

Domestic & Sexual Violence: How Appearance Enhancement Professionals Can Make
a Difference
(2020)
Transcript

00:01
domestic violence and sexual assault are
00:05
an extremely sensitive topic most people
00:09
have at least some personal experience
00:11
with domestic and/or sexual violence and
00:15
because of that experience often bring
00:18
with them very strong thoughts and
00:20
feelings about it please take care of
00:23
yourself during our time together and
00:25
seek support of something discussed
00:28
upset Co New York State's free mental
00:32
health services are available to assist
00:34
you yep and for the rest of my life
01:00
I don't want to be with anyone but you
01:04
do it until death do you part I do well
01:08
maybe I wouldn't have to worry about
01:10
other guys looking at you if you didn't
01:11
dress like a whore I just don't know
01:13
what I would do if you were with anyone
01:15
but me where you been I didn't want to
01:21
do that you just don't listen
01:24

who's that Hey sure you're okay
01:28
I'm fine who's gonna take you with me
01:32
you will never see your son again how
01:41
about next time I'll make sure you never
01:43
leave the house again every day 24,000
02:04
women are abused by someone they love
02:06
just one phone call can help put a stop
02:09
to it every day every month and every
02:18
year you will be interacting with
02:19
hundreds if not thousands of clients
02:22
throughout your career there's the
02:26
potential that some of your clients may
02:28
be victims or survivors of domestic or
02:31
sexual violence so what do you do and
02:35
how can you be aware of the signs but
02:38
more importantly why should it matter to
02:40
you these are some of the questions
02:43
we'll uncover today we all have points
02:51
in our lives where we are faced with the
02:54
decision to intervene or not to
02:56
intervene sometimes we may even
02:59
underestimate how important our
03:01
intervention can be in making a
03:03

difference in someone's life
03:05
we hope that with today's conversation
03:08
will inspire you to be that person for
03:11
someone who needs to hear a message of
03:13
hope and ways to get help everyone means
03:17
someone to listen and to hear them and
03:20
that's something we all can do
03:28
but before we get into the details let
03:32
us properly introduce ourselves to New
03:36
York State Office for the Prevention of
03:37
domestic violence commonly referred to
03:40
as OPD V is the only dedicated
03:44
state-level
03:45
government agency focused on the
03:47
prevention and awareness of domestic
03:49
violence in the United States our office
03:54
is located in Albany however we work
03:57
with and through a statewide network of
04:00
local domestic violence and sexual
04:02
assault programs throughout New York
04:04
State we also partner with statewide
04:07
advocacy organizations addressing these
04:11
issues what is that that we do exactly
04:19

OPD V works to make sure that all New
04:23
Yorkers are aware of how pervasive
04:26
domestic and sexual violence is and how
04:29
we can all be part of preventing and
04:32
responding to it we work together with
04:35
the governor's office and state
04:37
legislature to create policies and
04:39
guidance to keep all New Yorkers safe we
04:43
collaborate with all different types of
04:45
industries and services across the state
04:47
like appearance enhancement
04:49
professionals to highlight the
04:52
intersection of domestic and sexual
04:54
violence in their daily practice we also
04:59
disseminate regular public awareness
05:01
campaigns published materials for use by
05:05
nonprofits and victims and highlight
05:08
best practices in the field we strive to
05:12
ensure that services continue without
05:14
interruption working every day to make
05:17
sure victims are connecting to help so
05:26
why are we here today in 2019 New York
05:31
State passed legislation to join a host
05:34

of other states across the country to
05:37
create more opportunities for victims to
05:39
get the help they need by training a
05:41
peer
05:42
enhancement professionals in an effort
05:45
to take advantage of the close working
05:47
relationships between stylists and their
05:50
clients this new law requires salon
05:53
professionals to receive training and
05:55
domestic and sexual violence as part of
05:58
their licensing process our training
06:02
today aims to educate professionals like
06:04
you to understand key concepts of
06:07
domestic violence and sexual assault
06:10
recognize signs of abuse and understand
06:13
how to respond it's important to note
06:17
that you are not legally required to
06:20
report domestic or sexual violence it is
06:23
not your responsibility to ensure the
06:25
victims safety but you can make a very
06:30
important difference in a victim's life
06:32
by how you show support share words of
06:35
encouragement and offer information to
06:38

