, abrasions, or burns.
- Injuries that happen over and over.
- Painful reaction, if touched.



Withdrawing from relationships or spending less time with friends can be a warning sign that a person may be the victim of sexual assault or abuse.



Paid caregivers have been known to prey on their elderly patients.

- Unexplained withdrawal from normal activities, a sudden change in alertness, or unusual depression.
- Unexplained or sudden changes in finances.
- Changes in personality, behavior, or physical condition.
- Signs of isolation, being controlled, and/or threatened.

Each California county has an adult protective services (APS) agency to help elderly adults (65 years and older) and dependent adults (18-64 who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation. County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes, apartments, hotels, or hospitals.

APS staff also provide information and referrals to other agencies and educate the public about reporting requirements and responsibilities under the Elder and Dependent Adult Abuse Reporting Laws.

Cross-reporting APS agencies, law enforcement agencies, and the Office of the State Long-Term Care Ombudsman (OSLTCO) have the responsibility to cross-report allegations of abuse to the appropriate law enforcement agencies, public agencies, and licensing entities having jurisdiction over these cases.

To report elder abuse or dependent adult abuse in the community, contact your local county APS office at www.cdss.ca.gov/inforesources/Adult-Protective-Services. Abuse reports may also be made to your local law enforcement agency.

CASE STUDY #3

You have been cutting Mr. Jones hair for the last 10 years. You guess he may be in his early 80s. He has always been a kind, happy person. Lately, though, you notice he seems out of sorts and withdrawn. You also notice that his appearance has changed. He seems to have lost interest in his appearance because now he often comes in with soiled, wrinkled clothes; something that never used to happen. While sitting Mr. Jones in your chair for a haircut, you try to assist him by taking hold of his arm to help him into the chair. He flinches and acts as though he is in pain. His care provider comes in to retrieve Mr. Jones, and he seems scared and afraid of her.

What would you say to Mr. Jones to make sure he is ok?

If Mr. Jones tells you that his health care provider has been hitting him and not properly caring for him, what might you say to Mr. Jones?

After Mr. Jones leaves the establishment, who might you contact to discuss what you have just been told and observed?

Questions for Review

Elder abuse only includes repeated acts or lack of appropriate actions, occurring within any relationship where there is an expectation of trust, that causes harm or distress to an older person. True or False?

Adult protective service agencies assist:

- A) Elderly adults (65 years and older) and dependent adults (18-64 who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation.
- B) Elderly adults (55 years and older) and the sick and infirm.
- C) Parents who are experiencing threats or violence from their children.

Name three warning signs that elder abuse may be occurring.

- A) _____
- B) _____
- C) _____

For answers to all questions, please refer to the exam booklet.

Human Trafficking

Human trafficking can take many forms. Two of the most severe forms of human trafficking are:

- Sex trafficking
- Labor trafficking

Sex trafficking may be defined as the recruitment, harboring, transportation, obtaining, patronizing, soliciting, or advertising of a person for a commercial sex act, in which a commercial sex act is induced by force, fraud, or coercion.

Labor trafficking may be defined as the recruitment, harboring, transportation, obtaining of a person for labor or services, through the use of force, fraud, or coercion, for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

The Health and Beauty industry has been identified nationally by the National Human Trafficking Hotline as one of the top industries for labor trafficking. In 2016, the Polaris Project noted that California had 1,012 reported cases of human trafficking, the highest national average among the states.



An individual may not be working in an establishment that sex or labor traffics, but they may become aware of an establishment that does.

Everyone has the potential to discover a human trafficking situation. So, while an individual may not be working in an establishment that sex or labor traffics, they may become aware of an establishment that does.

The potential is there for human trafficking to be found in an establishment. The National Human Trafficking Resource Center and the U.S. Department of State provide the following red flags to human trafficking:

Poor mental health or abnormal behavior

- Is fearful, anxious, depressed, submissive, tense or nervous/paranoid.
- Exhibits unusually fearful or anxious behavior after bringing up law enforcement.
- Avoids eye contact.
- Answers appear to be scripted and rehearsed.
- Inability to speak with you alone.

Poor physical health

- Lacks health care.
- Appears malnourished.
- Shows signs of physical and/or sexual abuse, physical restraint, confinement, or torture.

Living conditions

- Lives with employer.
- Poor living conditions.
- Multiple people in a cramped space.

If you have the opportunity to speak with the potential victim privately without jeopardizing the victim's safety, here are some sample questions provided by the Department of State to follow up on any red flags that have been detected:

- Can you leave your job if you want to?
- Can you come and go as you please?
- Have you been hurt or threatened if you tried to leave?
- Has your family been threatened?
- Do you live with your employer?
- Where do you eat and sleep?
- Are you in debt to your employer?
- Do you have your passport/identification? Who has it?

If you believe you have identified a victim of human trafficking, alert the National Human Trafficking Resource Center. The resource center is a national 24-hour, toll-free, multilingual, anti-trafficking hotline. Call (888) 373-7888 to report a tip or receive general information.

