

Minnesota
Department of
Employee
Relations

State of Minnesota: Employer of Choice

January 29, 1999

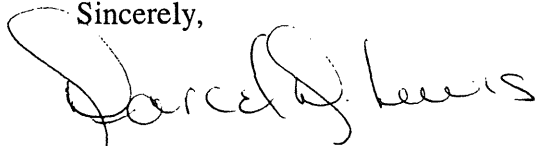
Ms. Ann O'Brien
Minnesota Department of Finance
400 Centennial Office Building
658 Cedar Street
St. Paul, Minnesota 55155

Dear Ms. O'Brien,

Congratulations! The 1998-2000 affirmative action plan for the Minnesota Department of Finance has been received, reviewed, and approved. We wish to commend you for your tremendous work on the plan. Your agency has a good plan which should advance affirmative action efforts in state service during the next two years. We look forward to working with you on the implementation of your plan.

Enclosed you will find the signed transmittal sheet to be included with your plan. Upon receipt of this letter, please send a copy of the completed and revised plan to the Legislative Reference Library. Their address is: State Office Building, Sixth Floor, 100 Constitution Avenue, St. Paul, MN 55115. Your next affirmative action plan is scheduled for submission July 31, 2000. If you need any assistance, please feel free to call me at 296-8272.

Sincerely,



Darcel D. Lewis, Director
Office of Diversity & Equal Opportunity

Enclosure

AFFIRMATIVE ACTION PLAN
Transmittal Form
Fiscal Years 1999-2000
For

DEPARTMENT OF FINANCE


1. This biennial review revealed under-utilization of the following protected group(s) in the following goal units:

<u>GOAL UNITS</u>	<u>PROTECTED GROUPS</u>		
	<u>WOMEN</u>	<u>MINORITIES</u>	<u>DISABLED</u>
206-Office			
207-Technical			
214-Professional			X
216-Supervisors			X
OTH-Commissioner's Plan			
MGR-Managers	X	X	X

2. This biennial plan is and will be posted at the following central location(s) so that every employee is aware of the department's commitments in affirmative action for this biennium:

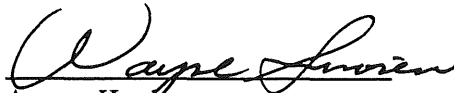
Bulletin boards in each copy room of 400 Centennial Building. Portions of the plan are also included with the Department of Finance Policy and Procedure Manual that is distributed to all employees.

3. This biennial plan contains an internal procedure for processing complaints of alleged discrimination from employees, and each employee has been apprised of this procedure as well as our department's affirmative action goals for this biennium.


Affirmative Action Officer


12-3-98
Date

4. This biennial plan contains clear designations of those persons and groups responsible for implementing the attached affirmative action plan as well as my personal statement of commitment to achieving the goals and timetables described herein.


Agency Head

12-4-98
Date

5. This biennial plan meets the rules governing affirmative action, MCAR Chapter 3905.0600 Statutory Authority 43A.04, and contains goals and timetables as well as methods for achieving them which are reasonable and sufficiently aggressive to deal with the identified disparities.


Director of Equal Opportunity Division

1-29-99
Date

RECEIVED

MAR 02 1999

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STATE OFFICE BUILDING
ST. PAUL, MN 55155

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**Affirmative Action Policy
Minnesota Department of Finance**

It is the policy of the Department of Finance to provide equal employment opportunities to all employees on the basis of merit and fitness without regard to race, color, sex, creed, religion, age, physical and mental disability, marital status, sexual orientation, public assistance status, membership or activity in a local commission, national origin, or political affiliation. This policy applies to all phases of employment, including, but not limited to, recruitment, selection, placement, retention, advancement, demotion, transfer, layoff, recall, termination, disciplinary action, rates of pay or other forms of compensation, and agency sponsored training and tuition assistance.

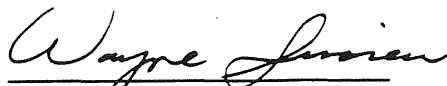
To effect the policies stated above, the Department of Finance will:

- a. analytically approach the identification and elimination of any discriminatory practices;
- b. ensure that program administrators and supervisors do not inhibit employment, retention and promotional opportunities for protected class individuals. All supervisors will be briefed on the affirmative action plan;
- c. evaluate progress towards hiring goals and take corrective action as necessary;
- d. provide a means for hearing and settling complaints of discrimination;
- e. post copies of the department's Affirmative Action Plan on an official bulletin board on the fourth floor of the Centennial Building;
- f. require a pre-employment review of all hiring decisions for occupational categories with unmet affirmative action goals.

