



Workplace Violence Prevention Plan

Original Effective Dates: 07/10/2007, 08/23/2017
Last Updated: 12/31/2021, 08/05/2022
Approval: HR Director

Policy statement

Iron Range Resources and Rehabilitation has zero tolerance of workplace violence and this plan supports a work environment that is free from threats and acts of violence.

The plan outlines methods and actions to prevent and plan for potential incidents of workplace violence at Iron Range Resources & Rehabilitation. It is part of our adoption of HR/LR Policy #1444: Workplace Violence Prohibited. Any form of threatening or violent behavior by any 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.

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 a 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.

Goals and objectives

Iron Range Resources and Rehabilitation has a policy of zero tolerance of workplace violence. It is an agency goal to achieve a work environment that is free from threats and acts of violence. IRRR’s Workplace Violence Prevention Plan goals and objectives are to:

Develop awareness among employees 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 which includes the following information:

- Agency 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 staff.

Communicate personal security procedures and where to get help with violence related issues.

Develop procedures to continually monitor and evaluate the effectiveness of the violence prevention plan.

The agency's plan is implemented through four primary strategy areas:

1. Limiting violence from external sources
2. Reducing the potential for internal workplace violence
3. Addressing threats and incidents of violence
4. Providing regular communication, training and continuous improvement

WPV Prevention Plan

1. Limiting violence from external sources

The agency operates a secure facility and provides respectful customer service that reduces the potential for workplace violence from external sources.

Physical security

Agency offices are secure environments. Authorized employees have key card access. Office guests are admitted through one controlled entryway. Guests at all locations identify themselves and who they are meeting before they can enter the building.

Customer service

The agency follows best practices for customer service and where applicable will develop procedures to assist employees in dealing with complaints or difficult customers.

2. Reducing the potential for internal workplace violence

Creating a low-risk work environment

Agency managers lead by example and promote positive behavior. Employees are treated with respect and dignity. Standards of conduct are clear, communicated and consistently enforced. Discipline is used fairly and appropriately to deal with instances of unacceptable behavior.

Employee counseling and assistance

Get support through our Employee Assistance Program (EAP). EAP provides free, confidential support and a wide range of services. Call anytime at 651-259-3840 or 1-800-657-3719. Take advantage of this confidential program that provides free counseling and consultation services for your personal and professional life. [Employee Assistance Program \(EAP\)](#)

General warning signs of potential violence

Employees should be familiar with stages of violence in order to raise awareness and respond appropriately:

- Responding to general warning signs and behavioral indicators
- Strategies to address challenging behavior
- Conflict mediation and de-escalation

Policies

Violence in the workplace may take various forms. Agency and state policies related to this issue are located on the agency intranet and the MMB website. Employees should be familiar with the contents and their responsibilities.

Agency policies

- Zero Tolerance of Workplace Policy
- Workplace Violence Prevention & Plan
- Agency Emergency Action Plans (AEAP's)
- Security Camera Policy
- Iron Range Resources and Rehabilitation's Violence and Threat Report Form

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 #2014-2

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>

3. Addressing threats and incidents of violence

Agency managers and supervisors have primary responsibility for ensuring a safe work environment. They are specifically empowered to take immediate action to resolve or stabilize violent situations in the workplace and to protect people from harm. Any violent or threatening situations must be promptly reported to HR or a manager.

Threat Assessment Team

The agency will appoint a threat assessment teams (TAT) to respond to threats, help identify potential threats, propose safety and security protocols, and develop guidance for employees. For threat response, the team may change depending on the unique circumstances of each incident. Response is an interdisciplinary and cross-functional effort within the agency.

The TAT will:

- Assess apparent threats to individual employees and their workplaces
- Recommend or deliver responses to specific threats
- Develop subject matter expertise to advise agency leadership on security practices
- Provide consistent guidance throughout the organization
- Keep the agency up-to-date on best practices in prevention, response, and recovery

Incident procedures and reporting

Supervisors should follow procedures for reporting and responding to situations of a violent or potentially violent nature and communicate actions to employees. Employees are expected to report if they are subject to or witness threatening or violent behavior, or warning signs of violent behavior, in the workplace, that affects or may affect the workplace.