local resources and programs within your
06:41
community that can help the victim some
06:50
of you may be wondering why you are
06:52
being asked to take this course as part
06:54
of your training as an appearance
06:57
enhancement professional you have a
06:59
unique position and opportunity to help
07:02
someone who may be experiencing domestic
07:04
violence or sexual assault typically you
07:10
will have an ongoing relationship with
07:12
your clients most people continue to go
07:15
to the same appearance enhancement
07:17
professional because you develop a bond
07:20
and there is an element of trust in the
07:22
relationship personally I've traveled
07:25
with my stylist as she's worked in four
07:27
different salons because she is the only
07:30
person I want doing my hair you also are
07:36
someone who is close with the person and
07:38
literally has your hands on them yet you
07:41
are still likely removed from their
07:44
immediate family or social circle you
07:49
will be able to see if your clients are
07:51

missing a chunk of hair or if they have
07:53
a bruised scope
07:55
you may have to intervene to keep an
07:58
abuser from following your client to the
08:00
washing station or to your work area
08:05
because you will observe these
08:07
indicators of abuse you will have an
08:10
opportunity to start a conversation with
08:12
your client about resources that are
08:15
available to help them each county in
08:19
New York State has a program that
08:20
provides services to victims of domestic
08:22
violence or sexual assault free of
08:25
charge as we go through key concepts
08:33
it's important that we establish
08:35
consistent definitions so we are all
08:38
starting with the same basic
08:40
understanding of the terminology you
08:42
will be hearing during this presentation
08:45
like any field there are specific
08:48
definitions of terms used and we will be
08:51
providing the definitions of domestic
08:54
violence and sexual assault throughout
08:58

our conversation today you will hear me

09:00

use the terms victim and survivor

09:03

interchangeably it is important to

09:08

understand that each person's

09:09

experienced to the abuse is very

09:11

personal

09:13

while it's fair to say that a person is

09:16

a survivor for having fled abuse and

09:19

remains in safety it is equally

09:22

important to honor the survivor in the

09:24

person who is currently enduring the

09:27

abuse and is able to continue to push

09:29

forward such as the same for the term

09:33

victim so we will be using the term

09:35

interchangeably let's take a look at the

09:43

scope of the problem these statistics

09:47

are extremely high and they are only

09:49

representative of physical violence

09:52

we know that domestic and sexual

09:54

violence take many different forms and

09:57

that all forms are underreported this

10:01

means that many of the clients you see

10:03

are currently experiencing domestic

10:05

violence or sexual assault have
10:09
at some point in their life we're will
10:11
at some point in their life some of the
10:15
clients you see may also be perpetrators
10:18
of domestic violence or sexual assault
10:21
one in three women and one in four men
10:24
have been the victim of serious physical
10:27
violence in their lifetime
10:29
one in four women and one in seven men
10:32
have been the victim of some type of
10:34
physical violence in their lifetime one
10:38
in three women and one in six men will
10:40
experience some form of sexual violence
10:43
in their lifetime half of female rape
10:47
victims report being raped by an
10:50
intimate partner and half of male rape
10:53
victims report being raped by an
10:55
acquaintance so what is domestic
11:04
violence if you were to do a basic
11:08
Google search you would find literally
11:11
millions of results at its core domestic
11:16
violence is a pattern of behavior that
11:19
is coercive or controlling in nature it
11:24