To ensure compliance with these principles, the department has appointed Ann O'Brien, Human Resource Director, as the Affirmative Action Officer. She is delegated the responsibility and full authority for ensuring that an affirmative action program is developed, promoted and implemented in the department.

Affirmative action will benefit the department by a fuller utilization of the skills and abilities of protected group members and by providing equal employment conditions for all employees.

As commissioner, I am strongly committed to the principles and policies of effective affirmative action. All management and supervisory staff have responsibility for progressive affirmative action in their positions, and I enlist all employees to assist in the effort to achieve and maintain equal opportunity within the department.


Wayne Simoneau, Commissioner

Affirmative Action

Delegation of Authority and Responsibility:

A. COMMISSIONER OF FINANCE

1. **Responsibilities:** The Commissioner of Finance is responsible for the administration of the department's Affirmative Action Program and for ensuring the department's compliance with all state and federal laws, rules and regulations regarding equal employment and opportunity.
2. **Duties:**
 - a. Issue a written statement to all staff members affirming support to the state equal opportunity policy and affirmative action efforts.
 - b. Report to the governor and the legislature on the progress of the Affirmative Action Plan as contained in the reporting system section. This reporting is accomplished by means of the Department of Employee Relations' Annual Affirmative Action Report.
 - c. Designate the department's Affirmative Action Officer.
 - d. Hold senior staff responsible for the effectiveness of the affirmative action activities under their respective jurisdiction via specific program objectives in their position descriptions.
 - e. Take necessary action on complaints of discrimination.
 - f. Make decisions and changes in policies, procedures or physical accommodations as may be needed to facilitate effective affirmative action.
3. **Accountability:** The Commissioner of Finance is directly accountable to the governor and the commissioner of Employee Relations and is accountable to the State Director of the Office of Diversity and Equal Opportunity.

B. AFFIRMATIVE ACTION OFFICER

1. **Responsibilities:** To implement and direct the department's Affirmative Action Program and all related activities.

2. Duties:

- a. Monitor the day-to-day activities of the department's Affirmative Action Program.
- b. Take necessary action and participate in the investigation of complaints of discrimination as outlined in the Affirmative Action Complaint Procedure.
- c. Ensure all affirmative action reports are completed as required.
- d. Ensure that the commissioner's statement of commitment and copies of the department's Affirmative Action Plan are disseminated to all managers and supervisors.
- e. Ensure all employees have an opportunity to receive an exit interview.
- f. Act as liaison between the department and the Office of Diversity and Equal Opportunity.
- g. Act as liaison between the department and the Department of Human Rights.
- h. Review and determine affirmative action training needs and initiate the development and implementation of appropriate training programs.
- i. Review policies, procedures, programs and physical accommodations and recommend changes.
- j. Participate in the recruitment and selection of protected group members for employment, promotion and training opportunities where there are disparities in occupational categories.
- k. Maintain communication with management detailing the status of the department's achievement of affirmative action goals and any problems that may arise in this area.
- l. Report to the Commissioner of Finance on the progress of the Affirmative Action Plan as contained in the reporting system section.

3. Accountability: the Affirmative Action Officer is directly accountable to the Commissioner of Finance.

C. DIVISION MANAGERS

- 1. **Responsibilities:** To ensure compliance with departmental affirmative action programs and to undertake such affirmative action activities as may be deemed necessary to ensure equal employment opportunity within their respective divisions, and also to place and recruit protected group members where there is a disparity in occupational categories which they employ. Ensure equal treatment of employees in their divisions.
- 2. **Classifications Included:** Assistant commissioners, senior staff members and other managers.

3. Duties:

- a. To assist the department's Affirmative Action Officer in identifying and resolving problems and eliminating barriers that inhibit equal employment opportunity.
- b. To hire and promote qualified protected group members where disparity exists, and to ensure equal treatment in all aspects of employment for all employees.
- c. Communicate the department's affirmative action policy to all staff members and employees within the Department of Finance. Demonstrate a commitment to the department's plan.
- d. Take necessary action to ensure prompt and efficient responses to any complaints of discrimination or requests for information from the Affirmative Action Officer.
- e. Hold supervisors under their jurisdiction responsible for the effectiveness of their affirmative action efforts via specific program objectives in their position descriptions.
- f. Make decisions and changes in policies, procedures or physical accommodations as may be needed to facilitate effective equal employment opportunities.
- g. Perform other duties as may be outlined elsewhere in the plan.

