



Workplace Violence Prevention Plan

Prevention, Response and Recovery

September 2022

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Plan Approval

This Plan has been reviewed and approved by:

DocuSigned by:

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Ruth M. Martinez, M.A., CMBE
Board of Medical Practice

Record of Revisions

Version	Description	Date
1.0	Plan development	9/14/2022

Data Practices

There may be data disclosure obligations regarding workplace violence prevention per the Minnesota Government Data Practices Act, three sections have been identified below.

1. Minnesota Statutes Section 13.43, Subdivision 15, states that agencies are entitled to disclose private personnel data or confidential investigative data on team members to law enforcement entities for the purpose of reporting a crime or alleged crime committed by a team member, or for the purpose of assisting law enforcement in the investigation of a crime committed or allegedly committed by a team member.
2. Minnesota Statutes Section 13.43, Subdivision 11, states that, in limited circumstances, private personnel data can be disclosed to protect team members or others from harm.
3. Minnesota Statutes Section 13.39, Subdivision 2, states that nonpublic civil investigative data can be disclosed if the agency determines that access will aid the law enforcement process or promote public safety.

Introduction

The Board of Medical Practice is committed to creating and sustaining a safe work environment for all team members, partners, customers, vendors, and visitors. This commitment means we proactively take steps to create a workplace culture in which all team members feel safe, respected and are free from any form of harassment. This plan provides a framework for the prevention, response, and recovery from incidents of workplace violence.

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 team members perform job duties. The location need not be a permanent location, physical building, or state owned/leased property. It includes team member telework locations.

Workplace violence generally falls into three categories:

1. A violent act or threat by a current or former team member, or someone who has some involvement with a current or former team member, such as a family member or another person.
2. A violent act or threat by a business partner, customer, vendor/contractor, or visitor.
3. A violent act by someone unrelated to the work environment.

Goals and Objectives

The State of Minnesota has a statewide policy of zero tolerance of workplace violence. The goal of the Board of Medical Practice is to achieve a work environment that is free from threats and acts of violence. Objectives are to:

1. Create awareness of Board of Medical Practice's Workplace Violence Prevention Plan.
2. Outlining supervisory/managerial responsibilities.
3. Outlining team member responsibilities.
4. Establishing procedures for incident reporting, response, and recovery.

Requirements

Statewide Requirements

Under the Minnesota Freedom from Violence Act (Minn. Stat. § 1.50), the State of Minnesota adopted a policy of zero tolerance of violence. By law (Minn. Stat. § 15.86), state agencies:

- Must adopt a goal of zero tolerance of violence in and around the workplace.

- Are encouraged to develop a plan that describes how they will eliminate the potential for violence in and around the agency workplace. This toolkit is designed to assist in that process.

The following statewide policies are applicable to violence in the workplace:

- [Minnesota Management and Budget HR/LR Policy #1329 Sexual Harassment Prohibited](#)
- [Minnesota Management and Budget HR/LR Policy #1418 Drug and Alcohol Use](#)
- [Minnesota Management and Budget HR/LR Policy #1432 Respectful Workplace](#)
- [Minnesota Management and Budget HR/LR Policy #1436 Harassment and Discrimination Prohibited](#)
- [Minnesota Management and Budget HR/LR Policy #1444 Workplace Violence Prohibited](#)

Board of Medical Practice Policies and Procedures

The Board of Medical Practice defines and communicates expectations and procedures for interactions with customers, visitors, and vendors in the workplace environment including the following:

- Contact Admin HR at 651-259-3700 or HR.Services.Admin-MMB@state.mn.us to report a threat or incident of violence; see Reporting Procedures in Appendix A and B.
- [Zero Tolerance of Violence](#)
- [HR Memo regarding guns in the workplace](#)
- Procedures for dealing with customers, visitors, and vendors, especially in difficult or hostile situations.
- Standards of conduct for team members, including all forms of interactions and communications with customers, visitors, and vendors.
- Standards of conduct for customers, visitors, and vendors.
- Complaint processes for customers, visitors, and vendors.