obviously includes actual executed acts
11:28
but it's very important to note that it
11:31
also exists in threats meaning an abuser
11:36
may develop power and control over their
11:39
victim only by threatening them and not
11:42
necessarily executing an abusive act the
11:46
threat alone is powerful enough to
11:48
control the victim most people are aware
11:53
of the physical aspects of domestic
11:55
violence today we hope to shed light on
11:59
the other aspects that make up the
12:01
majority of domestic violence but are
12:03
rarely talked about these include
12:06
psychological sexual economic and/or
12:11
emotional abuse when we reference the
12:18
term sexual assault we are speaking to
12:22
sexual
12:22
contact or behavior that occurs without
12:26
the explicit consent of the victim it's
12:30
important to emphasize that contact or
12:32
behavior can be committed forced or
12:36
attempted by the perpetrator force
12:39
doesn't always refer to physical
12:40

pressure perpetrators may use emotional
12:44
coercion psychological force or
12:47
manipulation to coerce a victim into
12:50
non-consensual sex some perpetrators
12:54
will use threats to force the victim to
12:57
comply such as threatening to hurt the
12:59
victim or their family or by other
13:02
intimidation tactics like domestic
13:10
violence there are many different
13:12
tactics that make up sexual violence
13:15
what's important to know is that the
13:17
majority roughly 85% of sexual assaults
13:22
are committed by someone the victim
13:23
knows an acquaintance friend friend of a
13:28
friend dating or intimate partner and
13:31
can take many forms
13:33
for example rape within marriage by a
13:37
family member or within a dating
13:39
relationship otherwise referred to as
13:42
rape by intimate partners rape by
13:46
strangers unwanted sexual advances or
13:50
sexual harassment including demanding
13:52
sex in return for favors forced marriage
13:57

cohabitation
13:58
or incest denial of the right to use
14:02
contraception or to adopt other measures
14:04
to protect against sexually transmitted
14:07
diseases forced prostitution and human
14:10
trafficking for sexual exploitation
14:14
whether the intimate partner violence is
14:17
ongoing in the relationship executed
14:19
through date rape or done by an attack
14:22
from a stranger this violence is always
14:25
centered in power and control
14:32
in an intimate partner relationship the
14:37
abuser uses many different tactics to
14:40
exert power and control over their
14:42
victims these tactics fall into very
14:46
broad categories and cover a wide range
14:49
of behaviors no two people who abuse are
14:55
going to do so in the same way because
14:57
they use the tactics that are most
15:00
effective on the person they are trying
15:02
to control you have a copy of these
15:06
tactics in your materials in the form of
15:08
the power and control wheel this
15:11

provides you with another illustration
15:13
of just how many methods are often being
15:16
used together an actual or threatened
15:18
physical and sexual violence often
15:24
so-called red flags that are
15:26
traditionally mentioned are the use of
15:29
these tactics to create control really
15:33
listen to the statements made by your
15:36
clients about their intimate partners
15:38
and their dynamic of their relationship
15:41
ask questions if they are saying or
15:44
doing things that caused you concern
15:46
saying something as simple as tell me
15:50
more about that can let the client know
15:52
that you are someone who cares which may
15:56
cause them to open up to you again we
16:00
can't emphasize this enough it would be
16:03
impossible for us to come up with a
16:05
comprehensive list of every example of a
16:08
tactic that an abusive partner could
16:11
possibly use but we do urge you to
16:15
review the examples included in your
16:16
participant handout so you can get a
16:19

feel for what power and control might
16:21
look and feel like
16:29
whether it is ongoing intimate partner
16:31
violence or a one-time sexual assault
16:34
this violence is equal opportunity there
16:38
is no one face to it it exists in all
16:41
races religions communities and
16:45
socioeconomic classes however there are
16:49
certain populations that we should
16:52
realize these even additional barriers
16:55
to getting help immigrants often face
17:02
challenges such as language barriers
17:05
immigration status and cultural
17:07
expectations some cultures may have
17:11
rigid gender roles and expectations for
17:13
partners which can make domestic
17:16
violence seem acceptable many immigrants
17:19
may fear authorities because of their
17:21
immigration status or past experience
17:24
with authorities in their native country
17:30
lgbtqia+ individuals may face additional
17:34
barriers when seeking assistance
17:36
including a system that too often is
17:40