4. Accountability: Division managers are directly accountable to their supervisors.

D. SUPERVISORS/PROGRAM STAFF

- 1. **Responsibilities:** Ensure equal treatment of all employees and applicants for positions under their jurisdiction.
- 2. **Classifications Included:** All those in the middle management bargaining unit (#216).
- 3. **Duties:**
 - a. Respond promptly to all complaints of discrimination brought to their attention.
 - b. Hire and promote qualified protected group members where disparity exists. If protected group members are certified eligible and not hired in an occupational group where disparity exists, inform Affirmative Action Officer and/or designee in writing prior to making a job offer of the reasons for not hiring a protected group member.
 - c. Communicate the department's affirmative action policy to assigned staff.

- d. Assign employees to attend such affirmation action related training sessions as may be offered.
- e. Perform other duties as may be outlined elsewhere in this plan.

Accountability: Supervisors are directly accountable to their division managers or to other assigned supervisors as appropriate.

EMPLOYEES

Responsibility: To conduct themselves in accordance with the policies and procedures of this plan. Employees are expected to communicate in a respectful, non-discriminatory manner regardless of one another's race, color, creed, sex, national origin, age, marital status, sexual orientation, disability, religion, status with regard to public assistance, or membership or activity in a local commission.

HUMAN RESOURCE DIRECTOR

Responsibility: To ensure that human resource policies and procedures are administered fairly and are uniformly applied to all employees, and to take positive action to remove all barriers to equal employment opportunity within the department.

Duties:

- a. To provide leadership to the Human Resources staff to adhere to affirmative action principals in the decision making process of all personnel actions.
- b. To advise managers and supervisors of the need to do protected group recruitment to fill vacancies where disparities exist.
- c. To provide guidance in the development and utilization of selection criteria to ensure, to the extent possible, that it is objective, uniform and job related.
- d. To ensure that all job opportunity and training notices are properly posted and are made available to all staff.
- e. To identify problems that inhibit equal employment opportunities and to discuss resolutions with the Commissioner.

Accountability: Commissioner

Posting and Dissemination of Affirmative Action Plan:

1. All managers and supervisors shall receive a copy of the Plan for their reference and use.
2. Copies of the Plan will be available in the human resource office and posted on employee bulletin boards.
3. As a part of their orientation, new employees will be notified where copies of the Plan are posted.
4. All publications and employment advertisements of the department shall contain the words "An Equal Opportunity Employer" at some point in them.
5. The Plan will be filed in policies and procedure books that are distributed to all department employees and files throughout the department.

Pre-Hiring Review:

A pre-hiring review is required for all hiring decisions for occupational categories for which statistics indicate a disparity for a protected group.

1. Each supervisor/manager who interviews candidates for a position must, from his/her knowledge of the job and from the written position description, decide which duties are most important for successful job performance. For each of the major job duties the supervisor/manager must decide what knowledge, skills and abilities are necessary for successful job performance. Other job related factors such as the work schedule and possible overtime should also be included in the interview.
2. Written questions should be developed to learn about the applicant's job related knowledge, skills, abilities and other job related factors. All questions developed must be job related. The questions may concern the applicant's previous education and work experience, interest in the job duties, willingness to accept the working conditions, or they may be based on hypothetical situations where the applicant is asked how he/she might handle a particular problem. All applicants must be asked the same questions. Sufficient time must be allowed to permit each candidate to give complete answers to all questions.
3. Applicants must be rated on an interview rating form. This may be a form developed by the supervisor/manager or the form on the next page. The form for each of the applicants interviewed must be turned into the department Human Resource Office, and is available upon request to the Affirmative Action Officer Designee. The interview rating forms will be kept on file for one year to provide the documentation required for affirmative action. All applicants must be interviewed by a minimum of two persons.
4. All hiring decisions affected by this plan must be approved by the Affirmative Action Officer Designee before a candidate is notified of his/her selection. }

The Minnesota Data Government Practices Act, Section 13.43, Subdivision 2 defines public personnel data. Protected group status is not identified as public data. As a result, supervisors and managers are not to disclose information that reveals the protected group status of the applicant selected, or that the applicant selected is an affirmative hire.

Recruitment Plans/Reporting

Introduction:

To ensure that recruitment programs are publicly conducted, attract sufficient numbers of qualified applicants, enhance the image and esteem of employment, and emphasize the recruitment of protected group members to assist the Department of Finance in meeting affirmative action goals to achieve a balanced workforce.

