

MINNESOTA • REVENUE

THE COMMISSIONER'S STATEMENT OF COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION

06 - 0619

I affirm the Department of Revenue's continuing commitment to the state's affirmative action and equal employment opportunities. I will continue to encourage, support, and participate in this Department's growing involvement in creating a diverse workforce. We will continue to strive to provide a workplace environment where our individual differences are accepted, even celebrated, and where all employees are empowered to deliver quality services to our customers.

As employment opportunities become available, we will renew our commitment to seek qualified applicants who are ethnic/racial minorities, women, or persons with disabilities. We seek the advice of our employees on how to better serve our diverse customers and how to retain these members of our workforce. We are committed to affirmatively retaining protected group employees. We value our diversity as a workforce and we strive to assist all Revenue employees to succeed in our work environment.

We are committed to the implementation of the Department of Revenue's Affirmative Action Plan. The Department's Equal Employment Opportunity and Affirmative Action Program affects all employment practices including; recruitment, testing, certification, hiring, transfer, promotion, training, compensation, benefits, layoff, termination, and retention. We will conduct employee development activities to aid retention, improve performance, and provide promotion opportunities. I designate Wende O'Brien to serve as our Affirmative Action Officer.

The Department will continue its commitment to provide leadership in the statewide arena on equal employment opportunities and affirmative action. We recognize that not only must we be aggressive within our agency, but we must encourage other agencies and local governments to support these efforts as well. We seek support from them to strengthen our own program.

The Department of Revenue will not tolerate discrimination on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation, membership or activity in a local commission, or age. Therefore, I urge all Revenue employees to reacquaint themselves with our Affirmative Action Plan and reaffirm a personal commitment to equal treatment of all individuals, both to make Revenue a better place to work for each of us, as well as to successfully meet the needs of our customers.

Daniel A Salomone
Commissioner
July 2006

MINNESOTA • REVENUE

Department of Revenue Affirmative Action Plan 2006-2008 Responsibilities, Duties, and Accountabilities

Commissioner **Responsibilities**

To oversee and ensure implementation of the Department of Revenue's Equal Opportunity Policy and Affirmative Action Program.

Duties

To appoint or designate an Affirmative Action Officer.

To include accountability for the administration of the Agency's Affirmative Action Plan in his/her position description.

To require managers and supervisors to include responsibility statements for affirmative action in their position description and annual objectives.

To take action on complaints of discrimination as outlined in the Affirmative Action Plan complaint procedures.

To issue a written statement to all employees affirming support of the State of Minnesota's Equal Opportunity Policy and the Department of Revenue Affirmative Action Program.

To make decisions and changes in policy, procedures, or physical accommodations as may be needed to facilitate effective affirmative action.

To serve, or designate a representative, as ex-officio member of the Valuing Diversity Steering Committee

Accountability

Governor, directly; and indirectly, to the Commissioner of Employee Relations.

Affirmative Action Officer

Responsibilities

To administer the Department of Revenue's Affirmative Action Plan

Duties

1. To monitor the daily activities of the Affirmative Action Program.
2. To assist managers and supervisors in their Affirmative Action responsibilities.
3. To advise the Commissioner on all matters related to Affirmative Action and Equal Employment Opportunities.

MINNESOTA • REVENUE

4. To investigate alleged discrimination and harassment complaints and submit written summaries of these issues, findings, conclusions and recommendations to the Commissioner.
5. To establish annual hiring goals and revise the Department of Revenue's Affirmative Action Plan as required by the Department of Employee Relations.
6. To manage, guide, and participate on the Valuing Diversity Steering Committee.
7. To ensure that the Affirmative Action Plan is communicated to the Agency Staff.
8. To oversee the Department of Revenue's pre-hire review process.
9. To monitor employee exit interviews, to investigate identified complaints of employment practices within the Department of Revenue and to determine the impact on protected group members.
10. To act as the liaison between the Department of Revenue and the Department of Employee Relations on matters concerning affirmative action.
11. To determine the need for affirmative action and cultural diversity training and to initiate the development of appropriate training programs.
12. To review Department of Revenue policies, procedures, programs, and reasonable accommodations for disabled individuals and to recommend changes to the Commissioner as the individual responsible for compliance with the Americans with Disability Act (ADA).
13. To participate in the recruitment of protected class persons for employments, promotion, and training opportunities.
14. To maintain contacts with protected class resources for recruitment purposes, and to hold membership in community organizations to keep abreast of new developments in the area of affirmative action.
15. To provide the Valuing Diversity Steering Committee with informational data and documents necessary to perform Committee functions.
16. To initiate and report on specific Affirmative Action Program objectives which are incorporated into the Affirmative Action Plan.
17. To aid in the recruitment of members of protected classes and notify managers and supervisors of existing disparities, at the time of the employment interview.

MINNESOTA • REVENUE

18. To work with the Human Resources Division to promote affirmative action in hiring and promotions.

Accountability:

The Deputy Commissioner, directly, and the Commissioner, indirectly.

Directors, Managers and Supervisors

Responsibilities

To ensure compliance with the Department of Revenue's Affirmative Action Program and provide equitable treatment of all employees

Duties

- To assist the Affirmative Action officer in identifying and resolving problems and eliminating barriers which inhibit equal employment opportunities.
- 2 To hire and promote qualified protected class members where a disparity exists and to ensure equal treatment in all aspects of employment for each protected group.
 - 3 To communicate and demonstrate a personal commitment to the Department of Revenue's Affirmative Action Plan to all employees in their unit.
 - 4 To ensure that sufficient time is allowed for employees in their unit to participate in Valuing Diversity Steering Committee meetings and/or diversity activities.
 - 5 To consult with the Affirmative Action Officer on human resource actions involving work out of class appointments, disciplinary action resulting in discharge of protected class employee, and the review of all interview questions.
 - 6 To follow the pre-hire processes when appointing a non disparate applicant.
 - 7 To assist and make recommendations to the Affirmative Action Officer in recruitment activities.
 - 8 To discuss and document training needs and career planning goals with each employee during the scheduled performance evaluations.
 - 9 To ensure the Department of Revenue's Affirmative Action Plan is communicated to all employees in their unit.

Accountability:

The Deputy Commissioner, directly, and the Commissioner, indirectly

MINNESOTA · REVENUE

Human Resource Management Director

Responsibilities

The Human Resource Management Director is responsible to ensure that personnel policies are administered fairly and are uniformly applied to all employees, and shall take positive action to remove all barriers to equal employment opportunity within the Department of Revenue.

Duties:

1. To make available to the Affirmative Action Officer all records and informational data necessary to perform affirmative action duties and responsibilities.
2. To provide the Valuing Diversity Steering Committee with informational data and documents necessary to perform Committee functions.
3. To allow the Affirmative Action Officer to participate in the decision making process of all personnel actions such as hiring and promotion, disciplinary actions, reallocations, transfers, and terminations, department and division wide studies.
4. To initiate and report on specific Affirmative Action Program objectives which are incorporated into the Affirmative Action Plan.
5. To serve, or designate a representative, as ex-officio member of the Valuing Diversity Steering Committee
6. To aid in the recruitment of members of protected classes and notify managers and supervisors of existing disparities, at the time of the employment interviews.

Accountability:

The Deputy Commissioner, directly; and the Commissioner, indirectly

All Employees

Responsibilities:

All employees shall be responsible for conducting themselves in accordance with the policies and procedures of this plan. Employees will refrain from any actions that would adversely affect the performance of a co-worker with respect to their race, color, creed, sex, national origin, age, marital status, sexual orientation, disability, religion, or reliance on public assistance.

MINNESOTA · REVENUE

Valuing Diversity Steering Committee (VDSC)

Authorization:

The Committee is authorized by the Commissioner of Revenue.

Mission:

To lead the Department of Revenue in establishing an environment where the diversity of our workforce and customers is valued.

Function:

1. To act as a steering committee to develop strategies that will link the Department of Revenue's diversity plan vision to reality.
2. To initiate and implement projects and educational opportunities which serve as a basis for developing a work environment which values and respects diversity.
3. To serve as a forum for transmitting employee concerns to the Senior Management Team.

Accountability:

The Affirmative Action Officer, directly, and the Commissioner, indirectly.

Committee Membership:

1. The Valuing Diversity Steering Committee shall consist of the following members: representatives of each division in the Department of Revenue as general members. Within that membership attempts shall be made to incorporate representatives of each protected group: American Indian/Alaskan Native, Asian/Pacific Islanders, Blacks, Disabled, Hispanic and Women.

Also within the membership will be representation from each of the respective bargaining units within the Department of Revenue, AFSCME, MAPE, MMA, Commissioners Plan, and Managers Plan, along with an executive sponsor. The Affirmative Action Officer shall serve as a non-rotating member of the committee.

2. It is recommended that the members serve a maximum of four years in two-year increments unless the member requests an extension, which is approved by the Committee and the employee supervisor. Extension of membership may be considered in order to maintain continuity and provide adequate representation from all sections of the Department.
3. The Valuing Diversity Steering Committee Chair shall solicit recommendations for appointments to the Valuing Diversity Steering Committee from divisions of the Department. Only those who have demonstrated a personal commitment to valuing diversity will be recommended for appointment.

MINNESOTA · REVENUE

Member Duties:

1. To attend all Committee meetings and to devote the necessary time for active participation in project activities.
2. To participate in training sessions and conferences pertaining to equal employment opportunity and affirmative action, and cultural diversity programs.

Meeting and Procedures

1. Meetings shall be called monthly with written announcements made to all Committee members one week prior to the meetings.
2. Agendas shall be posted electronically for all employees at least five days prior to the meeting.
3. Attendance is very important towards the conduct of Committee business. Therefore, if a Committee member is absent from three consecutive meetings, the Committee shall inquire into the reason for the absence and determine whether or not the member should be retained on the Committee.
4. Copies of the minutes will be posted electronically within a reasonable time after each Committee meeting.

Program Objectives

To promote and sponsor diversity training and activities which support a workplace environment where diversity is respected and enhanced.

1. Sponsor monthly "brown bag" luncheon speakers to present sessions on various diversity topics. Videotapes are made of these presentations and made available to employees.
2. "Revenews" and Lotus Notes will be utilized as tools for promoting and advertising diversity events to increase diversity awareness among employees.
3. VDSC members shall develop program and committee objectives at the yearly planning session.
4. To promote and serve as a role model for the values of a diverse, respectful workforce for the rest of the Department of Revenue.

MINNESOTA · REVENUE

Dissemination of Affirmative Action Plan

The following steps will be undertaken to ensure that all employees are advised of, and understand, the Department of Revenue's policy of nondiscrimination and its interest in actively and affirmatively providing equal opportunity in all employment practices.

Internal

1. Copies of the Affirmative Action Plan will be furnished to all assistant commissioners, division directors, managers and supervisors electronically. It will be the responsibility of management personnel to disseminate the Affirmative Action Policy to all employees in their unit.
2. The Plan will be prominently displayed on the employee bulletin boards on each floor of the Department of Revenue and in the Department of Revenue's library on the fourth floor.
3. New employees will be informed of the Department's Affirmative Action Program, the name of their Affirmative Action Officer and the availability of the Affirmative Action Plan. Additionally, each new employee will receive the Preventing Harassment pamphlet.
4. The Affirmative Action Officer will coordinate and conduct Affirmative Action training sessions for managers and supervisors.
5. The Plan will be posted in the HR database accessible by all employees

External

1. A copy of the Affirmative Action Plan will be furnished to employee bargaining units.
2. Job application forms, job opening advertisements, and Department stationary shall bear the masthead, "An Equal Opportunity Employer".
3. A policy statement (in the form of a letter) will be provided to recruitment sources and organization working with protected classes to encourage referrals and applications.
4. Publications prepared for distribution outside the agency will contain periodic references to the policy in order to enhance the employment of protected classes.
5. The Affirmative Action Officer will be identified in the Agency section of the State Telephone Directory.

MINNESOTA · REVENUE

Program Objectives

2006-2008

1. The Affirmative Action Officer (AAO) will make every effort to maintain current information of EEOC guidelines, new policies, procedures and trends within the field in order to effectively implement Affirmative Action at the Minnesota Department of Revenue.