culturally incompetent and biased
17:44
historically underserved communities
17:46
such as African American communities may
17:49
have a fear of systems and authority
17:52
based on previous interactions which can
17:55
lead to a hesitation and distrust in
17:58
seeking assistance seniors are
18:02
particularly vulnerable because they
18:04
have less means of escaping domestic
18:06
violence often because of transportation
18:10
financial limitation or caregiving needs
18:15
heterosexual assist nouns are included
18:17
on this list because they often deal
18:20
with the additional barrier of disbelief
18:22
that a man could possibly be abused by a
18:24
woman which often leads to shame and
18:27
guilt
18:34
the question that is absolutely asked
18:37
more often than any other on the topic
18:39
of domestic violence is why don't
18:42
victims leave
18:43
however breaking free of abuse is not
18:48
simply a matter of walking out the door
18:51

we need to stop blaming survivors for
18:54
staying and start to understand what
18:57
keeps them trapped the answer to that
19:01
question is very complex and varies
19:04
based on each person's situation being
19:09
in a domestic violence relationship
19:10
isn't something that anyone sets out to
19:13
do intentionally these relationships
19:16
start just like every other relationship
19:20
people meet they go on dates and they
19:24
fall in love the use of the coercive
19:28
tactics is often gradual and offenders
19:31
may discontinue using a tactic if they
19:34
see that it's not working if people who
19:38
abuse advertise that fact on the first
19:41
date domestic violence when likely
19:43
states to exist it's shocking to know
19:48
that 99% of all domestic violence
19:51
relationships contain some form of
19:54
economic control therefore it can be
19:58
extremely difficult to leave from a
20:01
financial standpoint and offers often
20:04
requires months or even years of
20:07

planning imagine trying to move tomorrow
20:10
with zero dollars in your bank account
20:13
and little to no possessions another
20:21
common tactic
20:23
involves isolating the victim from their
20:26
friends family in overall community
20:30
without the support of a personal
20:32
network it can feel much more daunting
20:35
to take this on completely alone victims
20:41
may not want to expose their child or
20:43
children to the shelter system or want
20:46
to disrupt their schooling many victims
20:50
also feel their partners are good
20:52
parents despite how the partner treats
20:55
them and they don't want to separate
20:57
their child from the other parent the
21:01
abusers may also have threatened to harm
21:05
or even kill children or pets if the
21:09
victim tries to leave some religions and
21:13
cultures may not believe in divorce and
21:16
some clergy may even counsel the couple
21:19
to stay together if they do not
21:21
understand the complex dynamics of
21:23

domestic violence it also may be
21:27
difficult for someone with specific
21:30
religious or cultural practices to
21:32
access shelter that is able to
21:35
accommodate them victims who are
21:39
immigrants may believe they are
21:40
dependent on the abusive partner for
21:43
maintaining their status or as we just
21:45
discussed may be hesitant to go to the
21:48
authorities because of mistrust it may
21:53
be difficult to understand but many
21:56
victims love their partners they want
22:00
the violence to end but they don't
22:03
necessarily want the relationship to end
22:07
there may be a mix of good times and bad
22:11
times and victims often want those good
22:16
memories to be the whole of the
22:19
relationship
22:27
the decision to leave or to get help
22:31
comes with a large amounts of risk
22:35
leaving or taking any steps to leave
22:40
represents a break in the dynamic of the
22:43
power and control and is often a very
22:45