1. Advertising sources used:

Minneapolis Star Tribune
St. Paul Pioneer Press
State of MN Career Opportunities Bulletin
State of MN World Wide Web - Internet Job Listing
State of MN Telephone/TTY Job Information Line
MN Workforce Centers - Department of Economic Security

2. Cost incurred:

1998 total - \$1,000

3. Results:

Difficult to determine. Most resumes do not contain information specifying how the applicant heard of the position vacancy.

4. Job fairs attended/and other methods used to recruit for positions:

The Information Services Division attended recruitment activities, including visiting technical schools.

5. Hiring opportunities and recruitment:

The Department of Finance is currently in the process of hiring several professional staff positions. It is our intent to eliminate the disparity in the professional unit.

The Department of Finance does anticipate vacancies in the technical and managerial units.

6. Internships and supported employment:

Internship opportunities are directly related to a specific academic program of the educational institution and to the ability of the department to accommodate the formal learning process. When possible, student interns will be provided an opportunity to earn academic credit and/or work experience while performing a valuable service to the department.

The supervisor seeking a student intern will establish the relationship with the educational institution and will work with the Human Resource Division to formalize and implement the specific internship arrangement.

The Department of Finance will review positions to determine if there are those that may be used for supported employment. If it is determined that a position(s) is identified, the AAO will work with the Department of Employee Relations' Disability Coordinator in the referral and filling process.

7. Recruitment of persons with disabilities:

We are currently complying with the requirements of the Americans with Disabilities Act in our recruitment activities by making materials available in alternative formats (when requested) and meeting locations accessible.

We will assess other places for ads to increase our vacancy notices in protected group communities.

8. Individual responsible for implementation of recruitment plan:

Human Resource Director

Retention/Record-Keeping

Introduction:

A coordinated retention plan will exist to retain state employees through agency and DOER activities. Additionally, these initiatives will improve productivity, make the work culture more conducive to diverse employees and guide new employees toward promotional opportunities. The Department of Finance has a history of high retention of all its employees, including protected group individuals. If an individual leaves our department, it is usually due to a promotion within state service or retirement.

Objective:

Better understand and document the reasons behind turnover among protected group members.

Action Step:

Develop an exit interview plan and procedures for offering an additional exit interview to all members of protected groups who are leaving the department.

Objective:

Continue to create and maintain a worker-friendly environment for all employees.

Action Steps:

Encourage employees to participate in and celebrate those events that celebrate the rich diversity within the department.

Notify employees of state sponsored events put on by other state agencies.

Educate supervisors and managers about their role in creating and maintaining a healthy and humane workplace, and specific supervisory responsibilities that contribute to retention of protected group members.

Objectives:

Analyze separation and layoff patterns of all employees to determine the impact on protected group members. Retain data for 2-year period. Have in place a process of analyzing layoff decisions.

Action Steps:

Review the data provided by the Department of Employee Relations and analyze that data in conjunction with other information collected to assess patterns or problems with retention. Other data to include in review includes: protected group reports; affirmative action complaints; ADA complaints; requests for missed opportunities; exit interviews and recruitment information. AA designee will participate in layoff discussions to assess any impact on protected group members.

Responsibility:

Affirmative Action Officer, and Director of Human Resource

Discrimination/Sexual Harassment

Introduction:

The Department of Finance intends to have a workplace free of harassment and discrimination and, therefore, will not tolerate actions by employees that are harassing or discriminatory. Employees are expected to conduct themselves with dignity and respect for others.

Policy:

The Department of Finance prohibits harassing or discriminatory actions by any of its employees. The department will take prompt and appropriate action in response to complaints of alleged discrimination, including sexual harassment. Any person who feels they are being subjected to discrimination or sexual harassment in any form or believes they have witnessed illegal discrimination or sexual harassment, should promptly report it to one or more of the following people: their supervisor/manager, the Assistant Commissioner for their division, or the Affirmative Action Officer/Human Resource Director. This includes employees, applicants, eligibles and independent contractors. If an investigation into a complaint of discrimination/sexual harassment finds evidence that discrimination or harassment has occurred, prompt and remedial action will be taken. Retaliation will not be tolerated against any employee who has participated as a complainant or as a witness in any departmental proceedings involving discrimination or sexual harassment. No employee shall intentionally use this policy or related procedure for reason of personal malice or abuse. Coercion, reprisal or intimidation of anyone filing a complaint or serving as a witness under this procedure is prohibited. Employees violating this policy may receive discipline up to and including discharge.