Action Steps:

- Regularly visit the EEOC/DOJ/DOHR, etc. websites to research policy changes
- Regularly attend ACCESS (Alliance for Cooperation and Collaboration in Employment and State Service, formerly Affirmative Action Coordinators group)
- Review training materials (i.e. discrimination, harassment, sexual harassment, affirmative action and the Americans with Disabilities Act) to ensure accuracy and compliance with current law.
- Develop a relationship with DOER to facilitate interactions and support with any questions or concerns pertaining to the above topics

Target Date:

- Annually

Assignment

- Affirmative Action Officer

2. Minnesota Department of Revenue will continue to hire affirmatively and include affirmative action consideration in the hiring process where a disparity exists.

Action Steps:

- The AAO will maintain and provide information pertaining to disparities upon request of the Senior Management Team
- All hires in which a disparity exists, HRM/AAO will conduct a pre-hire review prior to the interview process
- The AAO will research and develop a database that lists publications that the Department should consistently place employment notices

Target Date:

- Annually

MINNESOTA · REVENUE

Program Objectives

2006-2008

1. The Affirmative Action Officer (AAO) will make every effort to maintain current information of EEOC guidelines, new policies, procedures and trends within the field in order to effectively implement Affirmative Action at the Minnesota Department of Revenue.

Action Steps:

- Regularly visit the EEOC/DOJ/DOHR, etc. websites to research policy changes
- Regularly attend ACCESS (Alliance for Cooperation and Collaboration in Employment and State Service, formerly Affirmative Action Coordinators group)
- Review training materials (i.e. discrimination, harassment, sexual harassment, affirmative action and the Americans with Disabilities Act) to ensure accuracy and compliance with current law.
- Develop a relationship with DOER to facilitate interactions and support with any questions or concerns pertaining to the above topics

Target Date:

- Annually

Assignment

- Affirmative Action Officer

2. Minnesota Department of Revenue will continue to hire affirmatively and include affirmative action consideration in the hiring process where a disparity exists.

Action Steps:

- The AAO will maintain and provide information pertaining to disparities upon request of the Senior Management Team
- All hires in which a disparity exists, HRM/AAO will conduct a pre-hire review prior to the interview process
- The AAO will research and develop a database that lists publications that the Department should consistently place employment notices

Target Date:

- Annually

MINNESOTA • REVENUE

Assignment

- Affirmative Action Officer
3. The AAO will monitor Minnesota Department of Revenue's pre-employment review procedure in a consistent and fair manner, ensuring that hiring personnel do **not** have access to protected group information.

Action Steps:

- Meet with hiring personnel to review and suggest recruitment methods and identify whether there is a disparity for any of the three protected groups
- Continually meet with hiring personnel and monitor the hiring process for job groups in which there are disparities
- Review hiring responsibilities and procedures with hiring managers

Target Date:

- Annually

Assignment

- Affirmative Action Officer
4. The AAO will educate all hiring personnel regarding their affirmative action responsibilities.

Action Steps:

- Develop curriculum to train hiring personnel about AAO responsibilities related to DOR's Affirmative Action Plan and affirmative action procedures
- Develop educational materials outlining the hiring process for vacancies in which a disparity exists directly addressing the role of the hiring personnel
- Develop educational materials specifically addressing the hiring manager's role in implementing the Affirmative Action Plan and specific supervisory responsibilities that contribute to the retention of protected group members
- Inform all hiring personnel of external training pertaining to Affirmative Action/Equal Employment Opportunity and Americans with Disabilities Act and discrimination/harassment training

Target Date:

Annually

MINNESOTA · REVENUE

Assignment

- Affirmative Action Officer

5. To enhance the appreciation and recognition of diversity at the Minnesota Department of Revenue by offering a wide variety of programs, conferences, discussions, and presentations which feature diversity related topics.

Action Steps

- Research possible speakers, performers, and trainers in diversity
- Invite speakers, performers, and trainers to the Department of Revenue

Target Date

- Annually

Assignment

- Affirmative Action Officer and Valuing Diversity Steering Committee

6. Maximize employment opportunities for Protected Group members.

Action Steps

- Advertise in publications serving protected group members when job openings become available

Target Date

Annually

Assignment

- Affirmative Action Officer and HRM

7. Develop and maintain positive working relationships with underutilized communities and recent immigrant populations in order to actively recruit protected group members for job openings.

Action Steps

- Ensure that vacancy notices are communicated to those organizations/individuals with whom we have established relationships

MINNESOTA REVENUE

- Recruit temporary workers in the underutilized communities to assist with income tax preparation

Target Date:

2006 – 2008

Assignment:

- Individual Income Tax Division

MINNESOTA • REVENUE

Department of Revenue Affirmative Action Plan 2006-2008 Pre-employment review of hiring decisions

Objective:

To establish action steps to be taken during the selection process in order to meet the Department's Affirmative Action goals when filling classified and unclassified vacancies.

- **Consultation with Managers/Supervisors**
The Affirmative Action Officer and HRM staff will advise the managers and supervisors of protected class disparities when opportunities for new hires and promotional opportunities become available.

- **The Pre-Employment Review**
 1. The hiring supervisor completes and submits a personnel requisition and a position description for the vacancy to be filled to their Personnel Representative in Human Resources Management Division.

 2. If a disparity exists, the Affirmative Action Officer and/or the Human Resource staff works closely with the hiring supervisor in an effort to eliminate the disparity according to the following procedures:
 - a. All position descriptions shall contain job related criteria (knowledge, skills, and abilities) that are required to perform the essential functions of the identified tasks.
 - b. Job related minimum requirements (and desired requirements) must be clearly defined and documented on the vacancy announcement.
 - c. HRM, with input from the hiring supervisor, determines if an external recruitment effort is required.
 - d. If an external recruitment effort is required, efforts will include resources that have contacts with protected class candidates.

- **Pre-interview**
 1. Prior to the commencement of the interview process, the hiring supervisor shall submit a list of uniform job related interview questions to the Affirmative Action Officer. The Affirmative Action Officer shall review and approve all interview questions to determine:
 - a. Will the answers to this question, if used in making the selection, have a disparate effect in screening our protected group people?
 - b. Is this information really needed (is it job related) to judge an applicant's competence or qualification for the job in question?
 - c. Is the question culturally neutral?

MINNESOTA • REVENUE

d. Are the questions within the legal parameters of the Equal Employment Opportunity guidelines

2. Hiring supervisors will ensure that each candidate is asked the same structured interview questions. Leeway is allowed for follow-up questions of clarity.
3. Candidate resumes will be referred to hiring supervisors by HR and will include those individuals who self nominated to the vacancy posting, as well as those resulting from conducting a skill search of the resume database (using Resumix).
4. HR, in concert with the hiring supervisor, will review the resumes (self nominees and skill search resumes) to determine which candidates meet the minimum qualifications as defined in the vacancy announcement. Candidates who meet the minimum qualifications will constitute the final eligible list of candidates to be considered in this pre-hire process.
5. If the number of candidates on the eligible list (as defined in 4 above) is large and needs to be more narrowly defined to come up with a "reasonable" number to interview, the hiring supervisor may further rank the candidates based upon job related qualification required and desired for the position as defined in the vacancy announcement.
6. To the extent possible, the disparate group percentage will be reflected in the final interview applicant pool. However, the primary consideration in determining the interview pool will be the job related qualifications required (and desired) of the position to be filled.

- **Post interview**

1. The interview team will compare the qualifications of candidates based on available evidence and the requirements of the job. Only in the final selection process with the affirmative action goals and current disparities be considered.
2. If the hiring team wishes to select a non-disparate group candidate where there is a disparity, the hiring supervisor shall provide the Affirmative Action Officer with a written statement of explanation outlining the reasons, with sufficient specificity, why the disparate group members were not hired. The Affirmative Action Officer shall review the documentation. **Until that review is complete no offer of employment can be made to any candidate.** If it is concluded that the reasons for the non-selection are not satisfactory, and the Affirmative Action Officer is unable to resolve the matter with the supervisor, the AAO will arrange an appointment for the Supervisor to meet with the Commissioner to explain the reasons for the selection. The decision of the Commissioner is final. If a Manager or Supervisor fails to follow these parameters prior to making the job offer, he/she will be held accountable.

MINNESOTA • REVENUE

3. Those candidates who self-nominated to the vacancy, and skill search candidates who were invited to interview, are notified of the hiring status/decision.
4. Supervisors and managers are not to disclose information that the candidate selected is of a particular protected group status. The protected group status of an individual is identified as private data; in accordance with the Minnesota Government Data Practices Act which governs the collection and disclosure of all government data, including personnel data. Minn. Stat. §13.43, subd. 2.
5. HRM will keep documentation on the selection process for all appointments for at least one year. The AAO will keep data on every appointment where there is a disparity to explain the justification for the hiring decision.
6. Hiring supervisors will maintain documentation on the selection process including the identification of job related qualifications, the ranking of resumes to determine who met minimum qualifications, and who was invited to interview, as well as interview notes and documentation for at least one year.

MINNESOTA · REVENUE

Retention/Recruitment Plan

Statutory Reference: Minn.Stat. §43A.09
Admin Procedure: 9A

Objectives:

To build and retain a culturally diverse workforce through the active recruitment and retention of qualified protected group individuals.

Policy:

It is the policy of the Minnesota Department of Revenue to hire and retain qualified applicants who are protected class members.

Responsibility:

The Affirmative Action Officer is responsible for supervising recruitment and retention activities for the Department.

Recruitment/Retention Plan Goals:

- Provide training on discrimination, harassment, ADA, and recruitment/retention efforts to all Division Directors, Managers, and Supervisors.
- Identify development needs and appropriate training opportunities for all staff in coordination with management such as dealing with conflict and employment law issue spotting.
- Partner with other state agencies to develop a network of resources for affirmative action issues

Summary of Past Actions

Extensive recruiting for seasonal employees included the utilization of various resources: St. Paul Pioneer Press, Woodbury Bulletin, Job Service Office/Work Center, statewide HR database, Department of Revenue website, Department of Employee Relations website, Lillie Suburban Newspaper, South Washington County

MINNESOTA • REVENUE

Bulletin. In addition the Department of Revenue sponsored two job fairs and invited individuals to schedule an appointment and interview all at the same time.

Recruitment for full time positions included job announcements in: La Prensa, Asian American Press, Access Press, The Spokesman and through neighborhood outreach programs. We also listed job announcements with the private colleges Career Services network and in the St. Paul Pioneer Press and Minneapolis Star Tribune. The Department of Revenue sponsored two job fairs and invited individuals to schedule an appointment and interview all at the same time for professional positions.

Other methods of recruitment included: referrals made by current Department of Revenue employees, positions posted on our current data base for all employees, special business notices sent out to all employees when critical shortages for seasonal positions occur, and volunteers and/or interns identified through our Outreach Program.

Recruiting for numerous individual vacancies utilized local newspapers. These positions included Revenue Special Investigator, Revenue Tax Specialists and Revenue Collection Officers.

Projected Hiring Opportunities

Little to no additional hiring is anticipated in the upcoming two years as the initiative positions are filled. No additional hiring in the administrative and support areas are anticipated other than those deemed essential.

We will use this opportunity to gather information and establish a database of potential community contact information and prices for advertising.

Our outreach program in Individual Income Tax was successful in attracting many applicants and new employees from protected class groups. We will continue to utilize that program to advertise our positions as the need arises.

We anticipate providing unpaid internships for college students to assist us with special projects. However, we do not anticipate any paid internship opportunities at this time.

MINNESOTA • REVENUE

Supported Work Positions

At this time the Department of Revenue has not identified any positions or functions of the agency that can be used for supported employment. If those positions were identified in the future, the Department would be interested in utilizing the supported work program. The Department would work with the State ADA Coordinator to recruit and hire individuals for supported employment positions.

Separation/Layoff Patterns

In 2006 our separation consisted mainly of retirements and resignations for positions outside of state government. Most of the resignations outside of state government were for positions of more money and more responsibility.

In 2005, we received 19 Exit Interview surveys. Of those surveys 1 individual transferred to another state agency, 6 retired, and 10 left citing salary as a main reason. One individual left because of a disagreement with the direction of the division. Of the 19, 7 were male, and 12 were female.