**NATIONAL
HUMAN
TRAFFICKING
HOTLINE**

1-888-373-7888

If you believe you have identified a victim of human trafficking, alert the National Human Trafficking Resource Center.

Questions for Review

The two most severe forms of human trafficking are sex and labor trafficking. True or False?

Provide two questions to ask a potential trafficked victim to help determine if they need assistance.

A) _____

B) _____

If a victim of human trafficking has been identified, which organization may be notified?

- A) Department of Motor Vehicles
- B) National Human Trafficking Resource Center
- C) California Board of Barbering and Cosmetology

For answers to all questions, please refer to the exam booklet.

State & National Resources:

ADULT PROTECTIVE SERVICES COUNTY CONTACT INFORMATION

Information provided by California counties to help individuals find the appropriate county Adult Protective Services office.

Website: <http://www.cdss.ca.gov/inforesources/Adult-Protective-Services>

Hotline: (800) 451-5155

CALIFORNIA BOARD OF BARBERING AND COSMETOLOGY

Protects consumers by licensing and regulating barbers, cosmetologists, estheticians, manicurists, electrologists, apprentices, and establishments. Administers and enforces health and safety regulations in licensed establishments. Call the Board with questions or concerns on any subject related to barbering and cosmetology.

Headquarters Location:

Board of Barbering and Cosmetology
2420 Del Paso Road, Suite 100
Sacramento, CA 95834

Website: www.barbercosmo.ca.gov

Email: barbercosmo@dca.ca.gov

Phone: (800) 952-7281

Mailing Address:

P.O. Box 944226
Sacramento, CA 94244-2260

CALIFORNIA YOUTH CRISIS LINE

Operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12-24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention counseling and resource referrals to service providers in the caller's local community. Access to more than 5,500 free or low-cost resources for youth and families across California.

Website: <https://calyouth.org/>

Phone: (800) 843-5200

CHILDHELP NATIONAL CHILD ABUSE HOTLINE

Dedicated to the prevention of child abuse. Serving the U.S. and Canada, the hotline is staffed 24 hours a day, seven days a week with professional crisis counselors who—through interpreters—provide assistance in over 170 languages. The hotline offers crisis intervention, information, and referrals to thousands of emergency, social service, and support resources.

Website: <https://www.childhelp.org/hotline/>

Phone: (800) 4-A-CHILD (22-4453)

COMMUNITY UNITED AGAINST VIOLENCE (CUAV) (LGBTQ ADVOCATE GROUP)

Founded in 1979, CUAV works to build the power of LGBTQ (lesbian, gay, bisexual, transgender, and queer) communities to transform violence and oppression.

Website: <http://www.cuav.org>

Phone: (415) 333-HELP (4357)

FORGE

Offers support and awareness training on sexual violence, domestic violence, dating violence, stalking, or hate violence experienced by transgender people.

P.O. Box 1272
Milwaukee, WI 53201

Website: <http://forge-forward.org/>

Phone: (414) 559-2123

LOS ANGELES LGBT CENTER

Provides services for more LGBT people than any other organization in the world, offering programs, services, and global advocacy that span four broad categories: health, social services and housing, culture and education, leadership and advocacy.

Website: <https://lalgbtcenter.org>

Phone: (323) 993-7400

NATIONAL COALITION OF ANTI-VIOLENCE PROGRAMS

Works to prevent and respond to all forms of violence against and within lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.

116 Nassau St., 3rd floor
New York, NY 10038

Website: <https://avp.org>

Hotline: (212) 714-1141

Phone: (212) 714-1184

NATIONAL DOMESTIC VIOLENCE HOTLINE

Serves victims of domestic abuse, and their friends and family. Highly trained, expert advocates are available 24/7 by phone to talk with anyone affected by physical, emotional, verbal, sexual, or financial abuse.

Online Chat Service: www.thehotline.org

Phone: (800) 799-SAFE (7233)

NATIONAL HUMAN TRAFFICKING HOTLINE

Serves victims and survivors of human trafficking and the anti-trafficking community in the United States.

Website: <https://humantraffickinghotline.org>

Phone: (888) 373-7888

NATIONAL SUICIDE PREVENTION LIFELINE

Provides 24/7, free, and confidential support for people in distress, and offers prevention and crisis resources.

Website: <https://suicidepreventionlifeline.org>

Phone: (800) 273-TALK (8255)

Phone: (888) 628-9454 (Spanish)

RAPE, ABUSE & INCEST NATIONAL NETWORK (RAINN)

The nation's largest anti-sexual violence organization.