Definitions:

Discrimination: is an act on the basis of prejudice, intentional or unintentional, because of an individual's or groups' protected class characteristics with respect to hiring, tenure, compensation, terms, upgrading, conditions, privileges of employment, except when based on a bona fide occupational qualification.

Protected class: Those characteristics which are covered by Title VII of the Civil Rights Act of 1964 and the Minnesota Human Rights Act which includes race, color, sex, religion, creed, national origin, disability, age, sexual orientation, marital status, public assistance or membership/activity in a local commission.

Sexual harassment: Is a form of sex discrimination. Unwelcomed sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to or rejection of this conduct:

- ◆ explicitly or implicitly affects an individual's employment;
- ◆ is used as a factor in decisions affecting that individual's employment;
- ◆ substantially interferes with an individual's employment; or
- ◆ creates an intimidating, hostile or offensive work environment.

Discrimination/Sexual Harassment Complaint Procedures:

1. To bring forth a complaint of discrimination or sexual harassment, employees are encouraged to use the following procedure but are not prohibited from filing a complaint with the Equal Employment Opportunity Commission (EEOC) or the Minnesota Department of Human Rights. Department employees who believe they have been discriminated against or sexually harassed, or who have witnessed such behavior among other employees, are urged to use this procedure. Individuals working in the department on a contractual basis may also use this procedure.
2. If the department learns through an exit interview or other means that an employee has left department employment because of alleged sexual harassment or discrimination, the appointing authority or his/her designee will conduct an inquiry. A copy of the inquiry will be brought to the attention of the Affirmative Action Officer.
3. Complaints alleging discriminatory behavior including sexual harassment will follow procedures outlined in the appropriate collective bargaining agreements or plans. If no specific provisions are contained within the appropriate bargaining agreement or plan, the procedure contained in the bargaining agreement between the State of Minnesota and AFSCME, Council 6 shall be used.
4. Complaints should be resolved informally whenever possible. The employee is encouraged, but not required, to attempt to resolve the issue directly with the employee involved, by asking that the offensive behavior stop. The complaining employee does not have to do this if they do not wish to, and may bring the matter directly to the attention of supervisory authority.
5. The person alleging discrimination (complainant) are encouraged to complete a departmental form, "Complaint of Discrimination/Sexual Harassment." Verbal complaints will be accepted and processed through this procedure also.
6. Complaints may be filed with either the employee's supervisor, manager, Assistant Commissioner, Affirmative Action Officer/Human Resource Director or Commissioner.
7. The person who receives the complaint will contact the Affirmative Action Officer/Human Resource Director.
8. Within five (5) working days of receipt of the complaint, the Affirmative Action Officer/Human Resource Director will determine if the complaint falls within the area of discrimination/sexual harassment. If it does not, the employee will be notified so that s/he may use another grievance or procedure for resolution.
9. The AAO will conduct or arrange an investigation of the complaint. The AAO will notify the complainant that representation by the complainant's union is available if desired (and appropriate). The investigator will inform the complainant that private data is being collected and will provide them a "Tennessee

Disclosure.”

10. The AAO will notify the complainant, respondent and, when appropriate, the employee's bargaining unit that an investigation into alleged discriminatory conduct will commence.
11. The investigator will conduct an investigation and submit a written report of findings to the AAO.
12. The AAO will review and make a recommendation for final resolution to the Commissioner with sixty (60) days of receipt of the complaint.
13. The AAO will notify the complainant and respondent of the investigative findings.
14. All dispositions of discrimination complaints shall be filed with the Commissioner of Employee Relations within thirty (30) days of final determination by the department.

The following procedure is taken from the Minnesota State Employees Union *AFSCME, Council No. 6, AFL-CIO and the State of Minnesota 1997-1999 Master Agreement*. This process will be used for all sexual harassment complaints where a provision is not included in the complainant's (if an employee) bargaining agreement or plan. References to *the Union* shall mean the exclusive bargaining representative of the affected complainant (if appropriate).

APPENDIX L - PROHIBITION OF SEXUAL HARASSMENT

It is agreed by the Employer and the Union that all employees have a right to a workplace free of verbal and/or physical sexual harassment. "Sexual harassment" includes unwelcomed sexual advances, requests for sexual favors, sexually motivated physical contact or communication of a sexual nature when:

1. Submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of obtaining employment;
2. submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment; or
3. that conduct or communication has the purpose or effect of substantially interfering with an individual's employment or creating an intimidating, hostile, or offensive employment environment.