dangerous time for the victim as the
22:49
abuser may take drastic steps to
22:52
re-establish their control leaving an
22:56
abusive relationship is the most
22:58
dangerous time for victims approximately
23:03
seventy-five percent of women killed by
23:05
their abuser were killed when they were
23:08
attempting to leave or once they had
23:11
left each person's inability to leave is
23:16
specific to that person's situation it
23:19
is a complex problem and a very
23:23
dangerous situation you may be saying
23:27
but victims do actually leave right and
23:31
the answer to that is yes many victims
23:34
do eventually leave this is because they
23:39
have what I call the aha moment this
23:43
happens at different times for every
23:46
victim and is literally the moment they
23:48
realize that the benefits of leaving
23:51
outweigh the risks and they make the
23:53
decision to leave for many victims the
23:59
safety of their children being
24:00
compromised is often what precipitates
24:03

the aha moment it is also important to
24:07
note that leaving is not necessarily
24:09
something that is going to be permanent
24:12
on average it takes the victim seven
24:16
times to leave their abusive partner
24:18
before they are able to make it
24:20
permanent this means that each and every
24:25
conversation we have with a victim about
24:29
their abusive relationship may be one
24:33
step on their path to safety and very
24:36
very important in their life
24:40
before we get into the role that you may
24:43
be able to play in intervening we just
24:46
want to clarify one additional point and
24:52
that's that only one thing causes the
24:55
abuse and that's the abuser making the
25:00
choice to abuse since we just talked
25:04
about some of the possible causes of
25:06
abuse we should also talk about what
25:09
does not cause domestic or sexual
25:11
violence but is frequently offered as an
25:14
explanation we refer to these as the
25:17
myths behind domestic violence one of
25:22

the most frequent misconceptions is the
25:25
domestic or sexual violence can be
25:28
attributed to the use or abuse of drugs
25:32
and/or alcohol while drugs and alcohol
25:36
certainly can affect a person's judgment
25:39
and behavior being under the influence
25:42
does not cause abuse there are plenty of
25:46
people who use and even abuse drugs and
25:50
alcohol who do not choose to use
25:52
coercive tactics and violence against
25:55
their intimate partner we often hear
25:59
stressed blamed for domestic or sexual
26:02
violence while it is true that people
26:06
respond to stress in different ways most
26:09
people choose to deal with stress
26:11
through outlets that do not cause harm
26:14
to their intimate partner it is also not
26:19
true to say that abusive partners just
26:22
lose their control or have an anger
26:25
problem often violence is used in a very
26:29
controlled fashion such as harming the
26:32
victim and places on their body that are
26:35
the least likely to be seen such as the
26:37

abdomen or thighs or under the hairline
26:41
many coercive tactics are also used
26:44
behind closed doors when no one else can
26:47
see if this truly was the loss of
26:50
control or an anger issue the violence
26:54
would not be able to be so planned abuse
26:59
doesn't just happen and households with
27:01
the least financial resources however
27:04
because people of affluence have access
27:07
to private resources they often are
27:10
underrepresented when agencies report
27:12
demographic information on the clients
27:15
they are serving which makes it often
27:18
look like domestic violence is impacting
27:21
those and lower-income households at a
27:23
disproportional rate and finally there
27:28
is nothing that a victim does that
27:31
justifies coercive and violent behaviors
27:34
being used against them victims are not
27:39
responsible for the choice the abuser
27:42
makes to be abusive even if they are
27:45
arguing or fighting with them lastly we
27:57
just want to be clear that arguments and
28:00

fighting are not domestic violence there
28:05
is a big difference between having an
28:07
argument or a fight with a partner and
28:11
using coercive tactics over a prolonged
28:14
period of time in order to achieve power
28:17
and control over your partner it is a
28:21
fact that people in relationships fight
28:23
and that's all relationships however
28:29
abuse is caused by one thing and one
28:32
thing only and that's the abuser
28:34
wielding power and control over their
28:37
victim so what role may you be able to
28:48
play in intervening it goes back to the
28:52
bond in relationship you have with your
28:55
clients they really matter being in your
29:00
chair offers a private and intimate
29:03
setting in which a relationship often
29:05
develops
29:07
clients will come to you for repeat
29:09
services and often are spending a lot of
29:12
time with you
29:14
establishing trust is extremely
29:17
important for your established clients
29:20