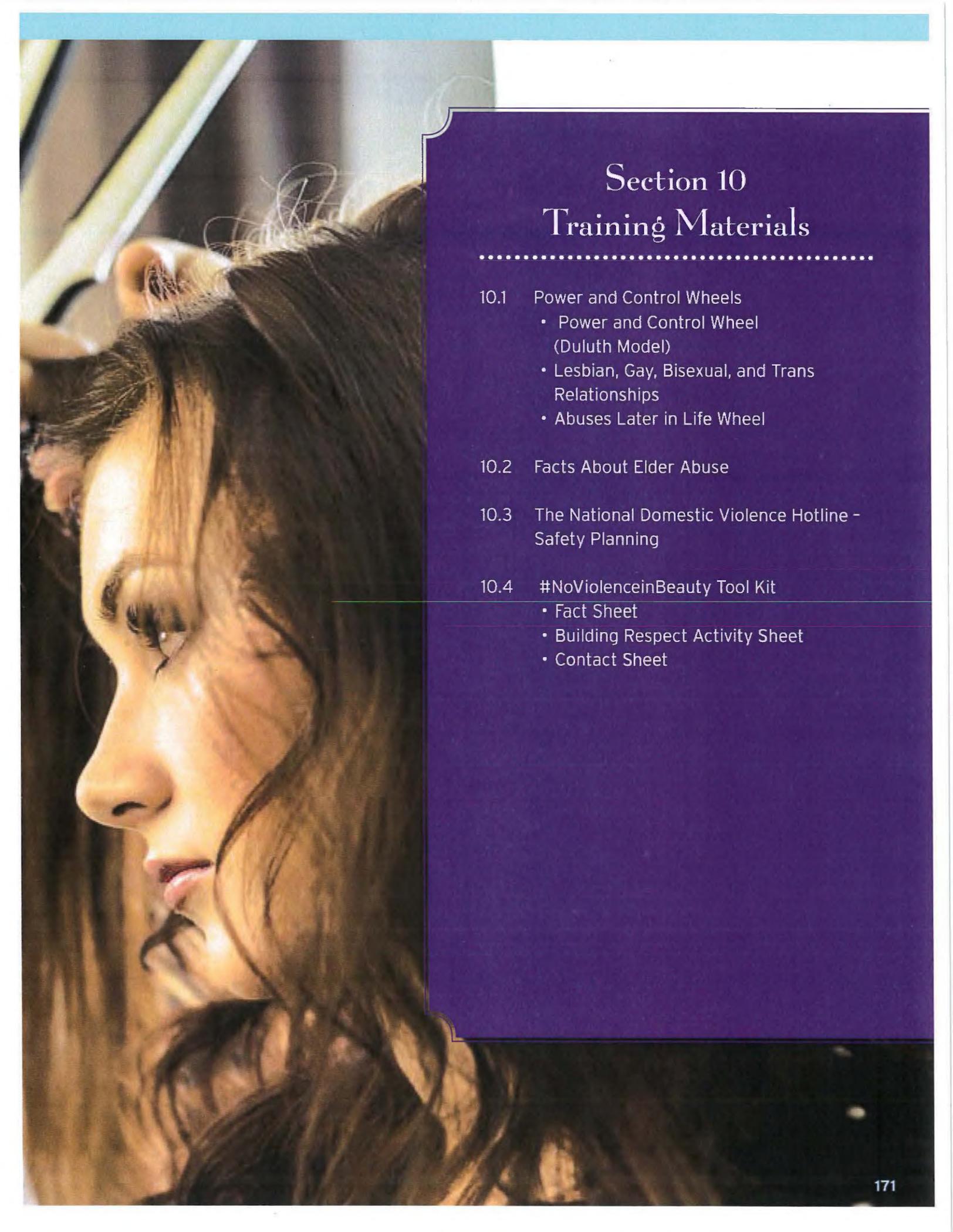
Website: <https://hotline.rainn.org>

Online chat service: online.rainn.org.

National Sexual Assault Hotline: (800) 656-HOPE (4673)

In Conclusion

You have reached the end of California State Board of Barbering and Cosmetology's Health and Safety Course. Hopefully, you have gained a wealth of knowledge that you will be able to use in your future as a licensee. Thank you for working with the Board of Barbering and Cosmetology so that all licensees and consumers can have a safe, healthy experience.