According to the separation report received from DOER, the Department of Revenue had 85 total separations. Of these, 46 were resignations, 27 were retirements, 8 were dismissals or non certifications, 3 were deaths, and 1 was a layoff. According to the DOER report, 46 were female (54% of the total separations) and 39 were male, 12 (14% of the total separations) were ethnic minority, and 6 (7% of the total separations) were disabled.

Specific EEO-4 data is only available upon request due to employee data privacy laws.

As of today, we received 22 Exit Interview surveys. Of those surveys 6 individuals retired, the remained left state service. Of the 16 who left state service, 11 cited lack of promotional opportunity and salary as the reason for leaving. One separation was because of an internship that ended. The remaining 4 did not specify a reason. Of the 22, 13 were male, and 9 were female.

MINNESOTA · REVENUE

Goals and Timetables for Recruitment in 06-08

EEO4 category			DOR #	DOR %	Goal #	Goal%	Under-utilized	Time table
Officials/ Administrators	Gender	female	11	36.67%	0.00	37.80%	0	
		male	19	63.33%				
	Ethnic Group		2	6.67%	0.00	5.10%		
	Disability status		3	10%	0.00	11.31%		
Professional	Gender	female	506	53.66%	507.00	53.80%	1	Jul-08
		male	437	46.34%				
	Ethnic Group		99	10.50%	0.00	8.00%		
Disability Status		70	7.42%	103.00	10.88%	33	Jul-08	
Technician	Gender	female	51	70.83%	0.00	63.10%	0	
		male	21	29.17%				
	Ethnic Group		5	6.95%	0.00	6.80%		
Disability Status		7	9.72%	8.00	11.52%	1	Jul-08	
Paraprofessional	Gender	female	10	55.56%			2	Jul-08
		male	8	44.44%				
	Ethnic Group		2	11.12%				
Disability Status		0	0%	2.00	10.86%			
Office/Clerical	Gender	female	159	88.83%	0.00	67.70%	0	
		male	20	11.17%				
	Ethnic Group		25	13.97%	0.00	8.20%		
	Disability Status		13	7.26%	21.00	11.56%		

MINNESOTA · REVENUE

Harassment

The Department of Revenue strives for a safe, harassment free workplace. The Department of Revenue will not discriminate or tolerate harassment, on the grounds of race, color, sex, age, creed, religion, sexual orientation, political affiliation, public assistance status, national origin, disability or marital status.

Any employee who engages in harassment on the basis of race, color, creed, religion, national origin, sex, sexual orientation, marital status, status with regard to public assistance, membership or activity in a local commission, disability, or age; who permit employees under his/her supervision to engage in such harassment; or retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include the imposition of discipline or termination of employment.

Harassment because of, based on, or directed at an individual's protected class characteristic, (i.e. race, sex, age, color, creed, religion, national origin, marital status, membership or activity in a local commission, status with regard to public assistance, disability, or sexual orientation) is a form of discrimination and is a violation of Title VII of the Civil Rights Act of 1964 as amended by the Equal Employment Opportunity Act of 1972 and the Minnesota Human Rights Act, Minn. Stat. §363.

The Commissioner is responsible for the application of this policy within the Department of Revenue; each manager and supervisor has the responsibility within their unit. This responsibility includes initiating and supporting programs and practices designed to develop understanding, acceptance, commitment, and compliance with the framework of this policy. All employees must be informed that discrimination/harassment is unacceptable behavior, and each supervisor is responsible for orienting his/her staff to the Department's policy.

Harassment of any kind has no place in the workplace. All employees have the right to work in an environment free of demeaning, hostile, and abusive conduct.

Harassment is any unwelcome, offensive, insulting, or demeaning behavior based on a person's belief, mannerisms, physical or mental attribute, or other protected characteristic. It is the Department of Revenue's policy to prohibit discriminatory harassment. Any employee need not tolerate verbal or physical conduct of a discriminatory nature when:

1. Submission to such conduct is explicitly or implicitly made a term or condition of an individual's employment,
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual,

MINNESOTA • REVENUE

3. Such conduct has the purpose or effect of interfering with an individual's performance, or
4. Such behavior could contribute to the creation of an intimidating, hostile, or offensive work environment.

All employees will treat their co-workers, staff, supervisors, and customers with respect at all times.

Any employee who feels that he/she is subjected to discrimination in any form, or who believes he/she has witnessed physical or verbal harassment of a discriminatory nature should notify their supervisor or anyone on the management team, or contact Wende O'Brien, Affirmative Action Officer, (651)556-6010. Conduct that might be interpreted as harassment can be perceived differently among employees. Employees who feel they have experienced harassment from other employees should make it clear that such behavior is offensive and immediately bring it to the attention of their supervisor or the Affirmative Action Officer.

General Harassment may take the following forms:

1. Disparaging, belittling, demeaning, or insulting remarks about an employee and/or employee characteristics, or about another person with whom an employee associates.
2. Jokes about an employee or a characteristic unique to the employee or another person with whom the employee associates.
3. Sabotage of an employee's character, reputation, work efforts or property.
4. Displaying or allowing to be displayed offensive, disparaging, belittling, demeaning, intimidating, threatening, insulting or derogatory posters, signs, pictures, cartoons or objects.

Sexual Harassment might have these additional characteristics:

1. Any of the previously listed forms of treatment with verbal or physical conduct of a sexual nature which the recipient or bystander finds unwelcome.
2. Unwanted sexual comments, looks, innuendoes, or suggestions about one's body or sexual activity.
3. Unwanted, unnecessary touching, brushing against one's body, patting, or pinching.
4. Demanding sexual favors accompanied by implied or overt threats concerning conditions of employment.

MINNESOTA • REVENUE

5. Displaying pictures or objects depicting nude or scantily clad women or men in work areas.
6. Use of language implying inferiority of an employee based on sex, such as “girl” or “boy” rather than “woman” or “man”.
7. The deliberate or careless creation of an atmosphere of sexual harassment or intimidation.

Race, Color, and National Origin Harassment might have these characteristics

1. Any behavior previously listed in this policy which is applied to one's race, color, heritage, or national origin.
2. Telling jokes or making derogatory remarks about one's race or national heritage.
3. Use of language implying inferiority of a race or national heritage.

Religion, Disability, Age, or Sexual Orientation Harassment might have these characteristics

1. Any behavior previously listed in this policy which is directed at an individual's religion, disability, age, sexual orientation.
2. Use of demeaning, derogatory names or remarks in reference to an employee's religion, disability, age, or sexual orientation.

MINNESOTA · REVENUE

GENERAL PROVISIONS AND PROCEDURES FOR FILING DISCRIMINATION COMPLAINTS

The Equal Employment Opportunity complaint process applies to grievances which allege discrimination due to race, color, creed, religion, national origin, sex, marital status, membership or activity in a local commission, status with regard to public assistance, disability, age, or sexual orientation.

General Provisions

1. Any employee or job applicant who feels that he/she has been subjected to discriminatory behavior(s), or who believes he/she has witnessed such behaviors, is encouraged to report the information to any person on the management staff, including but not limited to: supervisors, managers, division directors, assistant commissioners, the Deputy Commissioner, Human Resource staff, or the Affirmative Action Officer.
2. In the course of a complaint investigation, all documentation associated with the complaint shall be considered confidential. Internal complaints and investigations remain confidential, unless reports and documents are subpoenaed by the union in relation to disciplinary action. External investigations may become public. Those filing a complaint or serving as a witness shall do so without fear of coercion, reprisal, or intimidation.
3. Complaints will be accepted within the statute of limitations to file a discrimination complaint as outlined in Minnesota Statute §363.06; one year from the date of the occurrence, or under federal law; 300 days from the date of the occurrence. Complaints will be accepted within that time period regardless of the complainant's employment status with the Department of Revenue, unless the complaint is directly related to the employee's separation from the Department.
4. Employees may elect to directly file a complaint with the Commissioner in lieu of with their supervisor(s) or the Affirmative Action Officer.
5. The Affirmative Action Officer or Commissioner shall advise the complainant of his/her right to file a charge of discrimination with the Commissioner of Human Rights up to one year after the occurrence. The Affirmative Action Officer or Commissioner shall advise the complainant of his/her right to file a charge of discrimination with the Equal Employment Opportunity Commission within 300 days after the occurrence, or to file with an attorney in private practice.

MINNESOTA REVENUE

6. Regardless of the outcome of an investigation, the Department of Revenue will not take adverse or retaliatory action against an employee who reports conduct he/she believes to be in violation of the Department's policy against harassment.

MINNESOTA · REVENUE

COMPLAINT PROCEDURE

Employees and applicants are encouraged to use the "Complaint of Discrimination" form to make a written complaint of alleged discrimination. The forms are available on the HR database available to all Department employees at their workstations. The written complaint is submitted to the Department's Affirmative Action Officer. The complaint shall be filed within one year after the occurrence.

Step 1:

After receipt of the formal complaint, the Affirmative Action Officer shall determine whether or not the complaint alleges discrimination against the individual's protected class characteristic. (i.e. race, creed, color, sex, age, marital status, membership or activity in a local commission, national origin, disability, religion, status with regard to public assistance, or sexual orientation.) This determination shall be completed within 5 – 10 days of receipt of the complaint.

If the complaint is timely and proper for resolution through this complaint procedure, it shall be investigated. If the complainant is suffering irreparable harm in the absence of immediate action, the Affirmative Action Officer may take whatever action is deemed appropriate to remedy the situation while the complaint is being investigated.

Step 2:

Within a reasonable timeframe, the Affirmative Action Officer shall investigate the complaint. The investigation may include interviews or statements from all parties involved including the complainant, the respondent, complainant's supervisors, witnesses and co-workers as well as all pertinent records or documents relating to the complaint. The complainant must receive a final written response to the alleged charges within 60 days of filing the complaint.

Step 3:

The Affirmative Action Officer shall prepare a written report for the Commissioner. The Commissioner shall review the investigation report and, if deemed necessary, take appropriate corrective action up to and including discharge when the investigative findings give merit to the complaint allegations.

Note: These complaint procedures shall also apply to the complaints of alleged sexual harassment. Certain modification to this procedure exist in the collective bargaining agreement covering employees represented by AFSCME, Council 6.

MINNESOTA • REVENUE

MINNESOTA DEPARTMENT OF REVENUE
 600 North Robert Street
 St. Paul, Minnesota 55146
 651-556-6010

COMPLAINT OF HARASSMENT/DISCRIMINATION

Please read before completion of form

Any complaint of harassment/discrimination is considered confidential data under Minnesota Statute 13.39, Subd. 1 and 2. This information is being collected for the purpose of determining whether harassment/discrimination has occurred. You are not legally required to provide this information, but without it, an investigation cannot be conducted. This information may only be released to the Affirmative Action Officer designee, the complainant, the respondent, and appropriate personnel.

Complainant (You)		
Name	Job Title	
Work Address	City, State, Zip Code	Telephone
Agency	Division	Manager
Respondent (Person Who Harassed/Discriminated Against You)		
Name	Job Title	
Work Address	City, State, Zip Code	Telephone
Agency	Division	Manager

The Complaint	
Basis of Complaint ("X" all that apply):	
<input type="checkbox"/> Race	<input type="checkbox"/> Color
<input type="checkbox"/> Disability	<input type="checkbox"/> Sexual Orientation
<input type="checkbox"/> Sex	<input type="checkbox"/> Creed
<input type="checkbox"/> Status with regard to public assistance	<input type="checkbox"/> Marital Status
<input type="checkbox"/> Age	<input type="checkbox"/> Religion
<input type="checkbox"/> National Origin	<input type="checkbox"/> Membership or Activity in a Local Human Rights Commission
Date most recent act of harassment/discrimination took place:	If you filed this complaint with another agency, give the name of that agency:

MINNESOTA • REVENUE

REASONABLE ACCOMMODATION

The Minnesota Department of Revenue is committed to fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of the Minnesota Department of Revenue to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship. In accordance with the Minnesota Human Rights Act and the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of the job, competing for a job, or to enjoy equal benefits and privileges of employment. This policy applies to all applicants, employees and employees seeking promotional opportunities. Wende O'Brien is responsible for ADA compliance.