you probably know a lot about them who
29:24
they live with who they may be dating
29:26
what they like to do for fun be on the
29:32
lookout for things like bruises
29:34
tenderness on someone's face neck or
29:38
scalp clients whose partners seem to
29:43
always bring them to appointments and
29:45
who seem to want to monitor the
29:47
appointment or someone whose partner
29:51
seems to be the one to dictate what
29:53
their haircut or style is going to be
29:57
also be on the lookout for someone who
30:00
has tattoos that appeared to be branding
30:03
them with their partner's name and if
30:06
they seem uncomfortable or even
30:09
embarrassed if you mention it keep in
30:14
mind that none of these things are
30:17
definite indications that domestic
30:19
violence is occurring but if they are
30:22
observed is an opportunity to have a
30:26
conversation to start a conversation
30:36
take comfort in the fact that the little
30:39
things we do to make a difference in
30:41

someone's life can simply start with
30:44
just asking if things are okay there are
30:49
three very simple questions you can pose
30:52
to see if your client wants to disclose
30:55
the suspected abuse additionally there
30:59
are more samples of conversation
31:01
starters and responses in your
31:04
participant handouts just make sure
31:08
before you begin any conversation that
31:11
you are in a safe space ensuring a safe
31:18
space
31:18
before considering approaching the
31:20
conversation includes making sure that
31:24
the abuser is not around and cannot hear
31:27
the conversation not discussing the
31:30
abuse in front of children and
31:32
definitely making sure you keep all
31:35
information you're told confidential
31:38
especially from the abuser one of the
31:41
most important things you can do to make
31:44
sure you are setting a safe environment
31:45
for a conversation is to take any
31:48
conversation about potential abuse
31:51

seriously and let your client express
31:54
only what they are comfortable with and
31:57
respect them to make their own decisions
31:59
about what that is as you begin to have
32:05
a conversation with your client
32:07
understand where they are coming from
32:10
most victims very regularly hear
32:14
negative feedback and are put down by
32:16
the abuser you may be the one person
32:19
that could give them hope and may serve
32:22
as the bridge for the victim to get to
32:25
services it is absolutely necessary that
32:29
you believe what your clients say if
32:32
they tell you that something bad is
32:34
happening to them people who abuse often
32:38
tell their victims that no one will
32:40
believe them as a tactic to keep them
32:43
from seeking help and it's important to
32:46
not pass judgment on whether they are
32:48
telling the truth or not offer them the
32:52
support and resources for the
32:54
professionals who can help a person who
32:58
has been abused often feels isolated
33:01

upset depressed confused and scared let
33:06
them know these are normal feelings
33:08
offer supportive affirmative statements
33:12
to let them know this isn't their fault
33:14
abuse is not part of a healthy
33:16
relationship and that they are not alone
33:21
when you do talk with victims don't make
33:24
decisions for them rather encourage them
33:27
to seek help from professionals
33:30
it is usually best to let them be the
33:34
one to decide to stay leave or if they
33:37
want to access services remember you
33:41
cannot make someone leave their partner
33:43
or use the resources that you offer to
33:46
them everyone needs to get to that aha
33:50
moment on their own if you put pressure
33:53
on someone to end the relationship
33:55
before they are ready all you are going
33:58
to succeed in doing is losing a client
34:01
you do not have to fix it that's not
34:04
your job
34:05
you are also not responsible for
34:08
someone's safety because they have now
34:10

disclosed their situation to you all you
34:14
are responsible for is listening knowing
34:17
what the resources are and offering them
34:20
to someone who may need them you may
34:25
have all the best intentions and may
34:28
have deep suspicions however if you get
34:32
any negative response or unwillingness
34:34
from the victim to disclose all you can
34:38
do is indicate that you're worried about
34:40
them and that you would be willing to
34:42
listen if they wanted to discuss it now
34:44
or in the future no victim should ever
34:49
be placed in the position to have to
34:51
discuss or acknowledge anything that
34:54
they are uncomfortable doing maybe the
34:59
most important thing you have done is to
35:01
let the victim know that you are there
35:03
for them so that in the future the
35:06
victim knows they have someone to turn
35:08
to when they are ready to discuss what's
35:11
been going on one last note about
35:15
talking with a victim about abuse
35:17
if someone indicates to you that they
35:21