The Employer agrees that all agency complaint procedures for sexual harassment shall be opened to union participation at the request of the complaining employee, and that each Appointing Authority/designee

(Department of Finance AAO) shall inform a complaining party of this right. Further, the employer and union agree that agency complaint procedures covering sexual harassment are modified to include these additional requirements:

1. When a complaint of sexual harassment is initiated, a notice of a complaint in progress will be sent by the Appointing Authority/designee to the union. If in filing a complaint an employee states that she/he is unable to function in the work site from which the complaint arose, the Appointing Authority/designee shall conduct a preliminary investigation within two (2) working days. If this preliminary investigation establishes that a reasonable basis for the employee's concern about continuing in the work situation exists, the Appointing Authority/designee shall take intervening action to defuse the situation which may include temporarily reassigning either party until such time as the complaint is fully investigated, there is a finding and corrective action, if required, is implemented.
2. Within thirty (30) calendar days, the Appointing Authority/designee shall conduct a full investigation and prepare a report along with designated actions to be taken to remedy the complaint. If the complaining employee has requested the union's involvement in the complaint, the union's representative as well as the complainant shall be provided a written summary of the findings and resolution. The union and employer agree that all hearings and records shall be private, and that reprisal against an aggrieved employee or a witness is prohibited.
3. If the Appointing Authority fails to respond to resolve the matter to the satisfaction of the appealing party, then the complaint may be referred to the Office of Diversity and Equal Opportunity of the Department of Employee Relations for review within twenty-one (21) calendar days of the response or lack of response by the Appointing Authority. The Office of Diversity and Equal Opportunity shall confer within ten (10) working days with the Appointing Authority/designee involved in an attempt to resolve the complaint.

Any complaint that is not resolved by this procedure is not subject to the provisions of Article 17 of the Master Agreement between the union and the employer. Such unresolved complaints, if pursued, must be filed with the Minnesota Department of Human Rights within one (1) year of the occurrence of the alleged harassment.

ADA/Title II Grievance Procedure:

The State of Minnesota has established grievance procedures that provide for the prompt and equitable resolution of complaints alleging any action that is prohibited by Title II (Public Service provisions) of the Americans with Disabilities Act (ADA). This grievance procedure is to be used by persons with disabilities who are eligible for the services, benefits, programs or activities of this agency.

Title II states in part that "no otherwise qualified disabled person shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or

activities sponsored by a public entity.

Complaints relating to the Department of Finance should be sent to:

ADA Coordinator: Ann O'Brien
Department/Agency: Finance
Address: 400 Centennial Office Building
658 Cedar Street
St. Paul, MN 55155
Telephone Numbers: Voice: (651) 296-5904
MN Relay Service: 1-800-627-3529 V/TTY

1. A complaint should be filed in writing containing the name and address of the complainant, a brief description of the violation and accommodation sought. The complaint shall be filed within fifteen (15) working days after the complainant becomes aware of the alleged violation. Within 10 working days of the receipt of the written complaint, the ADA Coordinator will acknowledge in writing receipt of the complaint. The ADA Coordinator shall review the complaint for completeness and validity, shall make all parties to the complaint aware of the allegation, obtain additional information related to the complaint if necessary, and shall attempt to resolve the complaint.
2. If the ADA Coordinator is not able to resolve the complaint in step 1, the ADA Coordinator shall schedule a meeting, which will include the ADA Coordinator, representative(s) of the agency and the complainant within fifteen (15) working days. The ADA Coordinator will respond in writing to the complaint detailing any actions taken or proposed by the agency within fifteen (15) working days of the meeting.
3. If the complainant is not satisfied with the agency's proposal to resolve the complaint, the complaint shall be referred to the ADA Advisory Council. The ADA Advisory Council will review the complaint and any documentation associated with the complaint and respond to the complainant in writing within thirty (30) days of their recommendation for action.
4. Nothing in this procedure prevents individuals who believe they have a grievance under the ADA from contacting the Minnesota Department of Human Rights, the Equal Employment Opportunity Commission, the U.S. Department of Justice or a private attorney.
5. Any time lines established in these procedures may be waived by written mutual consent.

Complaints of discrimination based on disability in employment should be addressed through the discrimination complaint procedure found in the agency's Affirmative Action Plan.