Definitions

Disability: For purposes of determining eligibility for a reasonable accommodation, a person with a disability is one who has a physical or mental impairment that materially or substantially limits one or more major life activities.

Undue Hardship: An undue hardship is an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the Minnesota Department of Revenue.

Reasonable Accommodation: A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity.

Examples of accommodations may include, but are not limited to: acquiring or modifying equipment or devices, modifying training materials, making facilities readily accessible, modifying work schedules, and reassignment to a vacant position.

Reasonable accommodation applies to three aspects of employment:

- a. To assure equal opportunity in the employment process;

MINNESOTA • REVENUE

- b. To enable a qualified individual with a disability to perform the essential functions of a job; and
- c. To enable an employee with a disability to enjoy equal benefits and privileges of employment.

MINNESOTA • REVENUE

REASONABLE ACCOMMODATION PROCEDURES

Current Employees and Employees Seeking Promotion

1. The Minnesota Department of Revenue will inform all employees that this accommodation policy can be made available in accessible formats.
2. The employee shall inform their supervisor or the ADA Coordinator designee, Wende O'Brien, of the need for an accommodation.
3. The ADA Coordinator designee may request documentation of the individual's functional limitations to support the request. Any medical documentation must be collected and maintained on separate forms and in separate, locked files. No one will be told or have access to medical information unless the disability might require emergency treatment.
4. When a qualified individual with a disability has requested an accommodation, the employer shall, in consultation with the individual:
 - a. Discuss the purpose and essential functions of the particular job involved. Completion of a step-by-step job analysis may be necessary.
 - b. Determine the precise job-related limitation.
 - c. Identify the potential accommodations and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job.
 - d. Select and implement the accommodation that is the most appropriate for both the individual and the employer. While an individual's preference will be given consideration, the Minnesota Department of Revenue is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
5. The ADA Coordinator designee will work with the employee to obtain technical assistance, as needed.
6. The ADA Coordinator will provide a decision to the employee within a reasonable amount of time.

MINNESOTA · REVENUE

7. If an accommodation cannot overcome the existing barriers or if the accommodation would cause an undue hardship on the operation of the business, the employee and the ADA Coordinator designee shall work together to determine whether reassignment may be an appropriate accommodation.
8. Requests for information from a medical provider will go directly to the provider after the ADA Coordinator designee receives the appropriate medical release forms. Failure to provide the release will mean that the ADA accommodation process cannot continue.
9. The ADA Coordinator designee may review the negotiated reasonable accommodations yearly to ensure continued appropriateness of the existing accommodation.

Job Applicants

1. The job applicant shall inform the ADA Coordinator designee of the need for an accommodation. The ADA Coordinator designee will discuss the needed accommodation and possible alternatives with the applicant.
2. The ADA Coordinator designee will make a decision regarding the request for accommodation and, if approved, take the necessary steps to see that the accommodation is provided.

Funding Accommodations

Funding must be approved by the Minnesota Department of Revenue for accommodations that do not cause an undue hardship. (M.S. §43A.191(c)).

Procedure for Determining Undue Hardship

1. The employee or job applicant will meet with the ADA Coordinator designee to discuss the requested accommodation.
2. The ADA Coordinator designee will review the undue hardships by considering:
 - a. The nature and cost of the accommodation in relation to the size, the financial resources, and the nature and structure of the operation; and
 - b. The impact of the accommodation on the nature or operation of the Minnesota Department of Revenue.
3. The ADA Coordinator designee will provide a decision to the employee or job applicant.

MINNESOTA · REVENUE

Appeals

Employees or applicants who are dissatisfied with the decision(s) pertaining to his/her accommodation request may file an appeal with the agency head, within a reasonable period of time, for a final decision.

If the individual believes the decision is based on discriminatory reasons, they may file a complaint internally through the agency's complaint procedure as outlined in this plan, or file with the Minnesota Department of Human Rights.

PROTECTED GROUP CATEGORIES FOR EMPLOYMENT PURPOSES

There are three protected group categories. They include women, four ethnic/racial minorities and persons with disabilities.

Ethnic/Racial Categories:

1. Black, not of Hispanic Origin - Persons having origins in any of the Black racial groups of Africa.
2. Hispanic - Persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.
3. American Indian or Alaskan Native - Persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.
4. Asian or Pacific Islander - Persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example; China, India, Korea, Japan, the Philippine Islands, Sri Lanka and Samoa.

Persons of mixed ethnic/racial background would choose the group with which they most closely identify.

Persons with Disabilities Category:

A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a record of such impairment, or a person who is regarded as having such impairment.

**EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION GLOSSARY**

Affirmative Action - Emphasizes the positive action steps needed to bring about change rather than a passive attitude of simple nondiscrimination.

Affirmative Action can be defined as management policies and practices used to eliminate barriers to employment opportunities that are not based on specific job requirements.

Affirmative Action Plan - A coherent set of policies and procedures designed to find any barriers contributing to imbalance in an agency's workforce and to foster the correction of any imbalances, which exist.

Discrimination - Unfair treatment, intentional or unintentional, based on an individual's or group's protected class characteristics.

Disparity - The employment of fewer persons with disabilities, ethnic/racial minorities, and women in the agency's workforce than would reasonably be expected based on their availability in the labor market area.

Equal Employment Opportunity - The policy of basing all personnel activities solely on individual merit of applicants and employees, related to the specific job requirements, and without regard to age, race, creed or religion, color, disability, sex, national origin, marital status, status with regard to public assistance, membership or activity in a local commission, sexual orientation or other non-merit factors.

Goal - A numerical objective for the utilization of protected group members.

Disabled Individual - A person with a disability who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a record of such impairment, or a person who is regarded as having such impairment.

Harassment/Discrimination - Any repeated behavior, or combination of behaviors, by one or more employees toward another employee or group of employees based on race, national origin, religion, sex, age, color, creed, marital status, disability, membership activity in a local commission, status with regard to public assistance, or sexual orientation, and which the affected employee considers to be insulting, intimidating, which causes discomfort and/or which has a detrimental effect on such employee's work performance.

Protected Class/Protected Group - Those individuals identified as disabled, ethnic/racial minorities, and women, as defined by Minn. Stat. §43A.02, Subd.33.

MINNESOTA • REVENUE

Reasonable Accommodation - Architectural, equipment and other changes an employer would make to enable persons with disabilities to perform their jobs.

BUILDING EVACUATION PROCEDURES
EMERGENCIES AND EVACUATIONS

Objective

To ensure the safety of the Department of Revenue employee by providing guidelines for responding to emergencies

Policies

Depending on the type of emergency, employees of the Department of Revenue will be asked to either evacuate or relocate within the building. Instructions will come from the Evacuation Director in Administrative Management. These instructions may be transmitted directly over the public address system or through the Floor Wardens and Monitors.

Information

THE EMERGENCY EVACUATION PLAN

This plan is designed to provide guidelines for responding to emergencies within the Harold Stassen Building. Remember-not all emergencies fall within the scope of a defined plan; sometimes individual judgment will be the only procedure available to YOU. Your preparedness, awareness and self disciplined efforts are the key to an orderly and safe emergency response.

There are two basic procedures available during a building emergency, evacuate or relocate. Emergencies involving probable evacuation include:

- Fire, flame or smoke
- Weather
- Bomb threats
- Terrorism

Emergencies involving possible relocation include:

- Severe storm warnings, tornadoes, blizzards, etc.
- Electrical, gas, sewer or water problems,
- Medical, accidental or health problems,
- Chemical, environmental or individual (drugs and alcohol) problems,
- Civil disturbances or demonstrations,
- Nuclear attack or accidental plant emission.
- Terrorism.

This plan provides the following guidelines for responding to emergencies:

MINNESOTA • REVENUE

- A chain of command to disseminate information and act as an authority in times of emergency.
- The mechanism for training selected personnel in emergency procedures.
- An organized routine for evacuating or relocating all or part of the building.
- A list of alternative ideas and procedures to assist in the orderly handling of emergencies.

Emergency Plan

Updated July 26, 2006

Stassen Building Emergency Contact Numbers

Must dial "9" before number for all calls outside of the Stassen building.

- Medical Emergencies, Fire, Police.....9-911
- After calling 911 call the DOR Security Desk....556-5557
- Or Capitol Security before or after normal work hours...
.....9-651-296-2100

When you hear the Fire Alarm → Evacuate

When a PA announcement for severe weather → Move to your Relocation Area and follow the instructions.

In-State and Out-of-State Offices

- Medical Emergencies, Fire, or Police911 or 9-911
- Depending on your phone system (refer to page 16 – Dialing Instructions)

Non-emergency Contacts

- Emergency ProceduresDOR Building Emergency Coordinator....556-4001
- Medical Emergency ProceduresHuman Resources556-4004 or 556-3414
- Facility Management Issues556-5555, or e-mail AdmServices Desk or 556-6003

MINNESOTA • REVENUE

Emergency Plan

Table of Contents

	<u>Page</u>
Table of Contents	2
Introduction	3
General Duties of Emergency Personnel and Employees	4
Stassen Building Emergency Floor Wardens and Monitors	9
In-state Offices – Emergency Safety Coordinators, Wardens and Monitors	10
Life Safety Equipment and Building Features	11
Evacuation Procedures	13
Relocation (Sheltering) Procedures	15
Medical Emergency Procedures	17
Defibrillator Guidelines	19
What to Do If You Smell Something Burning or Peculiar Odor	21
What to Do If the Power Goes Out	21
What to Do If the Phone Goes Dead	21
What to Do If You Are Trapped in an Elevator	21
What to Do If You Receive a Bomb Threat	22
Mail Threats	24
Civil Disturbances or Demonstrations	25
What to Do If There is a Hostage Situation	26
Media Contacts	27
Major Disasters	27
Work-related Violence & Incident Reporting	28
Employee Annual Review Checklist	29
Stassen Building Evacuation and Relocation Floor Plans	30
In-State Offices Evacuation and Relocation Floor Plans	42

MINNESOTA · REVENUE

Emergency Plan

The emergency procedures outlined in this plan are classified as private/nonpublic data for Department of Revenue internal business use only.

This plan provides guidelines for responding to threatening incidences and building emergencies within and outside of the Minnesota Department of Revenue Stassen Building. Remember, not all emergencies fall within the parameters of a defined plan; sometimes individual judgment will be your best guide. Your preparedness, awareness and self-discipline are the keys to an orderly and safe emergency response.

There are two basic procedures available during a building emergency: evacuate or relocate.

Evacuation

Emergencies involving probable **evacuation** include:

- Fire, flame or smoke
- Internal hazard/threat (floods, building mechanical malfunction, etc.)
- External hazard/threat (bomb threats, terrorism, etc.)

Relocation

Emergencies involving possible **relocation** to safe areas within the interior of the building are:

- Weather related (severe storms, tornadoes, blizzards, etc.)
- Utilities (electrical, gas, sewer or water problems)
- Medical, accidental or health problems
- Chemical, environmental or individual (drugs and alcohol)
- Civil disturbances or demonstrations
- Nuclear, accidental plant emission, or attack
- Hostage situations or terrorism

This plan is designed to provide employees with the basic principles and procedures that should be used in the event of an emergency. The plan will provide:

- A **chain of command** to disseminate information and acts as an authority in times of an emergency.
- The mechanism for **training** personnel in response procedures.
- An **organized routine** for responding to emergencies.
- **Alternatives, ideas and procedures** to assist in the orderly handling of emergencies.

The procedures detailed in this plan pertain to all Department of Revenue employees. Some procedures are specific to the Stassen building, however, should be adapted to all other offices as applicable.

General Information

Procedures for the night shift employees are the same as for the daytime.

PA announcements normally can not be heard in offices and conference rooms because there normally are no PA speakers in these areas. It is the role of the Floor Warden to check and clear these rooms.

When a PA announcement is made, it will shut off the white noise. When the announcement is completed and the PA is turned off, the white noise will come back on loud. The volume will lower as it resets.