Section 10

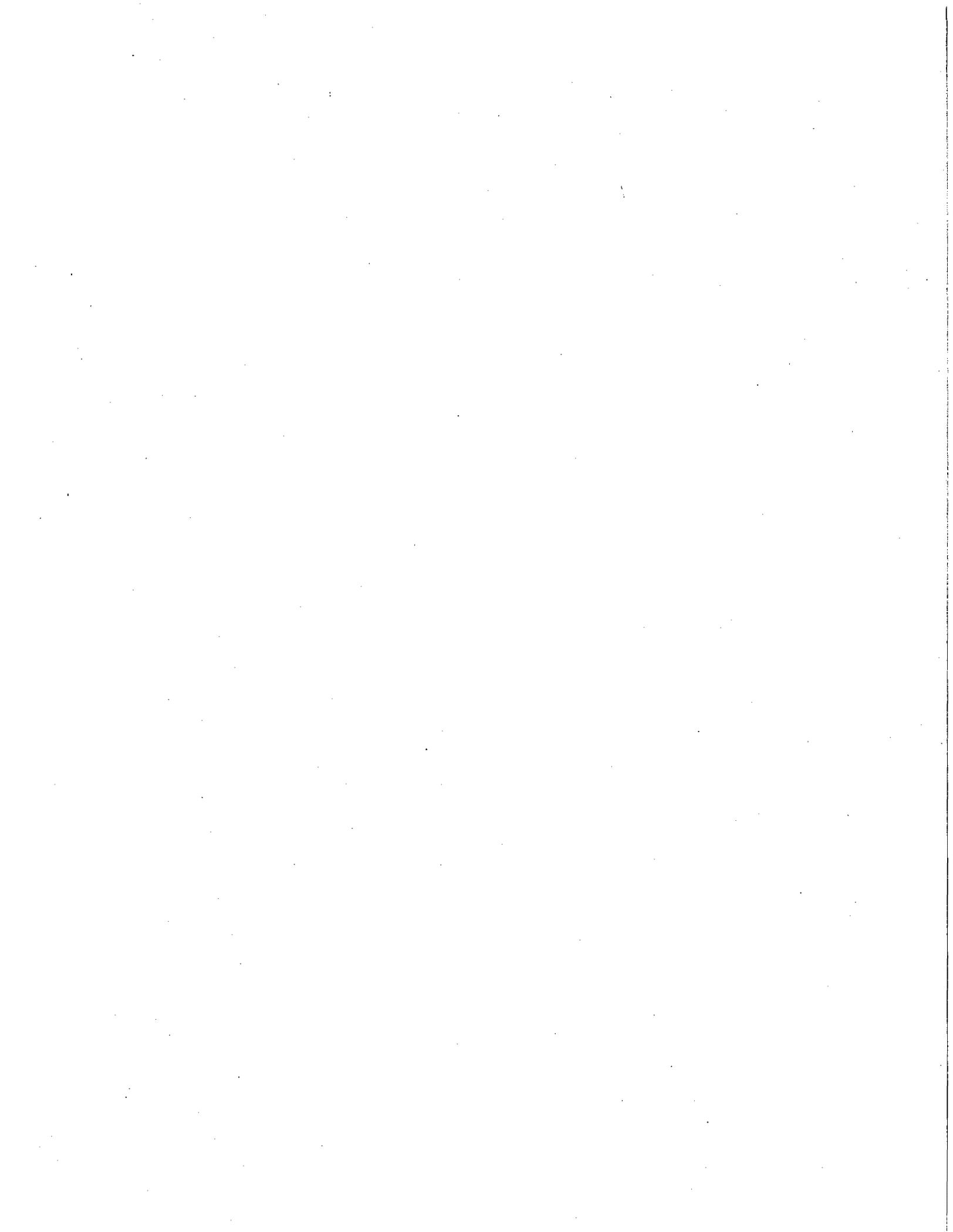
Training Materials

- 10.1 Power and Control Wheels
 - Power and Control Wheel (Duluth Model)
 - Lesbian, Gay, Bisexual, and Trans Relationships
 - Abuses Later in Life Wheel

- 10.2 Facts About Elder Abuse

- 10.3 The National Domestic Violence Hotline - Safety Planning