COMPLAINT OF DISCRIMINATION

INFORMATION ON THE COMPLAINANT (You)

Name: _____ Job Title: _____
Work Address: _____ Phone: _____
Agency: _____ Division: _____ Supervisor: _____

INFORMATION ON THE RESPONDENT (Person who harassed or discriminated against you)

Name: _____ Job Title: _____
Work Address: _____ Phone: _____
Agency: _____ Division: _____ Supervisor: _____
Others who harassed or discriminated against you: _____

INFORMATION ON THE COMPLAINT

Basis (check all that apply):

Age _____ Race _____ Color _____ National Origin _____ Creed _____ Religion _____ Disability _____
Gender _____ Sexual Orientation _____ Sexual Harassment _____ Marital Status _____ Political Opinion/Affiliation _____
_ Reliance on Public Assistance _____ Membership or Activity in Local Commission _____ Political Opinion or Affiliation _____
Other (specify): _____

Date most recent act of harassment or discrimination took place: _____

Describe how you have been harassed or discriminated against, giving names, dates, places, etc. (Be as specific as possible; attach additional sheets as necessary):

Describe the actions you would like the Department of Finance to take in this matter:

I wish to be represented by my Union in this matter: Yes _____ No _____ N/A _____

This complaint is being filed based on my honest belief that an employee (employees) of the Department of Finance harassed or discriminated against me. I hereby certify that the information I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief.

Received by: _____ Complainant's Signature: _____

Date: _____ Date: _____

If you filed this complaint with another agency, please give name of that agency: _____

Minnesota Department Of Finance

Americans With Disabilities Act

NOTICE TO THE PUBLIC

It is the policy of the Department of Finance to comply with the provisions of the Americans with Disabilities Act, 42 U.S.C.A. Section 12101, et. seq. ("ADA"). The ADA prohibits discrimination against qualified individuals with disabilities on the basis of their disability. The ADA provides, in part, that qualified individuals with disabilities shall not be excluded from participating in or be denied the benefits of any program, service or activity offered by this department.

The ADA requires that all programs, services and activities, when viewed in their entirety, are readily accessible to and usable by qualified individuals with disabilities. This department must communicate effectively with individuals with speech, visual, and hearing impairments and provide auxiliary communication aids to qualified individuals with disabilities participating in or benefiting from this department's programs, services or activities to afford equal opportunity.

Should you wish to review the ADA or its interpretive regulations, ask questions about your rights and remedies under the ADA, request a reasonable modification to this department's policies, practices or procedures, or file a written grievance with this department alleging non-compliance with the ADA, please contact the department's Designated Coordinator for the ADA listed below. {

Name:	Ann O'Brien
Department/Agency:	Finance
Address:	400 Centennial Office Building 658 Cedar Street St. Paul, MN 55155
Telephone Numbers:	Voice: (651) 296-5904 MN Relay Service: (651) 297-5353 1-800-627-3529

Request For Reasonable Accommodation

Policy:

It is the policy of this agency to employ and promote any qualified person, including people with disabilities. It is the policy of the Department of Finance to reasonably accommodate qualified individuals (as defined by the ADA) with known physical or mental disabilities, to enable them to compete in the selection process or to perform the essential functions of the job and/or to enjoy equal benefits and privileges. An accommodation must provide an opportunity for the person with a disability to achieve the same level of performance or to enjoy benefits or privileges equal to those of a similarly situated employee without a disability. Funding for accommodations is provided by the department unless the accommodation causes an undue hardship or poses a direct threat to the health and safety of others in the workplace. This agency's reasonable accommodations policy applies to all qualified applicants, current employees and employees seeking promotion who have a physical or mental impairment that substantially limits one or more major life activities; or have a record of such impairment; or are regarded as having such an impairment. This policy does not pertain to persons with non-ADA qualifying conditions.

Accommodations will not be required for non-job related personal needs of individuals even though they may be a qualified disabled individual. In such cases, questions may arise as to whether the accommodation is personal or job related. The primary factors in evaluating an accommodation is whether the accommodation will enable the person to perform the job on an equal basis in the most cost effective manner and in the most integrated setting possible.

Transportation to and from work is the responsibility of the employee. This agency will not provide transportation to and from work as part of reasonable accommodation.

This agency will provide accommodations to qualified disabled employees/job applicants/eligibles when such accommodations are directly related to performing a job or competing for a job on an equal basis.