Non-emergency situations – non-emergency situations should be reported as soon as possible after the incident occurs. Individuals may report to any of the following:

- Human Resources Director
- Safety Officer or facility security contact
- Agency supervisors and management, up to and including the agency head.

If the report concerns an agency head, the individual may contact the office of the Deputy Commissioner for Enterprise Human Capital at MMB.

Emergency situations – if there are direct threats of physical violence, remain calm, move to a safe place, and immediately follow agency procedures for contacting local emergency services or 9-1-1. Follow reporting procedures under this policy during or after the incident, when it is safe to do so.

All incidents falling under the definition of violence as stated in the agency plan should be reported on [Iron Range Resources and Rehabilitation’s Violence and Threat Report Form](#).

Contacts for Incident Reporting			
Human Resources Director	Barbara Sanders	Barbara.Sanders@state.mn.us	(218) 735-3027
Safety Officer	Beth Dewhurst	Beth.Dewhurst@state.mn.us	(218) 735-3009
Facility Supervisor	Josh Dehn	Josh.Dehn@state.mn.us	(218) 735-3038
COO	Marianne Bouska	Marianne.Bouska@state.mn.us	(218) 735-3005
Executive Director of Development	Matt Sjoberg	Matt.Sjoberg@state.mn.us	(218) 735-3037
Communications Coordinator	Sheryl Kochevar	Sheryl.Kochevar@state.mn.us	(218) 735-3021
Mining and Reclamation Director	Linda Johnson	Linda.L.Johnson@state.mn.us	(218) 274-7007
Finance Director	Bob Scuffy	Bob.Scuffy@state.mn.us	(218) 735-3035
Deputy Commissioner for Enterprise Human Capital	MMB	Kristen.Batson@state.mn.us	(612) 868-8123

Eveleth Office

Contact	Phone Number or Address
Emergency Services:	911
(Agency Office) Reception Desk:	218-735-3049
Local Police Emergency Info Line:	218-744-7560
Local Fire Department:	218-744-7550
Local Hospital:	218-748-7750
My Facility Address:	4261 Hwy. 53 South Eveleth, MN 55734

Chisholm Office

Contact	Phone Number or Address
Emergency Services:	911
(Agency Office) Reception Desk:	218-274-7001
Local Police Emergency Info Line:	218-254-7915
Local Fire Department:	218-254-7915
Local Hospital:	218-262-4881
My Facility Address:	1003 Discovery Drive Chisholm, MN 55719

Location-specific violence prevention and response

Managers and supervisors should follow location-specific procedures for preventing and responding to specific threats and violence. Agency Emergency Action Plans (AEAPs, posting copies) include a Threat Procedure for bombs, chemical, biological or terroristic threats. AEAPs have been developed for the Eveleth and Chisholm work locations. Copies are posted in each facility and are located on the Intranet.

[Eveleth Office AEAP](#)

[Mining & Reclamation AEAP](#)

Facility specific contacts and local emergency services numbers are included in the AEAP's.

4. Providing regular communication, training and continuous improvement

Awareness

Iron Range Resources and Rehabilitation will promote awareness of the agency violence prevention plan.

Methods include:

- Working with agency Safety Committee, the State Employee Assistance Program, or security to develop information for employees related to personal security and violence prevention.
- Developing or obtaining publications and/or electronic resources on violence prevention topics.
- Developing other activities to promote awareness of violence prevention, including presentations or workshops by subject matter experts.

Training

A timeline has been established for implementation of this plan that includes developing materials and training staff in order to ensure a workplace free from threats and acts of violence.

Coordination with safety 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, including violence. The TAT will include the Agency Safety Officer (HR Generalist) and utilize the Safety Committee to assist with plan implementation and prevention such as a) management commitment and employee involvement, b) worksite analysis, c) hazard prevention and control, and d) safety and health training.

Plan implementation

The Iron Range Resources and Rehabilitation violence prevention plan shall be distributed to all employees, posted on the intranet under HR Policies and available at the HR office. Managers and supervisors are responsible for informing employees of this plan and for ensuring compliance.

Violence prevention responsibilities

Employees will:

- Abide by and promote the agency policy of zero tolerance of violence in all contacts with co-workers, 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.