- 10.4 #NoViolenceinBeauty Tool Kit
 - Fact Sheet
 - Building Respect Activity Sheet
 - Contact Sheet



Power and Control Wheel

Duluth Model



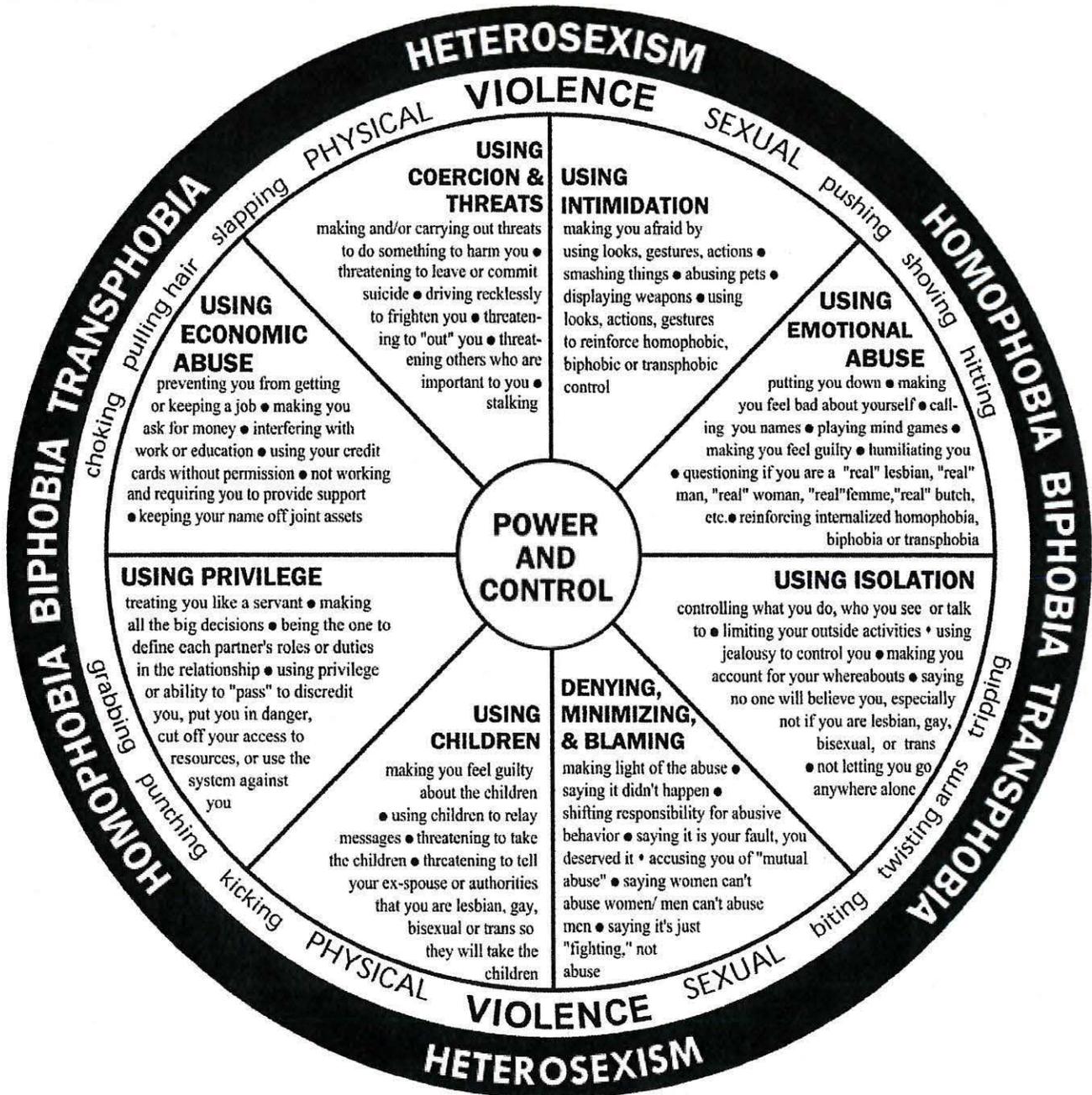
Despite references to "her" in the Power and Control Wheel, the signs of physical and sexual violence can apply to *all* individuals.