MINNESOTA · REVENUE

General Duties of Emergency Personnel

DOR Building Emergency Coordinator

- Primary authority for developing and maintaining the Stassen Building Emergency plan, procedures and communications network.
- Primary authority for issuing emergency and emergency-related information to Stassen Building employees.
- Ensure that Warden and Monitor positions are always assigned.
- Provide necessary Floor Warden and Division Monitor training.
- Provide necessary emergency procedures and training to employees.
- Coordinate and conduct at least one annual emergency drill.
- Monitor the National Weather Service emergency broadcasts and coordinate with Capitol Security on weather emergencies.
- Assist Regional Office Safety Coordinators with the development of the regional office emergency plan, procedures and communications network

Building Emergency Staff

- During an evacuation or relocation move as quickly as possible to the pre-assigned evacuation or relocation areas and carry out your assigned responsibilities.
- Liaison with the Building Emergency Coordinator, Floor Wardens, Floor Monitors and the employees during evacuations and relocations.

Floor Wardens and Floor Monitors (General Information)

- Know the location of life safety equipment: extinguishers, first aid kits, and emergency alarms.
- Know the evacuation routes and alternate routes and the relocation areas.
- Respond to all emergency situations, alarms or announcements, immediately, and in a calm and orderly fashion.
- Follow the directions of the DOR Building Emergency Coordinator, Building Emergency Staff or Capitol Security Staff.
- If you are away from your work area during an emergency, evacuate or relocate with the people of the floor you are on. Do not return to your division. The other Wardens and Monitors for your work floor will need to cover for you.
- If the PA system or alarms do not work, the DOR Building Emergency Coordinator will dispatch Building Emergency Staff to the work areas to make announcements.
- When a PA announcement is made, it will shut off the white noise. When the announcement is completed and the PA is turned off, the white noise will come back on LOUD. The volume will lower as it resets.
- The tunnel is the relocation area for anyone (employees and visitors) located in the second floor public meeting rooms, the cafeteria, and lobby and public rest-rooms on first and second floor.
- Attend training sessions.

Floor Wardens

- Know your Floor Monitors, Floor Wardens and Building Emergency Staff.
- Check that the floor (not just your division) has been evacuated or employees have relocated to designated areas, including checking and clearing conference rooms, offices and restrooms. Verify with the other Floor Wardens that the floor is clear.
- During an emergency, check and close any open private office doors.
- Confirm the location of employees with impairments. Report the location to the DOR Building Emergency Coordinator, Emergency Staff or Capitol Security staff.
- Observe that the appropriate procedures are followed and report any discrepancies to the DOR Building Emergency Coordinator or Building Emergency Staff.
- Ensure that Floor Monitor positions are always assigned.

MINNESOTA • REVENUE

- Oversee emergency planning activities, assure adequate employee contact and schedule meetings of the Floor Monitors to relay information pertaining to emergency routines or special instructions.
- During tests of the public address systems and alarms, serve as liaison between Floor Monitors and the Building Emergency Staff in reporting problems.
- During early or late work hours, fill in for other Floor Wardens and Monitors that have not arrived or have left for the day. Ask how you can assist the Building Emergency Staff or Capitol Security Staff who are located at the front desk or lobby area.
- The conference rooms do not have PA speakers located in them. People meeting in conference rooms will not hear the relocation announcements or the "All Clear" announcements. Floor Wardens need to clear rooms that are not safe, and inform when it is all clear.

Floor Monitors

- Help to maintain clear aisles and stairwells during normal working hours as well as periods of emergencies. Report any discrepancies to the Facilities Management Office.
- Routinely check area fire extinguishers for charge levels and check stairwells for burned out lights and inoperative fire doors.
- During tests of public address systems and alarms note sound levels and report any discrepancies to the Floor Warden.
- Maintain an up-to-date roster of the employees assigned to you and account for those employees during an emergency.
- Provide timely contact and instructions to new employees.
- Keep all employees assigned to you informed of safety issues and emergency procedures.
- During early or late work hours, fill in for other Floor Wardens and Monitors that have not arrived or have left for the day.
- During evacuations, Floor Monitors need to go to your Evacuation Check-in Area in the ramp and begin conducting a head count of the employees assigned to you.

Facilities Management Office

- Coordinating authority, with Capitol Security, Department of Administration and local authorities for the testing and checking of emergency equipment.
- Coordinating authority, with Capitol Security, Department of Administration, and St. Paul Fire Marshal, for fire safety and evacuation requirements.

Human Resource Management Division

- Primary authority for medical emergencies, injuries and illnesses.
- Direct Capitol Security Staff and First Responders to medical emergency location.

Criminal Investigations Division

- Primary authority for investigating taxpayer telephone and physical threats.

Capitol Security (Stassen Building)

- Uphold the basic protection of the building against intruders, vandals, and unruly or threatening visitors, vendors or employees.
- Control access.
- Screen persons seeking admittance.
- Enforce Building Rules and Regulations.
- Parking ramp and grounds security.
- Crowd control, if required.
- Provide information, as needed, to visitors.
- Respond to medical emergencies and reports of injury or illness (First Aid, CPR, Defibrillators)
- Monitor the National Weather Service emergency broadcasts.

MINNESOTA • REVENUE

- Know the location of life safety equipment: extinguishers, first aid kits, defibrillators, and emergency alarms.
- During business hours, assist the DOR Building Emergency Coordinator and Building Emergency Staff in responding to emergencies.
- During non-business hours, when Building Emergency Staff are not available, take the lead to ensure anyone in the building is moved to safety.
- Observe that the appropriate emergency procedures are followed.

Office Safety Coordinator (Regional Offices)

- Primary authority for developing and maintaining the regional office Emergency plan, procedures and communications network.
- Primary authority for issuing emergency and emergency-related information to regional office employees.
- The Office Safety Coordinator can also be responsible for the Floor Warden and Floor Monitor duties.
- Establish the Evacuation Check-in and relocation areas.
- Monitor the National Weather Service (NWS) announcements.
- Ensure that Warden and Monitor positions are always assigned.
- Manage emergency planning activities, employee education and training.

General Duties of Management and Employees

Managers and Supervisors

- Respond to all emergency situations, alarms, announcements or threats, immediately, and in a calm and orderly fashion.
- Meet individually with employees who have mobility and/or sensory impairments, including temporarily impaired, to develop guidelines to effectively communicate emergency and evacuation procedures. Address issues related to emergency procedures for mobility impaired persons by ensuring that employees have the opportunity to inform the agency of any special needs they may have. Ensure the selection of Assistants and consult with mobility impaired individuals to determine appropriate emergency procedure.
- Supervisors should assign two Assistants to each impaired employee to ensure that, in an emergency, the employee will be able to comply with the instructions given by the DOR Building Emergency Coordinator, Building Emergency Staff or Capitol Security Staff.
- Instruct impaired employees and their Assistants to move to the nearest stairwell and wait for the emergency personnel. If they feel threatened at any time they may move into the stairwell and wait for the emergency personnel.
- During evacuation or relocation, if you are in your office, close the door as you exit. Do not return to close your door.
- Provide support in emergencies.
- Understand the plans that the department has in place to respond to threats or unsafe working conditions.
- Maintain open lines of communications with employees and ensure they are trained on all emergency evacuation and relocation procedures, work-related violence response and reporting of incidents.

Employees

- Respond to all emergency and threatening situations, alarms or announcements, immediately, and in a quick, calm and orderly fashion. Remain quiet or speak softly so you can hear announcements.
- Know the location of life safety equipment: extinguishers, first aid kits, and emergency alarms.
- Know your evacuation routes and Evacuation Check-in Area, and relocation areas.
- Know your assigned Floor Monitor.
- If you are away from your work area during an emergency, evacuate or relocate with other personnel on that floor. Do not return to your work area.
- Follow the directions of the Floor Wardens, Floor Monitors and DOR Building Emergency Coordinator and Building Emergency Staff.
- Keep phone lines open for communications with emergency services, do not call home.

MINNESOTA • REVENUE

- Do not use the elevators, use the stairs.
- Do not leave a safe area until directed to do so.
- Take only personal items within immediate reach, do not take the time or detour to pick-up personal belongings.
- If you are with a visitor, show them to the Evacuation Check-in area or the relocation area. Other visitors should be assisted by the first employee encountering them.

During Evacuations:

- Know your evacuation routes, alternate routes and Evacuation Check-in Area in the ramp.
- Report into your Floor Monitor immediately upon arrival in the ramp Evacuation Check-in Area, even if they were in a different part of the building at the time of the evacuation.
- After checking in with the Floor Monitor, employees may leave the ramp, staying in the immediate area outside the ramp entrance or exit to receive instructions on what to do next.
- After evacuating the building, always come back in through the front doors.
- If the ramp is not safe, alternate instructions on where to locate will be issued over the PA system or by Building Emergency Staff.
- Before opening any closed door, first touch it; if it's hot, use an alternate exit. If the door is not hot, open slightly to check for fire, odor or smoke. If moderate amounts of odor or smoke are detected, have a volunteer check that the route is clear before having others go on. If there are strong odors, smoke or fire, close the door and move to the alternate exit. At some time it may be necessary to move through a smoky area. Smoke rises, so stay low to the floor, keep a shoulder to a wall and move quickly to the exit. Know your exits.

During Relocations:

- Know your relocation area.
- To relieve crowding outside the doors in the internal hallways, spread out in the hallway.
- Be quiet or speak very softly while in the relocation area and wait for the "All Clear" announcement before returning to your work area.
- During relocations, only report in to the Floor Monitor if instructed to over the PA system.
- Remain in the relocation area until the "All Clear" is announced.
- The tunnel is the relocation area for anyone (employees and visitors) located in the second floor public meeting rooms, the cafeteria, and lobby and public restrooms on the first and second floor.

Employees with Impairments

- Meet individually with your supervisor to develop guidelines to effectively communicate emergency and evacuation procedures.
- Ensure your supervisor has assigned two assistants to you to ensure that, in an emergency, you can comply with the instructions given by the DOR Building Emergency Coordinator, Building Emergency Staff or Capitol Security staff.
- Impaired employees should move to the nearest stairwell and wait for the emergency personnel (fire, police, and first responders). If threatened at any time move into the stairwell and wait for the emergency personnel.

Assistants

- Evacuation: If safe, find the employee and evacuate him/her to the pre-assigned evacuation area or stairwell, and wait for the emergency personnel. If at any time you or the employee feels threatened, move into the stairwell. One Assistant should stay with the employee. The second Assistant should evacuate and report the impaired employees location to the DOR Building Emergency Coordinator located in the main lobby or to the Building Emergency Staff at the exit doors or ramp.
- Relocation: If safe, locate the impaired employee requiring assistance and help them to the relocation area. Do not try to return to your work area if danger is imminent; that is the reason for having two assistants.

MINNESOTA · REVENUE

Stassen Building Emergency Floor Wardens and Monitors

Floor Wardens are underlined and highlighted. Updated July 17, 2006

Emergency Staff

Donna Baker
Peggy Meszaros
MaryAnn
Novotny
Cindy Mastel

Ramp Attendance

Reporting

Roger Wirkkunen
Kathy Anderson
Laurie Grillo

Traffic Guards

Maureen Youness
Michael Pratt
Violet Schramer
Jay Eastlund
Haunani
Mcperson
Stan Radosevich

First Floor

Administrative Management

Jim Berg
John White
Tracey Haskin, alt.
Tracey Josephson, alt.

HRM

Liz Stabert
Evelyn Vang

Tax Operations

Debbie Warndahl
Denice Peterson
Gayle Fordice
JoAnn Haubrick
Kandy Hedluand
Karen Naughton
Kathy Bradshaw
Linda Beek
Linda Moe
Michelle Andrick
Robert Edstrom
Roxanne Smetana
Sheila Barnes
Sue Brick
Susan Altier

Tax Operations

Seasonal Night Shift

Curt Zellmer
Mary Langer
Vonda Peper

Second Floor

Collection Div.

