



DLI Workplace Violence Plan Summary

Introduction

In 2021, Minnesota Management Budget (MMB) issued [HR/LR Policy # 1444 Workplace Violence Prohibited](#) and [HR/LR Memo # 2021-2 Workplace Violence Prevention and Response](#).

In furtherance of these policies, Minnesota Statutes, Chapter 15, encourages each state agency to develop plans to eliminate workplace violence and further provides that agency plan summary be filed with the Legislative Reference Library (“LRL”).

Purpose

This plan outlines methods and actions to be taken to prevent potential incidents of workplace violence at DLI. It is part of our adoption of 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 prohibited, and will not be tolerated.

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 or leased property.

Workplace violence is divided 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; and
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.

Goals and Objectives

DLI has a policy of zero tolerance of workplace violence. It is an agency goal to achieve a work environment free from threats and acts of violence. DLI objectives 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
- develop procedures to be used when incidents occur, as defined in the violence prevention plan.

- ensure facility security plans are communicated to appropriate staff members.
- communicate personal security procedures and avenues for assistance with violence issues to employees; and
- develop procedures to continually monitor and evaluate the effectiveness of the violence prevention plan.
- develop individual unit “Workplace Violence Prevention Plan.”

Plan for implementing Workplace Violence Plan in and around the workplace

Limiting violence from external sources

Customer interactions

Divisions develop customer interaction plans and communicate these to all employees. Clear expectations of behaviors and interactions for employees, customers, and guests in the workplace environment.

Communication

Managers and supervisors communicate such procedures to employees through regular staff meetings and written correspondence. Staff members asked for suggestions and ideas to keep office policies and procedures up to date. Customers made aware of policies and complaint processes that relate to the services they receive from DLI.

Reducing the potential for internal workplace violence

Agency policies and complaint procedures

Because violence in the workplace may take various forms, several agency policies exist that are related to this issue and provide complaint processes for employees to use. The following policies can be found on the intranet under policies and procedures:

- [Zero-tolerance for workplace violence](#)
- [Discrimination and harassment prohibited](#); [Complaint form](#)
- [Sexual harassment prohibited](#); [Complaint form](#)
- [Respectful workplace](#): [Respectful Workplace Complaint \(mn.gov\)](#);
- [Emergency procedures](#);
- [Security access/photo I.D. badge](#);
- [Code of conduct](#); and
- [Unusual-incident reporting](#).

Statewide policies and guidance

- Minnesota Management and Budget, HR/LR policy 1329: Sexual harassment prohibited – <https://mn.gov/mmb-stat/policies/1329-sexualharassment-prohibited.pdf>

- Minnesota Management and Budget, HR/LR policy 1418: Drug and alcohol use – <https://mn.gov/mmb-stat/policies/1418-DrugAndAlcoholPolicy.pdf>
- Minnesota Management and Budget, HR/LR policy 1432: Respectful workplace – <https://mn.gov/mmb-stat/policies/1432-respectful-workplace-policy.pdf>
- Minnesota Management and Budget, HR/LR policy 1436: Harassment and discrimination prohibited – <https://mn.gov/mmb-stat/policies/1436-harassmentdiscriminationprohibited.pdf>
- Minnesota Management and Budget, HR/LR policy 1444: Workplace violence prohibited – <https://mn.gov/mmb-stat/policies/1444-workplaceviolenceprohibited.pdf>
- Minnesota Management and Budget, HR/LR General Memo #2014-2: Guns in the Workplace [gunsinthe-workplace-2014-2_tcm1059-127818.pdf \(mn.gov\)](https://mn.gov/gunsinthe-workplace-2014-2_tcm1059-127818.pdf)

Creating a low-risk environment

Agency managers and supervisors are expected to promote positive behavior and to lead by example in the courteous and professional treatment of employees and customers. Employees are expected to behave in a courteous and respectful manner to coworkers 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 workplace violence prevention program development

Managers and supervisors develop location-specific procedures for preventing and responding to workplace violence.

Resources for developing location-specific violence prevention programs and other guidance tools can be obtained from [Safety and health at DLI intranet page](#).

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 DLI’s safety and health program also apply to preventing workplace violence: management commitment and employee involvement; worksite analysis; hazard prevention and control; and safety and health training.