are in imminent danger you should ask if

35:24

the victim would like the police to

35:26

intervene only if the victim would like

35:30

for that to happen should you offer to

35:33

call the police or allow the victim to

35:36

call the police from either the salon or

35:38

from your phone

35:42

we've covered a lot in a short amount of

35:45

time let's take a pause and see what it

35:49

all looks like in action the following

35:52

video was put together for the New York

35:54

State Office for the Prevention of

35:55

domestic violence as you are watching

35:59

try to identify the things we've been

36:01

talking about today hey Nina has it been

36:11

six weeks already yeah I think so

36:14

time flies all right you're all checked

36:17

in I'll grab your stuff moving the bed

36:19

touch it Thanks

36:20

after you so no Tony today no he had to

36:28

help his mom out almost didn't let me

36:30

come but I told him I'd help to pay you

36:32

even if I didn't show up

36:33

did he knows he made me look pretty I
36:36
almost didn't let you come oh sorry what
36:43
are too hot oh no um I um I smacked my
36:49
ear on the door the kitchen cabinet a
36:52
couple days ago it's still a little sore
36:55
ashin looks like he bruised it pretty
36:57
bad I'll be careful
37:09
you know what's really going on these
37:12
look like a finger marks on the sides of
37:13
your neck I know for a fact you didn't
37:17
get those from a kitchen cabinet so Tony
37:20
put his hands on you look it was my
37:25
fault I made a mistake I messed up the
37:28
whole night and he got mad he apologized
37:32
right after he was really sorry don't
37:36
say anything okay it was my fault I
37:37
won't say anything I'm just trying to
37:41
make sure you're okay do you want to
37:43
talk about it he loves me I know he does
37:49
I tried hard to to make him happy but
37:54
sometimes he just gets angry and loses
37:57
control this time it was scary I thought
38:06
I was gonna die but I think it's scared
38:09

Tony too he's been so sweet since then
38:12
he let me come here by myself he brought
38:14
me flowers yesterday
38:17
you know that's not okay
38:21
I'm worried about you it's okay no one
38:25
has ever loved me the way he does it's
38:27
just that he gets a little crazy
38:29
sometimes he worries he he gets mad
38:33
mostly he's really sweet though I mean I
38:37
don't know what I'd do without him
38:39
that's not love no one should ever hurt
38:43
you like that he put his hands around
38:45
your neck he could have killed you
38:47
I am fine really well I want you to know
38:52
that this isn't right or fine it's
38:54
dangerous you don't deserve to be
38:57
treated this way there are places you
39:00
can go it could help
39:03
really I'm okay I can't leave him I mean
39:07
that would really make him crazy I can
39:09
manage him mostly
39:13
we'll love each other not saying you
39:17
have to do anything now but lots of
39:20

people find themselves in dangerous
39:22
situations with their partners they
39:24
don't always know what to do to get help
39:26
when they do need it
39:28
you have my number and you can always
39:30
call me this is another number I want
39:38
you to put in your phone with the salons
39:40
number you can call and get connected
39:42
with local places that can help it'll
39:46
answer any time help you figure out what
39:47
to do Thank You Yolanda I'm Yolanda I am
39:53
able to help victims of domestic
39:55
violence Nina has been a client of mine
39:58
for about a year when I first met her in
40:01
Tony I thought it was sweet he'd said
40:03
Nina to all her appointments but then
40:05
things began to feel off and when I saw
40:07
the marks on her neck
40:09
I knew she needed hope I felt that I
40:12
knew her well enough to say something
40:14
and that she would trust me I wanted her
40:17
to know that I was here to listen I also
40:20
provided her with the hotline number
40:21