Power and Control Wheel provided by:
Domestic Abuse Intervention Programs
202 East Superior St.
Duluth, Minnesota 55802
(281) 722-2781 www.theduluthmodel.org



Power and Control Wheel

Lesbian, Gay, Bisexual, and Transgender Relationships

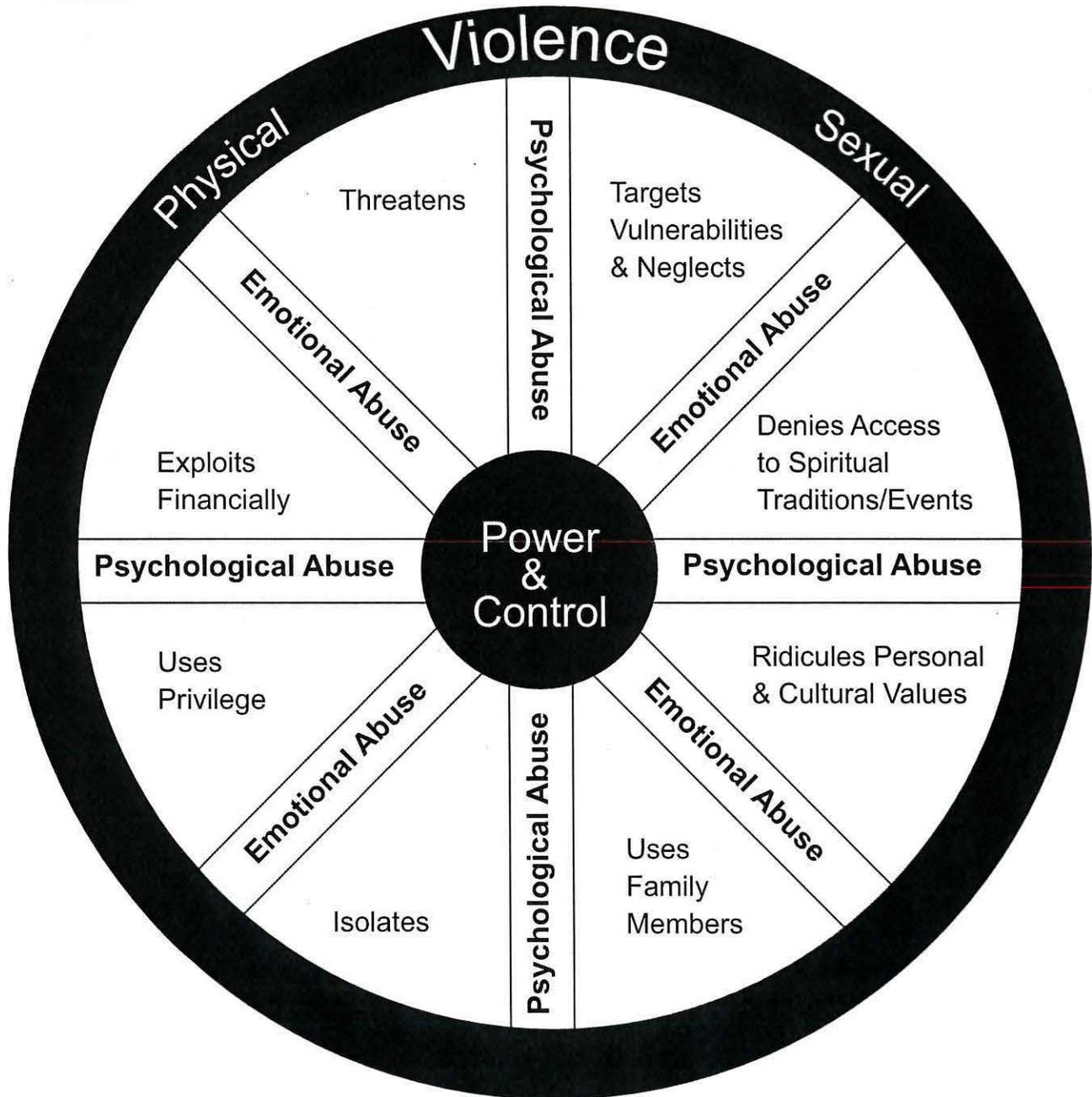


Power and Control Wheel provided by:
Domestic Abuse Intervention Programs
202 East Superior St.
Duluth, Minnesota 55802
(281) 722-2781 www.theduluthmodel.org



Power and Control Wheel

Abuse in Later Life



Power and Control Wheel provided by:
Domestic Abuse Intervention Programs
202 East Superior St.
Duluth, Minnesota 55802
(281) 722-2781 www.theduluthmodel.org

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What Is the Impact of Elder Abuse, Neglect & Exploitation?

- Elder abuse triples the risk of premature death and causes unnecessary illness, injury, and suffering.
- Victims of elder abuse are four times more likely to be admitted to a nursing home and three times more likely to be admitted to a hospital.
- Financial exploitation causes large economic losses for businesses, families, elders, and government programs, and increases reliance on federal and state health care programs, such as Medicare and Medicaid.
- Older adults with cognitive incapacity suffer significantly greater economic losses than those without such incapacity.
- As a result of providing care for an older adult, some caregivers experience declines in their own physical and mental health.



elderjustice.gov

For more information about the Department of Justice's efforts to prevent and combat elder abuse, please visit the Elder Justice Website at:

elderjustice.gov

Victim Connect Hotline

*Crime victim service referrals,
with senior services specialists
9am-6pm EST, Monday through Friday*

1-855-4VICTIM (1-855-484-2846)

DEPARTMENT OF JUSTICE

ElderJustice
INITIATIVE



Get the facts about

Elder Abuse

DEPARTMENT OF JUSTICE

ElderJustice
INITIATIVE

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Physical Abuse

Physical abuse is an act, rough treatment, or punishment that may result in injury, pain or impairment.

Examples include being hit, kicked, bit, slapped, shaken, pinched, burned, pushed, shoved, grabbed, held down, or locked in. Abuse also includes not allowing someone to go to the bathroom and giving too much or too little medication.



Psychological Abuse

Psychological abuse is verbal or nonverbal behavior that results in the infliction of anguish, mental pain, fear, or distress.

Examples include verbal attacks, belittling, bullying, refusing to talk with an elder, talking to an elder as though he/she were a young child, even though the elder has full mental capacity, isolating an elder from others, and stalking.



Sexual Abuse

Sexual abuse is sexual contact of any kind, even without physical touching, with an older person without agreement from that person.

Examples include sexual assault, forcing someone to watch pornography, forcing someone to undress, and taking pictures of someone who is partly or fully undressed.



Neglect and Abandonment

Neglect is the intentional or unintentional failure or refusal to provide care or help to an older adult by someone who is expected to provide care. Abandonment is an extreme form of neglect.

Examples include failing to provide food or water, failing to take the elder to the doctor or dentist or to the toilet, failing to keep the elder clean or the home safe and clean, failing to help the elder to dress or pay bills, and leaving the elder alone for long periods of time.



Financial Abuse

Financial abuse is the illegal or improper use of an older person's money or property.

Examples include taking or selling things without permission, making elders sign legal documents they don't understand, forcing elders to give away something that belongs to them, pretending to be the elder to obtain goods or money, keeping money that belongs to the elder, stopping the elder from using their own money, or keeping information about the elder's money away from the elder.

Resources

For information about the Department of Justice's Elder Justice Initiative efforts to prevent and combat elder abuse visit the Elder Justice website at:

<https://www.elderjustice.gov>



About The Hotline

The National Domestic Violence Hotline is the only national organization that directly serves victims of domestic abuse, their friends and family. Highly-trained, expert advocates are available 24/7 by phone to talk with anyone who is affected by physical, emotional, verbal, sexual or financial abuse. The Hotline also offers an online chat service at www.thehotline.org that is available every day from 7 a.m. – 2 a.m. CT.

Our services are **completely free and confidential**, and we have the largest and most comprehensive database of local and national resources in the country. Along with these resources, we offer lifesaving tools, immediate support and hope to empower victims to break free of abuse.



