



# **WORKPLACE VIOLENCE PREVENTION AND RESPONSE PLAN**

# Workplace Violence Prevention Plan

## Purpose

This plan outlines methods and actions to be taken to prevent and plan for potential incidents of workplace violence at the Minnesota Lottery. It is part of our adoption of Minnesota Management and Budget (MMB) HR/LR Policy #1444: Workplace Violence Prohibited. Any form of threatening or violent behavior by an employee or a third party in the workplace, or threatening or violent behavior that affects the workplace, is strictly prohibited and will not be tolerated.

## Definitions

Workplace violence is defined as behavior that results in the actual or reasonably perceived threat of physical or emotional harm to an individual or property.

Workplace is defined as a location where employees perform job duties. The location need not be a permanent location, physical building, or state owned/leased property.

Workplace violence generally falls into three categories:

1. A violent act or threat by a current or former employee or someone who has some involvement with a current or former employee, such as an employee's spouse, significant other, relative, or another person who has had a dispute with an employee.
2. A violent act or threat by a customer or someone receiving service from the agency.
3. A violent act by someone entirely unrelated to the work environment, with the intent to commit a criminal act such as robbery or bombing.

Additional definitions relevant to this plan may be found in Minnesota Management and Budget (MMB) HR/LR Policy #1444: Workplace Violence Prohibited.

## Goals and Objectives

The Minnesota Lottery's goal is to achieve a work environment that is free from threats and acts of violence. To accomplish this goal, our objectives are as follows:

- Develop awareness among employees and customers about violence in the workplace and the Minnesota Lottery violence prevention plan.
- Develop and provide education and training opportunities for all employees that includes the following information:
  - Our violence prevention plan
  - Effects of workplace violence
  - Prevention of workplace violence
  - Supervisory/managerial responsibilities

- Employee responsibilities
  - Incident response procedures
- Develop procedures to be used when incidents defined in the violence prevention plan occur.
- Ensure that facility security plans are communicated to appropriate employees.
- Communicate personal security procedures and assistance available to employees concerned about violence.
- Develop procedures to continually monitor and evaluate the effectiveness of the violence prevention plan.

## **Limiting Violence from External Sources**

### **Customer Service Guidelines**

Each Minnesota Lottery department should develop customer service expectations and guidelines that are unique to the work of their department. This information should be communicated to all employees and should define clear expectations of behaviors and interactions for employees, customers, and guests in the workplace environment.

Examples include:

- Expectations and guidelines for dealing with customers, especially in difficult or hostile situations
- Standards of conduct for customers and employees (i.e., work rules)
- Expectations and guidelines for handling telephone communications

### **Complaint Process for Customers**

Each Minnesota Lottery department should develop a process for customers to provide feedback on the quality of services provided. Such process should include a complaint process for customers to use when services are perceived to be unsatisfactory or in need of improvement.

### **Communication**

Managers/supervisors should communicate such expectations, guidelines, and processes to employees through regular staff meetings and/or written correspondence. Employees should be asked for suggestions and ideas to keep office guidelines and processes up-to-date. Customers should also be made aware of any policies and complaint processes that relate to the services they receive from the Minnesota Lottery.

# Reducing the Potential for Internal Workplace Violence

## Relevant Policies and Complaint Procedures

Violence in the workplace may take various forms. The following MMB and Minnesota Lottery policies are related to this issue and are available on the Minnesota Lottery's intranet:

- MMB HR/LR Policy #1329 Sexual Harassment Prohibited: <https://mn.gov/mmb-stat/policies/1329-sexualharassment-prohibited.pdf>
- MMB HR/LR Policy #1418 Drug and Alcohol Use: [https://mn.gov/mmb/assets/1418-DrugAndAlcoholPolicy\\_tcm1059-324641.pdf#false](https://mn.gov/mmb/assets/1418-DrugAndAlcoholPolicy_tcm1059-324641.pdf#false)
- MMB HR/LR Policy #1432 Respectful Workplace: <https://mn.gov/mmb-stat/policies/1432-respectful-workplace-policy.pdf>
- MMB HR/LR Policy #1436 Harassment and Discrimination Prohibited: <https://mn.gov/mmb-stat/policies/1436-harassmentdiscriminationprohibited.pdf>
- MMB HR/LR Policy #1444 Workplace Violence Prohibited: <https://mn.gov/mmb-stat/policies/1444-workplaceviolenceprohibited.pdf>  
MMB HR/LR Policy #1445 Code of Ethical Conduct: <https://mn.gov/mmb-stat/policies/1445-codeofethicalconduct.pdf>
- Code of Conduct – Minnesota Lottery Policy

## Creating a Low-risk Environment

Managers and supervisors are expected to promote positive behavior and to lead by example in the courteous and professional treatment of employees and customers. Emphasis will be placed on creating a workplace where established standards of conduct are clear, communicated, and consistently enforced, and where discipline is used fairly and appropriately.

## Location-specific Violence Prevention Program Development

Managers and supervisors should work with the Minnesota Lottery's human resources office, Chief Security Officer, and refer to the Emergency Operations Plans (on the intranet) to determine how employees should handle future threats and violence.

Resources for developing location-specific violence prevention programs and other guidance tools can also be obtained from the human resources office.

## Coordination with Safety and Wellness Programs

The Occupational Safety and Health Act of 1970 mandates that all employers have a general duty to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm. The main components to any effective

safety and health program also apply to preventing workplace violence. The components include: a) management commitment and employee involvement, b) worksite analysis, c) hazard prevention and control, and d) safety and health training.

## **Awareness**

The Minnesota Lottery's human resources department will promote awareness of this violence prevention plan. Methods include:

- Working with the Minnesota Lottery's security director and the State Employee Assistance Program (EAP) when developing information for employees related to personal security and violence prevention
- Developing or obtaining publications and/or brochures on violence prevention topics
- Developing other activities to promote awareness of violence prevention

## **Incident Procedures and Reporting**

All incidents falling under the definition of workplace violence as stated in this plan should be reported to the Minnesota Lottery's human resources department and security department as soon as possible.

Supervisors and managers should develop plans for reporting and responding to situations of a violent or potentially violent nature and communicate these plans to employees. Examples of procedures could include:

- How to report to the Minnesota Lottery's security department
- When to call 9-1-1 or local law enforcement
- Who to call when the supervisor/manager is out of the office
- What actions employees could take to get away from a potentially violent situation
- What should be done after the occurrence of a violent situation (e.g. referral to EAP, temporary relocation of an employee, approved time off)

## **Coordination with Partners**

The Minnesota Lottery's violence prevention and response plan should be communicated to all partners within any office location.

## **Evaluation**

The Minnesota Lottery's human resources department will provide advice and counsel including follow-up to ensure any reported issue of workplace violence is appropriately resolved. The violence prevention plan will be reviewed annually.

## Plan Implementation

The Minnesota Lottery's violence prevention and response plan will be distributed to all employees, posted on the Minnesota Lottery's intranet, and available through the human resources department. Managers and supervisors will be responsible for informing employees of this plan and for enforcing compliance.

Employees found to have violated the provisions of the plan will be subject to appropriate corrective action up to and including discharge.

## Violence Prevention Responsibilities

### Employees will:

- Abide by and promote the Minnesota Lottery's policy of zero tolerance of violence in all contacts with co-workers, supervisors and customers.
- Be familiar with and follow location-specific workplace violence guidelines and procedures.
- Be familiar with and adopt the workplace violence prevention practices mentioned in the Workplace Violence Prevention Policy on the Minnesota Lottery's intranet and available by contacting the human resources department.

Additional responsibilities are listed in Minnesota Management and Budget (MMB) HR/LR Policy #1444: Workplace Violence Prohibited.