Managers and supervisors will:

- 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 observed, 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 from the agency and attached to this plan.
- Understand that knowingly participating in or tolerating workplace violence or retaliation against employees or customers making a report are subject to discipline.
- Notify HR if a third party has a restraining order against another individual, or is the subject of a restraining order, and that the restraining order may affect the workplace. Treat the information in a confidential manner. If the matter involves an employee, encourage the employee to seek assistance through EAP.

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.

Other Special Considerations

Certain types of events may require a more direct response. Below are considerations for various types of workplace violence incidents. See additional sub-topic details within the Training Manual.

Firearms

Dangerous Weapon Prohibition: Notwithstanding the Minnesota Citizens' Personal Protection Act of 2003, which allows lawful gun owners to carry their firearms anywhere in Minnesota at any time, IRRR adopts a policy prohibiting its agency public employees from carrying or possessing guns when they are working in any three of the IRRR work sites, e.g. Mineland Reclamation in Chisholm, Giants Ridge in Biwabik, and Eveleth headquarters. IRRR agency public employees are allowed to lawfully carry or possess guns in parking facilities and in parking areas of these three work sites.

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. Agencies must allow employees to 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. Agencies whose employees have obtained or are the subject of restraining orders or orders for protection should seek legal counsel regarding facilitating compliance with those orders in the workplace.

Action Items for Plan implementation

1. Review the plan with the Safety Committee
2. Review the plan with the Leadership Team
3. Design a Training Plan
4. Copies of this plan will be distributed to all employees, and will be posted on employee bulletin boards
5. Conduct employee training



**DEPARTMENT OF IRON RANGE
RESOURCES & REHABILITATION**

Violence and Threat Reporting Form	
1. Date of Incident:	
2. Location of Incident:	
3. Type of Incident:	<input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Threat of Violence
	<input type="checkbox"/> Physical Assault <input type="checkbox"/> Other
	If other, briefly describe:
4. Name of Victim:	
5. Victim Description:	<input type="checkbox"/> Employee Job Title:
	<input type="checkbox"/> Client
	<input type="checkbox"/> Visitor
6. Member of Labor Organization: <input type="checkbox"/> Yes <input type="checkbox"/> No Assigned Work Location (if employee):	
7. Name of Victim's Supervisor:	
8. Has Victim's Supervisor been notified? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes provide Date:	
9. Describe the Incident:	
10. If property theft or damage, estimate value:	
11. List witnesses to the incident:	Name: Ph #:
	Name: Ph #:
	Name: Ph #:
12. Did the incident involve a firearm? If so, describe:	
13. Did the incident involve a different type of weapon? If so, describe:	
14. Was the victim injured? If so, describe:	

Violence and Threat Reporting Form

15. Who was responsible for the incident?	<input type="checkbox"/> Stranger	<input type="checkbox"/> Co-worker
	<input type="checkbox"/> Personal relation	<input type="checkbox"/> Supervisor/Leadership
	<input type="checkbox"/> Client/patient/patron/customer	<input type="checkbox"/> Other
	If other, describe:	

16. What was the gender of the person who committed the incident?	<input type="checkbox"/> Male	<input type="checkbox"/> Female
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17. Police called? <input type="checkbox"/> Yes <input type="checkbox"/> No	Report filed? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, copy received? <input type="checkbox"/> Yes <input type="checkbox"/> No
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18. What steps could be taken, if any, to avoid a similar incident in the future?

19. Is there anything else you wish to share regarding this incident?

20. IMPORTANT FINAL NOTES:

1. If there is concern about sharing the information with your supervisor, this form can be submitted directly to HR.
2. Check one of the following boxes:
 - a. I am submitting a printed copy of the completed form to my supervisor.
 - b. My supervisor does not have a copy of the completed form. I am submitting it directly to HR.
3. My name and job title:

OR: I am submitting this report anonymously. I understand anonymous reporting may limit the ability of agency personnel to investigate or follow up about the matter.
4. **Upon completion of this document:** Print a copy and submit to your supervisor (or HR)

SUPERVISOR REVIEW SECTION

21. Was the staff response appropriate? <input type="checkbox"/> Yes <input type="checkbox"/> No	22. Were applicable policies followed? <input type="checkbox"/> Yes <input type="checkbox"/> No
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23. Are any actions being taken as a result of this incident? (e.g., injury report completed, security was added, etc.).

24. Supervisor Signature:	Date:
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25. Date Supervisor forwarded to Safety Coordinator in the Human Resources Office:	Date:
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