encouraging her to discretely store it
40:24
in her phone for her safety for whenever
40:26
she was ready to make a call if you see
40:29
signs of domestic violence you too can
40:32
help
40:32
we all are able
40:36
you
40:44
remember you don't need to be the
40:47
domestic violence expert because 24-hour
40:50
assistance is available you are a
40:53
connection to victims getting the
40:56
resources and help they need never
40:59
underestimate the difference one person
41:01
can make in someone's life just by
41:03
showing they care when we talk about
41:10
resources to share the most effective
41:13
resource for victims to know is that in
41:16
New York State they can call text or
41:19
chat online with the domestic or sexual
41:22
violence advocate services are
41:26
operational 24 hours a day seven days a
41:29
week and are always free of charge
41:32
essentially they are never closed so if
41:35

at 1:00 a.m. the victim is able to slip
41:38
away and connect with an advocate
41:39
someone will be there to assist
41:46
alternatively if the victim does not
41:49
want to call text or chat they can find
41:53
their local domestic or sexual violence
41:56
program online using the sunís favored
41:59
search portal services can be searched
42:03
by zip code and are available in
42:05
multiple languages the link is available
42:09
for your reference as you begin your
42:18
career journey take a moment to connect
42:21
with us on social media you never know
42:25
when you're going to come into contact
42:27
with a victim and you may not have the
42:30
resources at hand right away but by
42:33
being connected with us through social
42:35
media you can have all the information
42:37
that we share for victims available at
42:40
your fingertips 24/7 it is also a good
42:44
way to stay updated on the latest
42:46
resources and activities around this
42:50
issue
42:55

when women walk into a salon and sit in
42:58
one of these chairs walls tend to break
43:00
away talking about almost anything goes
43:03
giving the stylist a unique chance to
43:05
talk about domestic violence you can see
43:08
when you know their moods change or or
43:11
maybe they're not feeling you know as
43:13
good as they did the week before the
43:15
fact that people share deep personal
43:18
experiences with their hairdressers is
43:20
universal and so people really tell us a
43:24
lot in confidence and it's often easy to
43:28
feel powerless about helping people
43:30
outside of the salon if something is
43:32
under the hair or is on the neck in
43:34
places that normally would be covered
43:37
out the hairdresser would see that
43:38
because they are you know dealing with
43:40
their head and maybe if they feel a bump
43:41
or something so it's good to the place
43:43
to say oh what happened here and sort of
43:45
listen you know you can't be judgmental
43:47
and oh you can't do this and you can't
43:49

do that you just listen you give them
43:51
resources you try to encourage them to
43:54
get the help that they need yes you
43:56
could say at first you're like surprised
43:57
like wait we have to do what as a
43:59
hairstylist what are our duties and
44:00
responsibilities but then you realize
44:02
that for 20 years that I've been behind
44:05
the chair is that you develop a
44:06
relationship with your clientele and
44:09
people really open up and share their
44:12
struggles and triumphs with you it's
44:16
just letting them open up listening
44:18
believing them and referring them so
44:29
much of our self esteem and Worth is
44:33
driven by our appearance and how we
44:35
perceive ourselves clients you're
44:38
working with may have unnaturally low
44:41
opinions of themselves as you work your
44:44
skill on their appearance you are also
44:48
in a unique position to help them work
44:50
on their safety as well as you embark
44:54
upon your new career know that you are
44:58

making a difference in people's lives
45:01
you can be that one person a victim may
45:04
turn to when they need to know that
45:07
there is
45:08
hope and a better future for them and so
45:12
in closing we leave you with these
45:14
questions to consider as you design your
45:17
future and see for yourself how much of
45:21
a difference you can make in a victim's
45:24
life please stay in touch
45:33
congratulations and best of luck in your
45:37
new career

English (auto-generated)