Awareness

DLI Human Resources, along with the DLI Safety and Health Committee, DLI Communications, supervisors and managers promote awareness of the agency’s workplace violence prevention plan. Methods include:

- working with the [Minnesota State Employee Assistance Program \(EAP\)](#) or security, when available for a particular worksite, to develop information for employees related to personal security and violence prevention;
- developing or obtaining publications and brochures about violence prevention topics; and
- developing other activities to promote awareness of violence prevention.

Incident procedures and reporting

Coordination with partners

The DLI workplace violence prevention plan is communicated to partners within a regional office location. Specific procedures in the plan must be coordinated with similar procedures affecting employees under other jurisdictions.

Violence prevention responsibilities

Employees:

- abide by and promote the DLI policy of zero tolerance of workplace violence in all contacts with coworkers, supervisors, and customers.
- be familiar with and follow location-specific workplace violence procedures.
- be familiar with and adopt the workplace violence prevention practices outlined in the guidance tools available from the “Safety and health at DLI” intranet page, and SharePoint.
- report incidents and potential incidents of violence to their managers, supervisor, or director, or to Human Resources.

Managers and supervisors:

- promote positive behavior and lead by example by modeling appropriate behavior and 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 workplace violence or threats of workplace 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 workplace violence prevention and response guidance tools available from the “Safety and health at DLI” intranet page, and SharePoint.
- 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.
- ensure employees review the DLI “Workplace violence prevention plan” and
- ensure employees review the individual units “Workplace Violence Prevention Plan.”

DLI senior leadership:

- model the importance of proactive workplace violence prevention and response.
- support and offer training opportunities to employees to increase their awareness of violence-in-the-workplace issues (training will include information about responding to and reporting violence-related incidents, as well as assistance in maintaining a violence-free workplace);

- provide financial resources necessary to support accomplishing goals and objectives of the workplace violence prevention plan; and
- delegate authority to supervisors and employee representatives to support efforts toward compliance with the DLI “Workplace violence prevention plan” and “Zero-tolerance for workplace violence” policy.

Bomb threats

Paying attention and asking questions are both critical when receiving a bomb threat. Valuable information to gather includes the location, timing, description and type of explosive. Attempt to determine who placed the bomb (it could be an individual or a group) and why the bomb was placed. Immediately notify your manager or supervisor, Human Resources, the safety director, the security guard, emergency staff and local law enforcement appropriate for the facility.

Firearms

The possession or carrying of any firearm, in any DLI workplace by any DLI employee, is prohibited. This includes:

- a weapon that is illegal to possess per applicable law.
- a firearm, loaded or unloaded, assembled, or disassembled, including pellet, “BB” and stun guns; or
- replica firearms, as defined in Minnesota Statutes, section 609.713, subdivision 3 (b)(2), as a “replica firearm means a device or object that is not defined as a dangerous weapon, and that is a facsimile or toy version of, and reasonably appears to be, a pistol, revolver, shotgun, sawed-off shotgun, rifle, machine gun, rocket launcher or any other firearm. The term firearm includes devices or objects that are designed to fire only blanks.”

Domestic violence

Agency leaders understand how best to respond to the effects of domestic violence in the workplace. In addition, managers and supervisors know who – Human Resources, manager, EAP resource – they can contact

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 may 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. section 181.9413, which would include time to obtain such orders. When employees have obtained or are the subject of restraining orders or orders for protection, DLI will seek legal counsel regarding facilitating compliance with those orders in the workplace.

Suicide

In the event of a suicide, the [EAP’s Organizational Health](#) team provides leadership consultation and team recovery. If there is a threat of suicide by an employee or third party, access suicide prevention resources or the EAP.

Repeated threats from individuals

When individuals have repeated negative interactions with multiple agencies that may cause concern for workplace violence, DLI will coordinate with other agencies to develop aspects of their workplace violence prevention plans to address the issue.

Law enforcement inquiries

DLI is entitled to disclose private personnel data or confidential investigative data about 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. DLI will work with Human Resources personnel to determine what information is appropriate to provide in response to an inquiry by law enforcement.

Plan implementation

The DLI workplace violence prevention is accessible to all employees; posted on the intranet, SharePoint, and made available in the Human Resources office. 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.

Information about services available through the Employee Assistance Program and the health promotion and safety programs to help employees deal with concerns and issues related to workplace or family violence.

Training needs will be assessed and training sessions for managers, supervisors and employees will be made available. DLI will work to further advance this plan and will identify and address specific action items.

September 2022 – This information can be provided to you in alternative formats (audio, Braille or large print)