CALL 24/7

1.800.799.SAFE (7233)



TTY 24/7

1.800.787.3224



CHAT

every day 7 a.m. – 2 a.m. CT

www.thehotline.org



The Hotline is a 501(c)(3) nonprofit organization that is supported by a grant from the Department of Justice, Office of Justice Programs, Administration for Children and Families. It is a proud partner with many other organizations in the National Domestic Violence Network and is a leading national resource for information, support, and advocacy for survivors of domestic violence. For more information, visit www.thehotline.org.

The National Domestic Violence
HOTLINE
1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

Safety Planning
Safety Plans Can Save Lives

FREE

CONFIDENTIAL

24/7/365

1.800.799.SAFE (7233)

What is a Safety Plan?

A safety plan is a **personalized, practical plan** that includes ways to remain safe while in an abusive relationship, while you're planning to leave or after you leave. Safety planning involves how to cope with emotions, tell friends and family about the abuse, take legal action and anything else relevant to your unique situation. A good safety plan will have all of the vital information you need, and it will help walk you through different scenarios.

At The Hotline we **safety plan with victims**, friends and family members — anyone who is concerned about their own safety or the safety of someone else.



Why is having a Safety Plan important?

A thorough safety plan can provide **clarity and strength** for a person living in an abusive relationship. For family and friends of an abuse victim, a safety plan is a powerful tool for providing emotional support or physical safety. Should a situation ever escalate to life-threatening, a safety plan can become **absolutely essential to survival**.

Our advocates provide assistance with safety plans for a variety of situations, such as:

Safety planning while living with an abusive partner. A safety plan could include identifying the safest places in your home, practicing how to get out of the house safely, keeping weapons locked away and/or letting a support network know about the situation.

Safety planning with children. When children are involved, it's important that a safety plan outline ways to keep the children safe. This could include teaching them how to call 911, identifying a "safe room," planning for unsupervised visits and/or planning for safe custody exchanges.

Safety planning with pets. A pet is often a cherished member of the family, and safety plans can include them, too. Safety planning with pets might include taking steps to prove ownership of your pet, finding temporary care with a vet, friends or family and/or finding a shelter that accepts pets.

Safety planning during pregnancy. Pregnancy can be an especially dangerous time for women in abusive relationships. Safety planning could include speaking with health care providers, how to physically protect yourself in a violent situation and/or finding ways to receive the support and care you need.



Domestic violence can happen to anyone regardless of race, age, sexual orientation, religion or gender. If you or someone you know is in an abusive relationship, or if you have questions about abuse, we can help.

1-800-799-SAFE (7233)

thehotline.org



love is respect.org

1-866-331-9474

loveisrespect.org

text "loveis" to 22522



#No VIOLENCE
in Beauty

#No VIOLENCE
in Beauty
Tool Kit



www.barbercosmo.ca.gov

Sexual/Domestic Violence



Nearly **1 in 4 women** (23%) and **1 in 7 men** (14%) aged 18 and older in the United States have been the victim of severe physical violence by an intimate partner in their lifetime. (Centers of Disease Control and Prevention)

1 in 4

More than **1 in 4** teenage girls in a relationship reported enduring repeated verbal abuse. (Liz Claiborne, Inc.)



1 in 3 adolescents in the United States is a victim of physical, sexual, emotional, or verbal abuse from a dating partner. (Centers of Disease Control and Prevention)

1 in 5 teenage girls who have been in a relationship said a boyfriend has threatened violence or self-harm if presented with a break up. (Liz Claiborne Inc.)



Boys who witness domestic violence in their own home are three times more likely to become batterers. (Behind Closed Doors)



(National Coalition of Domestic Violence)

Of the women between the ages of 15-19 murdered each year, 30% are killed by their husband or boyfriend. (City of New York, Teen Relationship Abuse Fact Sheet)

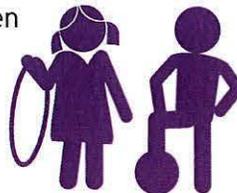


73% 33%

If trapped in an abusive relationship, 73% of teens said they would turn to a friend for help; but only 33% who have been in or known about an abusive relationship said they have told anyone about it. (Liz Claiborne, Inc.)

275 million

The U.N. Secretary-General's Study on Violence Against Children conservatively estimates that **275 million** children worldwide are exposed to violence in the home. (Behind Closed Doors)

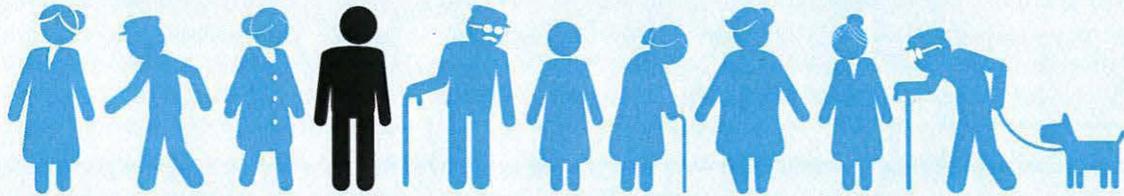


Young women between the ages of 16-24 in dating relationships experience the highest rate of domestic violence and sexual assault. (Bureau of Justice Statistics Special Report: Intimate Partner Violence. May 2000)



If you believe you have identified a victim of sexual/domestic violence, contact local law enforcement or the National Domestic Violence Hotline at (800) 799-7233.

