



## Minnesota IT Services Workplace Violence Prevention and Response Plan Summary

Pursuant to Minnesota Statutes 15.86, agencies are encouraged to develop plans to eliminate workplace violence and to file those plans with the Legislative Reference Library.

Minnesota IT Services (MNIT) has created a Workplace Prevention and Response Plan. While the plan is a separate stand-alone document, many of the incident management and response expectations are included in the policies, procedures, and plans listed in the table below. The integration of the plan provides for a comprehensive approach in prevention, response, and recovery. It allows for scalability and flexibility depending on the scope of incident.

### Relevant Policies and Complaint Procedures

Violence in the workplace may take various forms. The following MMB and MNIT policies are related to workplace violence preparation and response efforts and are available on MNIT's intranet:

<b>Policies, Procedures and Plans</b>
<a href="#"><u>MNIT Workplace Violence Prevention and Response Plan</u></a>
<a href="#"><u>Workplace Violence Prohibited</u></a>
<a href="#"><u>Zero Tolerance of Violence Policy</u></a>
<a href="#"><u>Procedure for Filing Complaints of Harassment, Discrimination, Retaliation, or Disrespect (mn.gov)</u></a>
<a href="#"><u>Harassment and Discrimination Prohibited (mn.gov)</u></a>
<a href="#"><u>Employee Investigations and Discipline Policy (mn.gov)</u></a>
<a href="#"><u>Respectful Workplace (mn.gov)</u></a>
<a href="#"><u>Sexual Harassment Prohibited Policy</u></a>
<a href="#"><u>Social Media Policy</u></a>
<a href="#"><u>Prohibition of Alcohol and Drug Use by State Employees (mn.gov)</u></a>
<a href="#"><u>Code of Ethical Conduct (mn.gov)</u></a>
<a href="#"><u>Telework Policy</u></a>
<a href="#"><u>Remote Worker Policy (mn.gov)</u></a>
<a href="#"><u>Vehicle Use for State Business Policy (mn.gov)</u></a>
<a href="#"><u>A Workplace Accident and Injury Reduction Policy</u></a>
<a href="#"><u>Grievance Policy for Managers and Supervisors (mn.gov)</u></a>
<a href="#"><u>Reporting and Managing Non IT Emergencies Procedure</u></a>
<a href="#"><u>MNIT Safety Program Manual</u></a>
<a href="#"><u>Emergency / MNIT Intranet</u></a>

MNIT's Workplace Violence Prevention and Response Plan and associated documents are "security information" under Minnesota Statutes section 13.37 and are not accessible to the public. For this reason, MNIT is providing a summary of its Workplace Violence and Response Plan to comply with Minnesota Statutes section 15.86.

## Summary

The following summary contains information on the purpose, goals, objectives, and development of MNIT's Workplace Violence Prevention and Response Plan that are available to the public.

Minnesota IT Services has zero tolerance of workplace violence. A policy memorializing this commitment has been [filed with the Legislative Reference Library](#).

MNIT strives to achieve a work environment that is free from threats and acts of violence. 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 prohibited, and will not be tolerated. Employees found to have violated the provisions of the plan will be subject to discipline up to and including discharge.

The purpose of the Plan outlines methods and actions to be taken to prevent and plan for potential incidents of workplace violence at MNIT.

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

Workplace is defined as follows: "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 totally unrelated to the work environment, with the intent to commit a criminal act such as robbery or bombing.

**The goals and objectives of MNIT's Workplace Violence Prevention and Response Plan are to:**

- Develop awareness among employees and customers about violence in the workplace, its prevention, and the agency violence prevention plan.
- Develop and provide education and training opportunities for employees at all organizational levels.
- Communicate, practice, and improve procedures to be used when incidents, as defined in the violence prevention plan, occur.
- Ensure facility security plans are communicated to appropriate staff.
- Communicate personal security procedures and avenues for assistance with violence issues to employees.
- Develop procedures to continually monitor and evaluate the effectiveness of the violence prevention plan.

**MNIT's Workplace Violence Prevention and Response Plan contains the following pieces.**

First and foremost, MNIT's Plan requires all incidents of workplace violence (see definition above) to be reported immediately. Following is a summary of the responsibilities associated with planning, preparing, and managing incidents of workplace violence.

**Employee responsibilities for planning, preparing, and responding to workplace violence incidents include**

- Abide by and promote MNIT's policy of zero tolerance of violence in all contacts with coworkers, supervisors, and customers.
- Be familiar with and follow location-specific workplace violence procedures.
- Be familiar with and follow workplace violence prevention practices.
- Reporting any threatening behavior or potential threats of violence to any of the following:
  - Their manager or supervisor
  - The Human Resources Office
  - The Affirmative Action Office
  - The Safety Office
  - The General Counsel
  - Their Assistant or Deputy Commissioner
  - The Commissioner's Office

**Supervisory/managerial responsibilities for planning, preparing, and managing workplace violence incidents include**

- Promote positive behavior and lead by example through modeling appropriate behavior, 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.
- When made aware of or receiving a potential report for workplace violence, escalate to emergency personnel, leadership, and/or other incident command.
- Take immediate action to resolve or stabilize violent situations in the workplace and protect people from harm.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a report are subject to discipline up to and including discharge.

**Organizational responsibilities for planning, preparing, and managing incidents of workplace violence include**

- Communicate and practice procedures to be used when incidents occur.
- Ensure facility security plans are communicated to appropriate employees.
- Communicate personal security procedures and methods for assistance with violence to employees.
- Continually monitor and evaluate the effectiveness of the violence prevention plan.