Barb Garies
Deb Barger
Denise Jones
Denise Wright
Dixie Dodson
Erica Pinc
Gayle Monson
James Jones
James Lee
Jan Johnson
Jeff Myhre
Jeri Lindauer
John Daugherty
Joyce Kett
Kathy Boeck
Laura Behrs
Marlene Andrus
Ramona Bailey
Rick Carlson
Rose Hanggi
Sara Harrington
Sara Ward
Troy Knoll

Financial Management

Jerry Agerlie
Vicki Kleis

Individual Income Tax

Bobbi Jo Schwartz
Bonnie Holte
Doug O'Ryan
Janet Kuchera
Jim Kittel, alt.
Joe Gleason (Travis Raimann, alt.)
John Ryder
Paul Makousky

Steve Graham

Tim Lessard

File Room-Corps/Sales

Virginia Iverson
Alice Nase

Third Floor

Corporate and Sales

Anne Gravelle
Bill Sumner
Connie Anderson
Dale Kreft
Danni Archambault
Dennis Callinan
Don Scott
Greg Hoyt
Jack Decker
Jackie Polaski
Jeff Vogt
Jerry Wickboldt
Lucja Dolinski
Lynne Nystrom
Mark Nemec
Peter Aschenbrener
Richard Leninger
Sue Ellingson
Tom Tran
Tom Woessner
William Lindsay

Info. Security & Internal Audit

Mike Wooley
Joan Heinen

ISD

Brian Brown
Chad Theurer
Don Maher
Fred Kreider
Kevin Donohue
Larry Ernster, alt.
Margaret Hageman
Rick Reynolds
Tom Mortinson
Victoria Flower

Petroleum

Brenda Lockman
Pat Quinn

Fourth Floor

Appeals and Legal

Dwight Remmers

Joan Tujetsch
Lance Staricha

Richard Meyers

Communications

Leslee Lane Hoyum

Michael Heil

Commissioners

Dennis Erno

Kathy Yzermans

Michelle Kluge

Criminal

Jeff Porupsky

Property Tax

Alan Whipple

Derrick Hodge

Joan Seelen

Special Taxes

Barb Gilbertson

Cathy Nickeson

Dan Baldwin

George Hoyum

Roger Swanson

Tax Research

Donna Davis

Mary Buechner

Withholding

Gail Seidl

Jess Crassweller

Josh Davis

Additional Stair Sweepers

Becky Christenson

Carole Wald

Don Trimble

Jack Mansun

Wende O'Brien

In-state Offices – Emergency Safety Coordinators, Wardens and Monitors
 Updated 9/28/2005

Office	Supervisor	Safety Coordinator	Wardens/Monitors
Brainerd	Lori Johnson	Patricia Kechely	
Brooklyn Center Collections	Randy Becker	Randy Becker	Dale Erickson
Brooklyn Center Sales Tax	Dan Cerney	Dan Cerney	
Duluth	Wally Goulet	Karin Harris	
Edina	Cate Boyko, Dean Happ	Isaac Ndegwa Dean Happ	
Ely	Bob Maidl, Carol Marshall, Kay Huso, Peggy Koschak	Wendy Sibley	Wardens: Bob Maidl, Peggy Koschak, Carol Marshall, Kay Huso Assistant Wardens: Carol Linneman, Sheila Gruba, Janice Pucel & Shari Skradski Monitors: Anne Lincicome, Darlene Jarvis, march White, Anne Portine, Linda Trela, Wendy Sibley, Annie Sinesio, Rose Hanggi, Ruth Portine Fred Lovald, Ruthanne Fenske & Ann Hubbard Asst. Monitors: Sue Anderson, Deb Kobe, Marie Buchner, Susie Scholz, Becky Aho, Amy Richter, Paul Spangeler, Al Maxson, Diane Kromer, Bob Beyner, Nancy Keranen,, Rae Ann Kerentz.
Eveleth	Wally Goulet	Bill Obrien	
Mankato	Dave Chevalier	Dave Chevalier	
Marshall	Dave Chevalier	Ron Kassell	
Moorhead	Maggie Anderson		
Rochester	Dave Chevalier	Robert Johanningsmeier	
St. Cloud	Maggie Anderson	Maggie Anderson	

MINNESOTA • REVENUE

Life Safety Equipment and Building Features

Fire detection and suppression equipment will vary throughout the department's offices. Employees need to familiarize themselves with the features available at their work location.

Stassen Building

Fire Detection and Suppression Equipment

- Manual pull stations are located by each of the first floor exists from the building.
- This building incorporates a high tech system of smoke and fire detectors located throughout the space.
- Heat sensors have been installed in the kitchen venting and in other strategic locations throughout the building.
- Sprinklers throughout the building.
- Fire extinguishers throughout the building.
- Capitol security is connected to the system and monitors activities continuously.

Fire Reduction and Safety Equipment:

- Magnetic door holders on all elevator lobby doors and on the pedestrian gates in the first floor stairwells.
- Fire doors are rated for two hours.
- Automatic shut down of the air handling equipment when smoke is detected.
- Elevators programmed to go to first floor and lock-off during an emergency. Once on first floor, doors will open for exiting and then lock off with doors closed.
- Alarms with strobe lights are located throughout the building and stairwells.
- Fire resistant shutters on customer windows in the loading dock area drop automatically during an emergency.
- Stairwells are enclosed by concrete.
- Emergency generator for backup electrical service.
- Emergency battery operated lights.
- Defibrillators.

Building Alarm Systems

- The building is designed with a "One call, all call" emergency system. Should a fire occur the alarms will sound on all floors.
- You need to evacuate the building if you see fire or smoke, or if you hear the fire alarm.

Regional Offices

Some or all of these items may be present in your office building. Be aware of the features so you know what to expect in an emergency.

Fire Detection and Suppression Equipment

- In most buildings manual pull stations are located somewhere near each of the exists from the building.
- Some buildings incorporate smoke and fire detectors.
- Sprinklers are required by code.
- Many offices have fire extinguishers, but they must be inspected and tagged annually to assure readiness.

Fire Reduction and Safety Equipment:

- Modern office buildings incorporate a number of types of life safety equipment.

MINNESOTA • REVENUE

- Magnetic door holders on pedestrian gates designed to aid in directing building residents through the evacuation routes.
- Fire doors are rated for two hours.
- Elevators programmed to go to first floor and lock-off during an emergency.
- Alarms with strobe lights throughout the building, halls and stairwells.
- Stairwells enclosed by concrete.
- Emergency generators for backup electrical service.

Building Alarm Systems

- Most buildings with four or fewer floors are designed with a "One call, all call" emergency system. Should a fire occur the alarms will sound on all floors, in all areas.
- In high rise buildings, those above four floors they utilize the "High Rise" system where the alarms sound on the fire floor, and one floor above, and one below. These systems are designed to control the flow of residents as they evacuate the building.
- You need to know the type of evacuation system your building uses and in an emergency evacuate accordingly.

MINNESOTA • REVENUE

Evacuation Procedures

If you see fire or smoke - If fire or smoke is observed and no alarm has been sounded, move to a safe area and immediately call 9-911. State your name, location (street address and floor) and explain the problem. Then evacuate the building!

If you hear the fire alarm – Don't hesitate, evacuate the building!

- Don't hesitate to begin the evacuation; everyone is expected to leave their area, do so quickly and calmly, proceeding to the pre-assigned Evacuation Check-in Area in the 14th street ramp.
- Exit using the established evacuation route and exit, however, also know alternate evacuation routes and exits. (Contact your supervisor, Floor Warden or Floor Monitor to find out your evacuation route.)
- Take only personal items within immediate reach, do not take time or detour to pick-up personal belongings.
- **Don't try to return to your office.**
- **Don't use the elevators.**
- **Before opening any closed door, first touch it;** if it's hot, use an alternate exit. If the door is not hot, open slightly to check for fire, odor or smoke. If moderate amounts of odor or smoke are detected, have a volunteer check that the route is clear before having others go on. If there are strong odors, smoke or fire, close the door and move to the alternate exit. At some time it may be necessary to move through a smoky area. Smoke rises, so stay low to the floor, keep a shoulder to a wall and move quickly to the exit. Know your exits.
- **Wardens will:**
 - Check the floor (not just their division) ensuring it has been evacuated, including conference rooms, offices and restrooms. Verify with the other Floor Wardens on your floor that the floor is clear.
 - While checking and clearing the floors, confirm the location of any impaired employees requiring assistance. After clearing the floor:
 - First floor Floor Wardens should exit through the lobby, if safe, and report the location of any impaired employees to the DOR Building Emergency Coordinator, Building Emergency or emergency personnel (fire personnel) located at the reception desk area.
 - Second and Third floor Floor Wardens (except for Corps, Petroleum, Internal Audit and Information Security) should use the main elevator stairwell, if safe, and exit through the lobby, reporting the location of any impaired employee locations to the DOR Building Emergency Coordinator, Building Emergency Staff or emergency personnel in the first floor reception desk area.
 - Corps, Petroleum, Internal Audit and Information Security Floor Wardens should exit using their assigned north stairwell, if safe, and report to Emergency Staff at the evacuation exits or ramp
 - Fourth Floor Wardens exit using your assigned stairwell, if safe, and report to Emergency Staff at the evacuation exits or ramp
- **Employees** with visitors will show them to the evacuation area. Other visitors should be assisted by the first employee encountering them.
- **Assistants** assigned to an impaired employee: if safe, find the employee and evacuate him or her to the pre-assigned evacuation area or stairwell and wait for the emergency personnel. If at anytime you or the employee feel threatened move into the stairwell.
- **Employees** report into your Floor Monitor immediately upon arrival in the ramp Evacuation Check-in Area. If you are in a different part of the building at the time of the evacuation still report in to your

MINNESOTA • REVENUE

Floor Monitor immediately. After reporting in with the Floor Monitor, employees may leave the ramp, staying in the immediate area outside the ramp entrance or exit to receive further instructions. (If the ramp is not safe, alternate instructions on where to locate will be issued over the PA system or by the Building Emergency Staff.)

- **Floor Monitors** at the Evacuation Check-in Area will:
 - Conduct a head count and try to resolve the whereabouts of all personnel assigned to the group.
 - Report the status of the group to the Building Emergency Staff at the entrance of the 14th street ramp.
 - Keep employees informed on the status of the emergency.
- The **DOR Building Emergency Coordinator or the Emergency Personnel** will announce the "All Clear" when the emergency personnel deem it safe to return to the building. Return to the building through the front doors.

MINNESOTA · REVENUE

Relocation (Sheltering) Procedures

Weather-related emergencies present the largest single category of emergencies. Winter weather, such as snow and ice, and other emergencies may cause disruptions in operations, including office closure, delayed openings or early closings.

Notice of weather related threats such as tornados, severe storms or blizzards, will usually be initiated by the National Weather Services (NWS). Both the NWS and local radio broadcasts are monitored by the DOR Building Emergency Coordinator and Capitol Security.

In the event the building becomes endangered by a storm, the DOR Building Emergency Coordinator or Capitol Security will issue relocation instructions. Once relocated they will also keep employees informed on the status of the emergency.

Relocation areas have been identified on each floor of the building. These areas are either internal hallways or "Safe rooms" located in the internal hallways where there are no exterior windows. Examples of "safe rooms" are 2380, 2400, 3500, 3510, 3520, 4012, 4380, 4381, 4250 and 4825. (Rooms 3804 and 3805 are designated safe relocation areas. Contact your Floor Warden or Floor Monitor to learn where your relocation area is located.

When the relocation order is given

Floor Wardens will:

- Check and clear the floor, including conference rooms, offices and restrooms. (The PA announcement can not normally be heard in conference rooms and offices)
- Instruct people having meetings in conference rooms that are not safe to move to relocation areas.
- After clearing the floor, report into the Building Emergency Staff with radios located in or by the main elevator stairwell on each floor, that your floor is clear. Building Emergency Staff will be wearing a bright yellow/green vest and carrying a two-way radio.

Floor Monitors will:

- Direct employees and any visitors to move away from windows and move to the pre-assigned relocation areas (internal hallways, safe rooms, tunnel). Instruct employees in the internal hallways to spread out down the hallway.
- Only, if requested by the DOR Building Emergency Coordinator, conduct a head count to determine the whereabouts of all personnel and report missing employees from your group and employees from other floors to the Building Emergency staff with radios located in or by the main elevator stairwell on each floor.

Employees with visitors will show them to the relocation area. Other visitors should be assisted by the first employee encountering them.

Employees from other floors will relocate with the personnel on the floor they are on. They do not return to their division.

Assistants should, if safe, locate the impaired employee requiring assistance and help them to the relocation area. Do not try to return to your work area if danger is imminent; that is the reason for having two assistants.

The DOR Building Emergency Coordinator or Capitol Security staff will announce the "All Clear" when and if the NWS or local authorities deem it safe.

