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Policies and Procedures

Metropolitan Council Administrative Policies and Procedures

PROCEDURE - Workplace Violence Prevention

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Dept. Responsible:	Human Resources	Effective Date:	9/11/98
Special Note:	Supersedes all previous procedures covering violence prevention	Revision No.	1 (11-01-00)

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I. Policy:

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It is the policy of the Metropolitan Council to minimize or eliminate foreseeable threats or acts of violence to which any employee may be subjected. Incidents of work-related threats or acts of violence will be treated seriously, promptly investigated and acted upon. The Council prohibits possession, use or distribution of weapons by employees or non-employees when in any Council location.

II. Procedure

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For Reported Incidents or Threats of Acts of Violence

Every employee of the Metropolitan Council has an obligation to follow the Workplace Violence Prevention Policy. The following outlines the responsibilities of different individuals:

If a situation is immediately life-threatening, call 911.

Employees

1. An employee who experiences or witnesses a threat, an act of violence or a weapons policy violation must report the incident immediately to his or her supervisor, or the designated Facility Responder.
2. If an employee is uncomfortable speaking to his or her supervisor, or the designated Facility Responder, he or she may contact the Director of Human Resources.
3. All reports will be treated with discretion and confidentiality to the extent possible.
4. Metro Transit drivers experiencing or observing violence on the bus should call the Transit Control Center. Other incidents should be reported using the process outlined above.

Supervisors/Managers

1. The supervisor who receives a report of a threat, act of violence or a weapons policy violation will usually conduct the initial investigation and assess the seriousness of the situation and follow through with appropriate performance management. If the situation possesses a conflict of interest for the supervisor, the Facility Responder will conduct the investigation. In most cases applying the usual process for dealing with performance issues will be the most effective course of action.
2. Contact the designated Facility Responder, the Threat Management Team or Human Resources for guidance when needed.

— Minn. Stat. 15.86 —

— 1992 Minn. Laws Chap. 452 —
Sec. 2

3. Complete the Incident Report Form and send it to the Threat Management Team.
4. If it is determined that the presence of an individual on the agency property threatens employee safety or interruption of the operation, remove the individual from the property or place on administrative leave if she or he is an employee.
5. Consult with Human Resources about intervention options for employees who are exhibiting seriously dysfunctional behavior in the workplace.
6. If appropriate and feasible obtain a description and photo of the threat-maker and supply it to the facility security personnel, local police authorities or employees working near facility entrances.
7. Consult with Human Resources in determining appropriate disciplinary action.

Facility Responders - person designated as responsible at each MC facility

1. Assist the supervisor in assessing the seriousness of the threat or act of violence and conduct incident investigations when necessary.
2. If it is determined that the threat or act of violence is serious, the facility responder should call the local police, the Director of Security & Police Services, the General Counsel, MCES Administrative Manager and the Director of Human Resources who make up the Threat Management Team.
3. Insure an Incident Report is forwarded to the Threat Management Team. Whoever conducts the investigation completes the form. This report should include the following:
 - o Name of threat-maker and his/her relationship to the organization and to the recipient of the threat.
 - o Names of victims or potential victims.
 - o When and where the incident occurred.
 - o What happened immediately prior to the incident.
 - o The specific language of the threat.
 - o Any physical conduct that would substantiate an intention to follow through on the threat.
 - o How the threat-maker appeared both physically and emotionally.
 - o Names of other individuals directly involved and what action they took.
 - o How the incident ended.
 - o Names of witnesses.
 - o What happened to the threat-maker after the incident.
 - o Names of any supervisory staff and how they responded.
 - o What event(s) triggered the incident.
 - o Steps taken to ensure that the threat will not be carried out.
 - o Suggestions for preventing these types of incidents in the future.

Threat Management Team

1. The Threat Management Team includes the Director of Security and Police Services, the General Counsel, MCES Administrative Manager and the Director of Human Resources.
2. Provide backup and support to Facility Responders.
3. Develop a plan of action to resolve bona fide threats or acts of violence in coordination with Facility Responders.
4. Provide liaison with outside resources such as police, threat assessment professionals, and trauma teams.
5. Coordinate all communications with the assistance of the Director of Communications.
6. Develop and implement a threat management plan.
7. Monitor workplace violence agency-wide and evaluate effectiveness of actions taken.

III. Responsibilities:

The Violence Prevention Policy and this implementing procedure is built on the expectation that:

1. All Council employees will be responsible and accountable for their personal actions.
2. The Metropolitan Council is responsible for issues related to facility and employee security.
3. Council Managers and Supervisors are responsible for ensuring employees have a safe work

environment to the extent possible. They are expected to take immediate action to resolve or stabilize violent situations and to protect employees from violence. That action includes contacting the appropriate incident response resources immediately.

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