### Managers and Supervisors will:

- Promote positive behavior and lead by example through modeling appropriate behavior, and by treating employees and customers with respect and dignity.
- Emphasize creating a workplace where established standards of conduct are clear, communicated, and consistently enforced, and where corrective action, including discipline, is used fairly and appropriately to deal with instances of unacceptable behavior.
- Treat all reports of violence or threats of violence seriously, regardless of the individual or behavior involved.
- Take immediate action to resolve or stabilize violent situations in the workplace and protect people from harm.
- Be familiar with and use the manager and supervisor violence prevention and response guidance tools available by contacting the human resources department.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a complaint subjects the supervisor or manager to discipline up to and including discharge.

Additional responsibilities are listed in Minnesota Management and Budget (MMB) HR/LR Policy #1444: Workplace Violence Prohibited.

Minnesota Lottery Senior Leadership will:

- Model the importance of proactive workplace violence prevention and response.
- Offer training opportunities to employees to increase their awareness of violence in the workplace issues. Training will include information on responding to and reporting violence-related incidents as well as assistance in maintaining a violence-free workplace.

Additional responsibilities are listed in Minnesota Management and Budget (MMB) HR/LR Policy #1444: Workplace Violence Prohibited.

## **Additional Considerations**

Certain types of events may require a more direct response. Below are considerations for various types of workplace violence incidents.

### **Bomb Threats**

Paying attention and asking questions are critical when receiving a bomb threat. Valuable information includes location, timing, description, and type of explosive. In addition, attempt to determine who placed the bomb (could be an individual or a group) and why the bomb was placed. Notify the security department, the human resources department and/or local law enforcement appropriate for the facility.

### **Firearms**

State statute generally allows members of the public who are properly permitted to carry firearms on public property, including within the Capitol complex. There are specific exceptions to this general rule. Minn. Stat. § 624.714 contains detailed guidance regarding permits. Note that the permit card and identification should be requested by a peace officer.

The Minnesota Lottery has adopted a policy prohibiting employees from possessing weapons while working. The Prohibition of Weapons Policy is located on the intranet. Employees must notify the security department as soon as is practical after learning that someone may be carrying a weapon in violation of this policy.

### **Domestic Violence**

Agency leaders should understand how best to respond to the effects of domestic violence in the workplace. In addition, managers and supervisors should know who they may contact for advice – human resources, manager and/or security department.

Be responsive when an employee who is either the victim or perpetrator of domestic violence asks for help. Use EAP's Organizational Health team for leadership consultation.

### **Orders for Protection and Harassment Restraining Orders**

A person who has experienced domestic violence or other forms of harassment can obtain orders for protection or restraining orders. Employees can take reasonable time off from work to attempt to obtain an order for protection or restraining order. Employees are entitled to use sick leave for safety leave under Minn. Stat. § 181.9413, which would include time to obtain such orders.

### **Suicide**

In the event of a suicide or a threat of suicide by an employee or third party, the EAP Organizational Health team provides leadership consultation and team recovery.

### **Repeated Threats from Individuals**

Sometimes individuals have repeated negative interactions, often with multiple agencies that may cause concern for workplace violence. In those situations, the Minnesota Lottery will coordinate with other agencies to develop aspects of their violence prevention plans to address the issue. This would have twin goals of providing better customer service to the public and enhancing safety for state employees.

### **Law Enforcement Inquiries**

The Minnesota Lottery may be required to disclose private personnel data or confidential investigative data on employees to law enforcement entities for the purpose of reporting a crime or alleged crime committed by an employee, or for the purpose of assisting law enforcement in the investigation of a crime committed or allegedly committed by an employee. Any inquiries must be referred to the Minnesota Lottery human resources department to determine what information is appropriate to provide in response to an inquiry by law enforcement.

### **Medical Emergencies**

When a medical emergency occurs, 9-1-1 should be called immediately so emergency workers may respond. The security department and human resources department should be contacted as soon as is practical.