Coordination with State Agency Partners

Our workplace violence and prevention plan can be shared with our state agency partners. The Board of Medical Practice's plans and procedures will be coordinated with similar state agency partner plans and procedures. State agency partners and team members must report their complaints or concerns using their agency procedures.

Roles and Responsibilities

Team Members

- Know how to apply the Board of Medical Practice emergency plans when responding to an emergency.
- Know how to report a concern or emergency.
 - Take immediate action to protect yourself from harm.

- Physical safety or imminent danger to self/others or physical property.
 - Call 9-1-1
 - Contact Building Security at 651-201-2871 or 763-442-8270
- Threatening behavior or other concerns.
 - Contact your senior leader to review the situation.
 - Contact your supervisor or manager.
 - For a non-emergency event, contact Building Security at 651-201-2871.
 - Contact Admin HR at 651-259-3700 or HR.Services.Admin-MMB@state.mn.us.
- Ensure your personal contact information, emergency contacts, and home address are updated with your supervisor and the Operations and Administration Manager.
- Agency personnel may need to reach your emergency contacts or direct first responders to your home address if you are teleworking.
- The Board of Medical Practice will use your personal contact information to alert you in an emergency
 - Team members will receive a notification from one or all of the following: Text, call or email from supervisor or other member of the management team.

Managers and Supervisors

The Board of Medical Practice recognizes that managers and supervisors are often the first to know when a threat arises because they are the first line of contact for team members.

- Should you become aware of a situation you should do the following:
 - Take immediate action to protect yourself from harm.
 - Physical safety or imminent danger to self/others or physical property.
 - Call 9-1-1.
 - Contact Building Security at 651-201-2871 or 763-442-8270
 - Threatening behavior or other concerns.
 - Contact your senior leader to review the situation.
 - Contact Admin HR at 651-259-3700 or HR.Services.Admin-MMB@state.mn.us.
 - For a non-emergency event, contact Building Security at 651-201-2871.
- Complete the team member Threat Assessment Report form. Appendix B.
- Coordinate with state agency partners as applicable.
- Promote and model positive behavior.
- Treat all reports of violence or threats of violence seriously.

Senior Leadership

- Actively participate in the development and implementation of the Board of Medical Practice's workplace violence prevention plan.
- Promote respect in the workplace.
- Inform team members of expectations and procedures
- Coordinate with state agency partners as applicable.
- Determine the need to activate emergency plans, including the continuity of operations plan.

- Report all potential violence or acts of violence regardless of individual or behaviors Appendix B.

Prevention

Promoting a Respectful Workplace

Implement a workplace culture that treats people professionally and respectfully. Prevent issues from arising and enable de-escalation of unacceptable behaviors before they become larger concerns.

Pay attention to team member behavior and always encourage respect and professionalism.

Safety

Building Emergency Plans are designed to provide information and guidelines for responding to emergencies impacting the workplace. Preparedness, awareness and self-discipline are key to an orderly and safe emergency response. Post emergency evacuation and safety plans to assure access by all team members. Contact the agency Safety Officer, Board of Medical Practice Operations and Administration Manager, with questions regarding the building emergency evacuation and safety plans.

Warning Signs

Be aware of warning signs of potential violence by team members and people outside the agency. Management should be trained and prepared to assist in the response when a threat arises. Find information on identifying the warning signs of potentially violent behavior or suicide at Appendix C.

Training and Resources-Under Development

- Capitol Security Active Shooter training.
- Dealing with Difficult People training.
- Workplace Violence and Prevention training.
- De-escalation exercise.
- [Homeland Security Active Shooter Training Video.](#)

Telework

The Board of Medical Practice has a responsibility to plan for violence when it intrudes upon the telework environment or has the potential to impact the safety and productivity of teleworkers or onsite workers. The National Institute for Occupational Safety and Health (NIOSH) has classified workplace violence into four types — one of which is “personal relationship” violence where the perpetrator has a harmful relationship with a team member that impacts the work environment.