The tunnel is the relocation area for everyone (employee and visitors) located in the second floor public meeting rooms, the cafeteria, lobby and the public rest rooms on first and second floor

MINNESOTA • REVENUE

Action To Take At Home (during non-business hours):

- In the case of severe weather emergencies, all employees are asked to monitor local radio and television stations, such as WCCO (830) and WMNN (1330) AM radio or KSTP, WCCO, and KARE TV for closure announcements. The announcement will also be forwarded to the Associated Press (AP) to be put on the news wire for radio stations in greater Minnesota, as well as posted on the Department of Employee Relations (DOER) web site at www.doer.state.mn.us. The closure of state offices will be announced by DOER on the radio prior to shift start times. In addition, the information will also be posted on the DOER home page under the "Featured Links" section.
- Closure after the start of the shift at the Stassen building will be announced by the Building Incident Response Coordinator or Capitol Security as directed by the Commissioner of the Department of Employee Relations and the Commissioner of Revenue.
- Closure after the start of the shift in the Regional Office building will be announced by the responsible office supervisor as directed by the Commissioner of the Department of Employee Relations and the Commissioner of Revenue. You may also check office closing at the DOER website at www.doer.state.mn.us.
- For a broadcast message of office closures or other pertinent announcements. Revenue employees may call 651-556-3015.

Refer to the Statewide Weather Emergency Procedures in the HR Information for All Employees database under category Weather Emergencies.

MINNESOTA · REVENUE

Medical Emergency Procedures

If serious injury or illness occurs in your area immediately call, or have someone else call 9-911 and be prepared to give the following information (Before or after normal work hours, call 9-911 and Capitol Security at 9-651-296-2100):

- The exact location of the emergency – Stassen Building, 600 North Robert, St. Paul
- Room number, floor, division, cubical number
- Suggest an entrance to use
- Describe the victim's symptoms.
- Your name and call back phone number
- Confirm they have your correct building address
- Stay on the phone until the operator tells you, you may hang up.

If you are the first one on the scene, try to find out the following information:

- Are they responsive (call for help if needed)?
- What is their name and birth date:
- Where and when did the symptoms occur:
- Any history of medical problems (heart, diabetes):
- Is there a certain physician they would like you to contact?

If necessary (and you or someone else near the scene is trained to do so) administer CPR using one of the automated external defibrillators (AEDs) located in the main elevator lobbies. The Capitol Security staff and some DOR employees are trained in CPR and using the defibrillators.

Remember your ABC's:

- ✓ Airway
- ✓ Breathing
- ✓ Circulation

Until the emergency personnel arrive, support the victim's medical needs:

- For injury, do not move the victim; try to keep the victim still.
- For bleeding, apply direct pressure to stop the flow; elevate the wounded area if possible. Severe bleeding must be stopped; some movement may be necessary. For chest pains, get the victim off their feet, be reassuring and do not leave them alone.
- For drug overdoses or poisonings, render first aid, if possible, and retain any remaining pills, drugs or containers if available. Follow any emergency procedures listed on the container.

Send a representative if available to the front entrance and have them guide Capitol Security and the emergency personnel to your location.

Emergency Dialing Instructions

The proper dialing method depends on your location and type of phone service. Generally, follow the guideline below.

Duluth, Edina, Ely, Eveleth,
Mankato, St. Cloud,
600 N Robert St

Dial 9-9-1-1 (See further instructions below.)

Other Regional Locations

Verify with your supervisor the requirements for your office. Offices with Centrex lines or an office phone system that requires dialing a 9 to get an outside line, dial 9-9-1-1. When you're not sure, dial 9-1-1. If the call doesn't go through, try again dialing 9-9-1-1.

MINNESOTA • REVENUE

Home or Other Office

If you are at your home office or an office with individual phone lines that do not require a 9 to get an outside line, dial 9-1-1.

Cell Phone

Dial 9-1-1. Stay on the line until the responder has the correct location of the emergency.

Further instructions for 600 North Robert Street. If you make a 9-9-1-1 call from the 600 North Robert Street facility, call or have someone place a call to the Capitol Security Officer at the front lobby desk at (651) 556-5557. The Capitol Security Officer needs to know about the medical emergency so he/she is prepared to allow emergency personnel to enter the building and guide them to your location. They are also trained in emergency and medical response techniques, cardiopulmonary resuscitation (CPR) and, automated external defibrillation (AED).

Further instructions for St Cloud. It is helpful to distinguish your location as the back side of the building, not the "Division" side, if possible.

Further instructions for Edina. If possible, place a call to Human Resource Management at (651) 556-3414 to let them know you have called in an emergency. HR staff may receive an emergency page as a result of your 9-911 call and it will be helpful for them to know you placed a call.

Remember, **if you accidentally place a 911 call**, stay on the line with the responder and explain the mistake so they do not send out the responder teams. Then call Human Resource Management at (651) 556-3414 and explain that you accidentally placed a 911 call.

For illness or injury of a less severe nature contact your supervisor and the Human Resources Management Division (651-296-3414). Support the victim's medical needs.

If you have any questions about the procedure for emergency calls from your office location, please consult with your supervisor or contact Human Resources at (651) 296-3414 for clarification.

MINNESOTA • REVENUE

Defibrillator Guidelines

Defibrillator Equipment

The Automated External Defibrillators (AED) may be used to treat victims who experience sudden cardiac arrest (SCA). It is only to be applied to victims who are unconscious, not breathing normally and showing no signs of circulation, such as normal breathing, coughing, movement, lack of pulse. The AED will analyze the heart rhythm and advise you if a shockable rhythm is detected. If a shockable rhythm is detected, the AED will charge to the appropriate energy level and advise you to deliver a shock.

The AED should be used on any person who is at least 8 years of age and displays ALL the symptoms of cardiac arrest. The AED will be considered only after the following symptoms are confirmed:

- ✓ Victim is unconscious
- ✓ Victim is not breathing
- ✓ Victim has no pulse and/or shows no signs of circulation such as normal breathing, coughing or movement

Revenue uses the Phillips Heart Start Defibrillator. Each unit has both voice and visual instructions and is considered very user friendly. In addition, each unit is equipped to do a daily "self-check" to ensure operation. One resuscitation kit will be connected to the handle of the AED. This kit contains: scissors, towel, razor, pocket mask, gloves.

Location of AEDs:

Revenue's AEDs are stored in a monitored wall cabinet that automatically notifies building security and other designated responders when the cabinet is opened.

Listed below, are locations of the 9 defibrillators located in the Stassen Building:

Tunnel - mid point by call box

Ground Level- main elevator lobby

1st floor - security desk

1st floor - main elevator lobby

2nd floor - north wing just before Room 2031 on east side of hallway

2nd floor - main elevator lobby

3rd floor -1 north wing near the north end of hallway outside Conference Room 3025

3rd floor - main elevator lobby

4th floor - main elevator lobby

There is 1 defibrillator located in the Ely Office in the central hallway.

AED Operational Guidelines

All Early Defibrillation Response Team members are authorized to use the early defibrillation device after successful completion of the approved defibrillator instructional program. The Early Defibrillation Response Team includes Capitol Security and DOR Personnel with PR/Defibrillator Training. Currently, there are 120 CPR certified employees in our agency. Within this group, 62 employees have also been trained to safely use a defibrillator.

Volunteer Responder Responsibilities:

Anyone can, at their discretion, provide voluntary assistance to victims of medical emergencies. The extent to which these individuals respond shall be appropriate to their training and experience. These responders are encouraged to contribute to emergency response only to the extent that they are comfortable. The emergency medical response of these individuals may include CPR, AED or medical first aid.

Use of AED - Notification & Procedures during an Emergency:

1. Initiate Emergency Response

MINNESOTA • REVENUE

Any employee who recognizes a medical emergency initiates the Emergency Response Plan immediately by **calling 9-911** (Before or after normal work hours, call 9-911 and Capitol Security at 651/296-2100), and provide the following information:

- Report employee's name
- Type of emergency
- Location of emergency
- Brief description of the patient

Actions Implemented

- 911 responds
- Capitol Security is notified
- Onsite officer responds
- Human Resources staff guide paramedics to employee location

MINNESOTA • REVENUE

What to Do If You Smell Something Burning or Peculiar Odor

- Immediately contact the Facilities Management Office at 556-5555 or in person. Someone will come to your work area and check the problem. If you feel endangered at any time, contact your supervisor. You may be moved to another work area, the cafeteria, or evacuated until the problem can be resolved.
- If the problem is health-or life-threatening, the DOR Building Emergency Coordinator or Capitol Security will issue evacuation or relocation instructions.
- When the evacuation or relocation order is given, employees and visitors will comply, in a calm and orderly fashion, with the instructions provided by the DOR Building Emergency Coordinator or Capitol Security.

What to Do If the Power Goes Out

Should your area experience a power outage, call the Facilities Management Office at 556-5555, or contact them in person, or e-mail them at the "AdmServices Desk". Turn off all electrical equipment including computers, printers, copiers, etc.

Should the building experience a power outage, turn off all electrical equipment including computers, printers, copiers, etc. Back-up emergency lighting throughout the designated areas will automatically energize. The emergency generator will provide power to designated essential systems.

The Facilities Management Office staff will:

1. Contact the appropriate entity (Admin/Plant Management, etc.) to determine the cause of the incident and to ascertain the approximate time the outage will last.
2. Notify the Commissioner's Office and appropriate divisions.
3. Check with the appropriate entities periodically for updates as to whether approximate power restore times have changed.

Floor Wardens and Floor Monitors if necessary will guide employees to illuminated areas, monitor central corridors and make sure equipment is turned off. Wardens and Monitors are equipped with flashlights.

Any further instructions will be issued through the DOR Building Emergency Coordinator of Capitol Security.

What to Do If the Phone Goes Dead

For phone problems contact the ISD Help Desk at 556-3333 or by e-mail at "Help Desk."

Loss of phone service can be very serious; it is usually the most important form of outside communication in the event of an emergency.

What to Do If You Are Trapped In an Elevator

In an emergency, the elevators are programmed to go to first floor. The doors will open so you can exit, then the elevator will lock-off with the doors closed. If you hear the alarms sounding while you are in an elevator when it arrives on the first floor, get off. If the doors will not open, press the "Door Open" button.

Should you get stuck in the Stassen elevator, remain calm; there is a phone button beneath the floor buttons. Pushing this button makes an automatic call to Capitol Security, follow their instructions. Elevators in other buildings may have similar features.

MINNESOTA · REVENUE

What to Do If You Receive a Bomb Threat

If you receive a bomb threat, pay attention, ask questions and attempt to determine:

- When is the bomb set to explode?
 - Where is the bomb?
 - What kind of bomb is it?
 - What does it look like?
 - Why did you place the bomb?
 - Who placed it; ask for the person's name.
- If you can keep the person on the line have another employee contact your supervisor. If you have "Caller ID" note the line number on your phone. The DOR Building Emergency Coordinator or your office supervisor will contact the appropriate authorities (911 and Capitol Security at 556-5557 or 9-651-296-2100) and issue alerts to the building population with instructions on evacuation or relocation.

Once you have received a threat:

- If you do not have a phone with caller ID, immediately after the call, pick up the receiver and use the same line on which the call came in to dial *57. This traces the call. Listen for a recording and write down any information provided. Document this on the "Phone Incident Report."
 - Call 9-911 giving as much of the above information as you can and then call Capitol Security at 556-5557 or 9-651-296-2100 to assure they're notified of the situation and the DOR Emergency Coordinator at 556-4001.
 - Capitol Security or the DOR Emergency Coordinator will issue a alert indicating that a threat has been made. Employees may be asked to immediately look around the area for suspicious packages, letters, boxes, etc. Employees are not to touch anything they cannot identify. Employees should be alert to envelopes or parcels that emit peculiar odors, are stained, have protruding wires, tinfoil or visible strings; contents that make a sloshing sound; or packages that "make" noise.
 - While mail bombs can come in many sizes and shapes, they do have some unique characteristics which should help detect suspected items they are:
 - Letters that are bulky, appear uneven or lopsided, or feel rigid.
 - Packages that are usually reused cartons with traces of previously used labels, return addresses, glue or tape.
 - Letters or packages that are irregular shapes, have soft spots or bulges.
 - Packages that are unprofessionally wrapped and often marked "Fragile," "Handle with Care," "Rush," or "Do Not Delay."
 - Materials with no return address.
 - Homemade labels with cut-and-paste lettering.
 - Excessive numbers or amounts of postage.
- Morton M. Raymond, "How to Cope with Bomb Threats in the Mailroom," THE OFFICE, Volume 104, Number 4, "October 1986," page 54.*
- Capitol Security personnel will search any of the high-risk, public and exterior areas, so department employees should stay away from these areas.
 - If any suspicious item is discovered, **do not touch or move it.** Call 9-911 giving as much information as you can and then call Capitol Security at 9-651-296-2100 to assure they're notified of the situation. Capitol Security or the DOR Emergency Coordinator will then issue another alert, instructing employees to avoid the suspect areas and/or relocate to a safe area.
 - If Capitol Security and/or the DOR Building Emergency Coordinator deem it is unsafe for anyone to remain in the building, they will instruct employees to evacuate the building.