Elder Abuse



1 in 10 Americans over the age of 60 will experience some form of elder abuse.

(National Council on Aging)

Elder abuse includes physical abuse, emotional abuse, sexual abuse, exploitation, neglect, and abandonment. Perpetrators include children, other family members, and spouses—as well as staff at nursing homes, assisted living, and other facilities. (National Council on Aging)

1 in 14

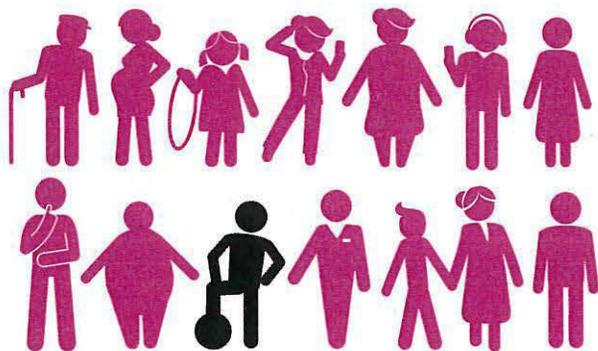
The health and beauty industry has been identified nationally by the National Human Trafficking Hotline as one of the top industries for labor trafficking.

5 million

Some estimates range as high as **5 million** elders who are abused each year. (National Council on Aging)

If you believe you have identified a victim of elder abuse, contact local law enforcement or the Adult Protective Services Hotline at (800) 451-5155.

Trafficking



One study estimated that only **1 in 14** cases of abuse are reported to authorities.

(National Council on Aging)

1,012

In 2016, the Polaris Project noted that California had 1,012 reported cases of human trafficking, the highest national average among the States.

If you believe you have identified a victim of human trafficking, contact local law enforcement or the National Human Trafficking Resource Center at 1-888-373-7888.



Building Respect

- R** Recognize that everyone is different.
- E** Empathize by listening.
- S** Self-monitor (think before you speak).
- P** Personal space (give a little room).
- C** Cheer on others and their success.
- T** Treat everyone as an equal.

RESPECT

What it looks like

RESPECT

What it sounds like

RESPECT

What it feels like

RESPECT

What respect means to me





Contact Information

If you are the victim of abuse, **DON'T BE AFRAID TO GET HELP.**
If you need help, call 911 or speak to one of the representatives at
the agencies listed below.

Adult Protective Services County Contact Information

Information provided by California counties to help individuals find the appropriate county Adult Protective Services office.

Hotline (800) 451-5155
Website [www.cdss.ca.gov/inforesources/
County-APS-Offices](http://www.cdss.ca.gov/inforesources/County-APS-Offices)

California Youth Crisis Line

The California Youth Crisis Line (CYCL) operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12-24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention counseling and resource referrals to service providers in the caller's local community. Access to more than 5,500 free or low-cost resources for youth and families across California.

Phone (800) 843-5200
Website <https://calyouth.org>

Childhelp National Child Abuse Hotline

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Phone (800) 4-A-CHILD (22-4453)
Website <https://www.childhelp.org/hotline>

Community United Against Violence (CUAV) (LGBTQ Advocate Group)

Founded in 1979, CUAV works to build the power of LGBTQ (lesbian, gay, bisexual, transgender, and queer) communities to transform violence and oppression.

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FORGE

Offers support and awareness training on sexual violence, domestic violence, dating violence, stalking, or hate violence experienced by transgender people.

Mailing Address P.O. Box 1272
Milwaukee, WI 53201
Phone (414) 559-2123
Website <http://forge-forward.org>

Los Angeles LGBT Center

Provides services for more LGBT people than any other organization in the world, offering programs, services, and global advocacy that span four broad categories: health, social services and housing, culture and education, leadership and advocacy.

Phone (323) 993-7400
Website <https://lalgbtcenter.org>

National Coalition of Anti-Violence Programs

Works to prevent and respond to all forms of violence against and within lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.

Mailing Address 116 Nassau St., 3rd floor
New York, NY 10038
Hotline (212) 714-1141
Phone: (212) 714-1184
Website <https://avp.org>

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Chat online www.thehotline.org

National Human Trafficking Hotline

The National Human Trafficking Hotline is a national anti-trafficking hotline serving victims and survivors of human trafficking and the anti-trafficking community in the United States.

Phone (888) 373-7888
Website <https://humantraffickinghotline.org>

National Suicide Prevention Lifeline

The Lifeline provides 24/7, free, and confidential support for people in distress, and offers prevention and crisis resources.

Phone (800) 273-TALK (8255)
Phone (888) 628-9454 (Spanish)
Website <https://suicidepreventionlifeline.org>

Rape, Abuse & Incest National Network (RAINN)

The nation's largest anti-sexual violence organization.

National Sexual Assault Hotline (800) 656-HOPE (4673)
Website <https://hotline.rainn.org>
Chat online online.rainn.org