Workplace harassment, including use of devices to harass others through emails, phone calls, text messages, and video conferencing platforms (and other forms of violence) are prohibited regardless of where the team members are working (in person, teleworking, or on leave).

Non-State Owned or Leased Facilities

HR/LR Policy #1422 is applicable to all team members of the Board of Medical Practice regardless of work location including leased or non-state owned or leased facilities. The Board of Medical Practice's Workplace Violence and Prevention Plan is applicable in these spaces. Landlords and other tenants may also have their own violence prevention and incident response plans. Routinely conduct training for their staff on building evacuation and emergency procedures.

Notification and Activation

Incident Reporting Procedures

All incidents falling under the definition of violence as stated in the plan should be reported using the agency Threat Assessment Form. Appendix B.

In addition, be prepared to report situations of a violent or potentially violent nature, including:

- How to report to facility security personnel at the workplace.
- When to call 9-1-1 or local law enforcement.
- What actions to take to get away from a potentially violent situation.

Contacting Security or Law Enforcement

Immediately contact law enforcement directly in situations such as a medical emergency or imminent danger that involves a threat to life or property, when criminal activity occurs, or when a workplace violence incident occurs. Facility security personnel must be contacted immediately after someone contacts law enforcement, once team members are away and safe from danger.

Responding to Hostile Behavior or Violent Intruders

Should an individual become hostile or violent in the workplace, immediately call 9-1-1, then contact security. It is important to be versed in the Board of Medical Practice's emergency response plan, including contact information and what actions to take immediately. Considerations include:

- Remain as calm as possible.
- Evacuate staff and visitors via a pre-planned evacuation route to a safe area (if applicable).
- Lock and barricade doors if evacuation is not possible.
- Account for staff and visitors.

Recovery

Follow-up After an Incident

After an incident, managers and supervisors should consult with senior leadership for their expertise in returning to normal operations. Key disciplines that may be helpful to engage include:

- **Communications:** Both internal and external communications may be impacted by an incident, and ongoing communications should be coordinated within the Board of Medical Practice and coordinated with partner agencies.
- **Legal:** Witness statements or physical evidence may need to be collected. Legal counsel should be consulted.
- **Facilities:** Admin's Real-estate and Construction Services Division and Facilities Management Division (FMD) or third-party landlords should be involved if the physical workspace is impacted, if there are possible bloodborne pathogens or other biohazards that require proper cleaning, and if safety devices or other equipment requires maintenance or replacement. FMD will determine appropriate course of action based upon the situation.
- **Continuity:** An incident may trigger the activation of the Board of Medical Practice's Continuity of Operations Plan (COOP) plan. Consult agency continuity planners and keep the director of continuity informed.
- **Human Resources:** Work with Admin's Human Resources Department to address personnel or labor relations issues.
- **Team member Assistance Program:** If team members need services to address their general well-being, EAP is an excellent resource for options.
- **Safety:** Meet with appropriate staff/teams to discuss the incident and gather lessons learned.
- **ADA Coordinators/Affirmative Action:** Agency ADA coordinator should be involved to provide support to team members.

Team Member Care

Once a threat has subsided and immediate safety and health concerns have been addressed, the attention of the Board of Medical Practice leadership, managers, supervisors, and Admin Human Resources staff should turn to the well-being of team members. If an incident is severe enough to cause team members to leave the workplace, provide guidance on when and where work will resume. When appropriate, the Board of Medical Practice's leadership may consider whether to offer paid administrative leave.

The [Employee Assistance Program](#) EAP is a useful resource when communicating with and providing support to team members on a group or individual basis. Individuals respond differently to stressful situations and EAP is available to help navigate these dynamics. EAP and Organizational Health (OH) can help Admin address the mental and emotional well-being of team members once all physical threats are resolved. EAP/OH's Team Recovery Meetings are facilitated discussions that reduce the likelihood of uncertainty, isolation, and distraction that follow disruptive or shocking events.