MINNESOTA • REVENUE

- The DOR Building Emergency Coordinator or Capitol Security will instruct employees to evacuate the building following Floor Warden and Monitor instructions. Keep in mind, the fire alarms may "OR" may not be sounded during a bomb threat depending on the situation.

Once at the evacuation site, the Floor Monitors will:

- Check their division's relocation area for employees present and determine if anyone is unaccounted for.
- Notify the Emergency Staff or emergency personnel (fire department) and/or DOR Building Emergency Coordinator if you suspect that anyone is unaccounted for.
- Keep employees informed on the status of the emergency.

The DOR Building Emergency Coordinator or Capitol Security will announce the "All Clear" to employees when informed by the emergency personnel it is safe to return to the building.

MINNESOTA • REVENUE

Mail Threats

Chemical or Biologically Contaminated Mail

What are the indicators of a suspicious **chemical or biologically contaminated** letter or parcel? A parcel or letter is considered suspicious when it has more than one of the following characteristics:

- No return address or one that can't be verified as legitimate.
- Excessive postage.
- Handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Addressed to someone no longer with your organization or not addressed to a specific person.
- Strange return address or no return address.
- Marked with restrictions, such as "Personal," "Confidential," or "Do not X-ray."
- Powdery substance on the outside.
- Unusual weight given its size, lopsided, or oddly shaped.
- Unusual amount of tape on it.
- Odors, discolorations, or oily stains.

*(*Information taken from the CDC, October 2001.) For additional information see the USPS web site.*

Publication 166, September 2002 <http://www.usps.com/cpim/ftp/pubs/pub166.pdf>

What to Do If There is a Threat of Biological Agent

- If you or your office receives a letter, which allegedly contains a white powder, unknown or suspicious substance, **immediately contact your supervisor and Capitol Security at 556-5557 or 9-651-296-2100**. They will take the next steps to notify the authorities.
- Handle with care. Do not shake or empty the contents. Do not smell, touch or taste.
- Ask the person who discovered or opened the letter to place the letter into another container such as a *clear, zip lock bag*. If possible double bag the envelope. The use of rubber gloves is also recommended. Taking this step early limits the amount of exposure to all personnel.
- Isolate the item immediately, take to enclosed small room. Leave the room and close the door.
- Minimize the number of people who come in contact with the letter by immediately limiting access to the immediate area in which the letter was discovered or opened.
- Have the person/s who have touched the letter or envelope wash their hands with soap and water. According to the Centers for Disease Control, decontamination or prophylaxis is not warranted.
- Move all "uninvolved" people out of the immediate area to a holding area.
- Ask involved people to remain calm until local public safety officials arrive.
- Ask those individuals involved with the incident to minimize contact with the letter or their surroundings because this area has become a crime scene.
- Limited decontamination in the form of a regular soap and water shower and a change of clothing for a person who opened or handled a letter without gloves may be appropriate. The bagging of clothing is recommended until analysis of the letter contents is completed.
- Assist the emergency personnel in creating a list of individuals who may have been in the area.

In the event of an evacuation or relocation the DOR Building Emergency Coordinator or Capitol Security, will provide evacuation or relocation instructions.

MINNESOTA • REVENUE

Civil Disturbances or Demonstrations

Civil disturbances may take various forms and vary in size and amount of danger. Civil disturbances can include events such as organized riots and demonstrations, as well as spontaneous reactions to events. In a civil disturbance environment, any crowd represents a threat to law and order because a crowd can be easily manipulated by skillful agitators and creates a capacity for violence.

Collective behavior as it relates to civil disturbances is characterized by the following situations:

- Curious bystanders and sympathetic onlookers join forces with activist groups and individuals.
- Crowds that are normally peaceful become irrational mobs as behavior factors take hold.
- Skillful leaders, through various techniques, agitate and incite crowds into irrational action.
- Crowds demonstrate grievances by transferring aggression from social or economic problems to some group or individual, who becomes an object of hostility.

If the disturbance occurs in your area, immediately **contact Capitol Security at 556-5557** and provide them with all the information you have. Also contact the Building Emergency Coordinator(s) 556-4001, who will issue any further instructions or procedures.

Employees should remain calm, continue working if possible, stay out of harms way and be prepared to secure or restrict access to confidential records.

If the disturbance is outside the building the DOR Building Emergency Coordinator or Capitol Security will:

- keep building occupants advised of any threatening conditions
- advise the building occupants of areas to avoid.

MINNESOTA • REVENUE

What to Do If There is a Hostage Situation

Evacuate, notify Law Enforcement, and provide information:

If you are the first person to discover a hostage situation or suspect someone has a weapon, evacuate the area if possible and find a safe area to notify the authorities. Immediately dial **9-911** and then call Capitol Security at 556-5557 or **9-651-296-2100** to assure they're notified of the situation. Provide them with any information you were able to gather from the situation.

Use the following questions as your guide:

- Can this person be approached or controlled without the use of force?
- How many individuals are involved?
- What kinds of weapons do they have?
- What is their demeanor?
- Is negotiation an option?

Contact the Building Emergency Coordinator at 556-4001 and who will issue any further instructions or procedures, as well as notify all the Floor Wardens via telephone so they can secure their floors.

Evacuate others:

If safe to do so, evacuate all other individuals who can be safely removed from the vicinity.

Protect in place:

If you cannot evacuate, avoid heroics. Don't threaten or intimidate. Keep at a safe, non-intimidating distance. Keep your hands clearly visible. Avoid abrupt, sporadic movements.

Remind employees in your area to remain calm. The more intense the situation, the greater the need for calmness. Advising someone to remain calm is much easier than putting that calmness into practice; however, it is critically important to avoid escalating the incident's intensity. Look for a safe place to take cover. Be thinking about a potential escape plan for yourself and others.

If individuals are to hold their position, they should be advised to stay away from windows, drop to the prone position, take cover and wait for the all clear signal.

Keep the blinds or windows open in an area where the hostage situation is taking place. This will help law enforcement in monitoring the situation.

Once Law Enforcement or Capitol Security arrives, they will:

- Isolate the perpetrator from other innocent bystanders or potential victims. For example, they will ask the perpetrator to come to another location or attempt to dismiss his/her audience.
- Secure the perimeter. It is important to prevent other staff, or visitors from entering the high risk zone.
- Obtain a floor plan from Capitol Security.
- If Capitol Security is the first on the scene, they should meet law enforcement officials at a pre-designated location so that they can be promptly escorted or directed to the crisis area.
- When the individual who allegedly has the weapon leaves the building, the building should be secured so the individual is not allowed to return.

Report anyone suspected of possessing a weapon to law enforcement. A weapon in the work environment is not simply a disciplinary matter. Law enforcement officials who are trained in disarming individuals should be involved.

These guidelines may not apply in every situation. The materials are provided by Dr. Ronald D. Stevens, Director of the National School Safety Center, in conjunction with Teacher's Safety, a teleconference in service for educators; from the Teacher's Workshop.

MINNESOTA • REVENUE

Media Contacts

Good relations with the media are essential to support the department's mission. The Communications Division serves as the link between the department and the media in order to provide vital tax information to taxpayers and build public confidence in the revenue system.

If the Department of Revenue's operations are affected by an emergency situation, it is important to ensure that a proper flow of timely and accurate information is available to these media and other outlets. Refer all questions and requests for information or comments about the situation from reporters or other outside sources, to the department's Communications Division, at (651) 556-NEWS (6450). Communication's will either respond on behalf of the department or make the appropriate arrangements for an authoritative response.

(Refer to the "MEDIA RELATIONS POLICY" in the "HR information for All Employees" database under category Communications, Department Standards.

Major Disasters

In the event of a major disaster or work interruption, the department's continuity of operations (business recovery) plan will be implemented. The Agency Notification Call Tree will be activated and each employee will be contacted by their Supervisor informing them of the incident. Each division in the Department of Revenue has developed business continuations plans that will safeguard its assets, minimize a disasters effects and to guide its recovery. The plans specify the actions to take before, during, and after a disaster. The plans will assist to establish an alternate working environment where supplies, equipment, written procedures and off-site materials will be available so employees can continue to perform their jobs. The plans will allow an orderly and effective response to any disaster situation. The plans define who will direct the recovery process, the priority of recovery, and communication to employees and our customers. The plans are living documents that continually are updated to accommodate new technology and organization changes. For details of the plan, contact your supervisor or the Business Continuation Coordinator at 556-4001.

MINNESOTA • REVENUE

Work-related Violence

The Department of Revenue is committed to ensuring that the workplace provides for the safety of employees and guests, and for reasonable protection from workplace violence.

The Department will not tolerate workplace violence of any type, from any source. This includes threatening or violent actions by employees directed against other employees, by employees directed against department customers or other workplace visitors, and by department customers or visitors directed against department employees.

Through proper preparation, each of us can work to maintain a safe workplace for our employees, customers, visitors and vendors. The department expects each individual with whom we come into contact to be treated with respect and dignity and that each of us works to reduce the negative consequences of violence.

Proper planning instills confidence, reinforces the commitment to employee safety, and reduces the potential for personal injury and property loss.

Reference the following policies and guidelines for more details (These policies and guidelines are located in the Lotus Notes HR Information for All Employees database in the category Policies.)

“Workplace Violence Statewide Policy, Zero Tolerance”

“Workplace Violence Plan for DOR, Zero Tolerance”

“Security Policy – Customer Contacts at DOR”

“Security Policy – Customer Contacts Outside DOR”

Incident Reporting

When a work related violence incident occurs, such as a threatening phone call from a taxpayer or verbal or physical threats by a taxpayer during an audit, an incident report must be completed and sent to the Incident Response Coordinator. The “Personal Threat or Assault Incident Report” and the “Phone Incident Report” are available electronically in the HR Information for all Employees database with the title Incident Reports.

After an incident is reported, the Criminal Investigation Division will respond to the incident immediately and contact the appropriate authorities to assist with investigation and resolving the situation. The Criminal Investigations Division will determine if the taxpayer should have a status indicator assigned in Profile, ITR, and/or CACS+.

As a reminder, prior to contacting or meeting with a taxpayer, check if a status indicator/flag has been assigned to the taxpayers account in Profile, ITR, or CACS+. If an indicator is assigned, get the details for the indicator by contacting the Criminal Investigation Division for “DOR Threat”, “IRS Threat”, and “Criminal Activity” indicators; Penny Feneis for “Fraud” indicators and Chris Bloom for “Seek Info” indicators. Then talk to your supervisor regarding how to proceed.

If you would like information on how to respond to an incident please ask your supervisor or contact the Criminal Investigations Division.

MINNESOTA • REVENUE

Employee Annual Review Checklist

It is each employee's responsibility to know and understand the emergency procedures. To assist in this process annually complete the checklist below.

To Do	Yes / No / List	Date completed
Annual review all emergency procedures.		
Do you know your evacuation route and alternate routes?		
Where is your Check-in area in the ramp?		
Where is your relocation area in the event of severe weather?		
Who is your Floor Monitor?		
Has your monitor met with you to review the emergency procedures?		
Who is your Floor Warden?		

Evacuation and Relocation

Floor Plans and Descriptions

Pages 30 on are the Evacuation and Relocation drawings for the Stassen Building and In-state Offices.