- **A person with a disability** for purposes of this policy is anyone who meets the definition as stated in Section 504 regulations of the 1973 Rehabilitation Act as amended in 1978, Sub-part A, Section 84.3 j1-2 and k104 and Chapter 363 of the Minnesota's Human Rights Act and the Americans with Disabilities Act of 1990, Subd. P.L. 101-336, Sec.102C. A person with a disability is anyone who:
 1. has a physical or mental impairment that substantially limits one or more of such person's major life activities;
 2. has a record of such impairment which means that a person has a history of or has been misclassified as having a mental or physical impairment that substantially limits one or more major life activities;

3. is regarded as having such an impairment which means:
 - a. has a physical or mental impairment that may not substantially limit major life activities, but that is treated by an employer as constituting such a limitation;
 - b. has a physical or mental impairment that substantially limits major life activities only as a result of the attitudes of others toward such impairment; or
 - c. has no impairment but is treated by an employer as having such an impairment.
- A reasonable accommodation for purposes of this policy is any change or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy equal employment opportunities. Examples of accommodations may include acquiring or modifying equipment or devices, modifying examinations and training materials, making facilities readily accessible, job restructuring, modifying work schedules, providing qualified readers or interpreters and reassignment to a vacant position.

Procedure

A. JOB APPLICANTS

1. Request for Reasonable Accommodation
 - a. All initial communication with job applicant regarding job vacancies shall indicate the willingness of the agency to make reasonable accommodations to the known physical or mental disability and shall invite the applicant to contact the agency for the needed accommodation.
 - b. The individual contacted with the request shall contact the Human Resource Director immediately. In order to ensure that the accommodation is provided at the interview, requests shall be handled in a timely manner. The Human Resource Director will advise the ADA Coordinator of decisions.
 - c. The Human Resource Director shall contact the job applicant to discuss the needed accommodation and possible alternatives.
 - d. If the accommodation is approved, the Human Resource Director or designee will take the necessary steps to see that the accommodation is provided.
 - e. If the accommodation cannot be provided, the Human Resource Director will inform the applicant in writing of the reason within a reasonable time period.

B. EMPLOYEES

1. Request for Reasonable Accommodations

In order to avoid processing delays, the procedures for processing requests for reasonable accommodations should reflect the least number of approval steps necessary. The following are the steps in requesting reasonable accommodations for current employees:

- a. The supervisor and the employee with a disability consult to determine the need for the accommodation and to discuss alternatives such as job restructuring, job site modification and assistant devices.
- b. The supervisor submits a written request form PE-00091-01, obtained from the ADA Coordinator/designee or Human Resource Director for reasonable accommodation, within five (5) working days upon receipt of the request. The request includes a justification for the accommodation, and includes a statement of the limitations. A medical statement of limitations may be included if the Human Resource Director deems advisable.
- c. The Human Resource Director will notify the Commissioner of the request and gather information regarding availability and cost within seven (7) working days.
- d. The Human Resource Director reports to the Commissioner with a recommendation. The Commissioner considers the available alternatives and decides whether or not to grant the requested accommodation and determines what accommodation should be provided. The decision is then provided in writing to the supervisor within seven (7) working days after the agency makes the determination.
- e. The Human Resource Director fills out the Reasonable Accommodations Agreement Form PE-00092-01 and obtains necessary signatures.
- f. The Human Resource Director notifies the ADA Coordinator of the decision.
- g. The ADA Coordinator submits appropriate purchasing documents to the purchasing agent if equipment, furniture or other assistive devices must be purchased.

C. METHODS OF PROVIDING REASONABLE ACCOMMODATION

The following are some methods of providing reasonable accommodations to qualified individuals with disabilities. Other forms of reasonable accommodation may also be provided.

1. Modification of Equipment or Assistive Devices

The provision of equipment may include special telephone equipment, "talking" calculators, one-handed typewriters, closed circuit televisions, specifically designed desk and files, TTY communications equipment and other types of equipment to facilitate the performance of job duties. These items may include off-the-shelf devices as well as highly specialized, customized and/or prescription items.

2. Job Site Modification

The planning and provisions of accessibility to existing facilities may be required in order for individuals with disabilities to work in them. Modifications may include adjustments to equipment height, including desks, chairs, etc., addition of electrical outlets, rearrangement of furniture and equipment, widening doorways, reallocation of the job site to an accessible area, provision of special parking facilities, modifications of ventilation, heating, cooling and lighting systems, and other types of similar modifications. This agency will negotiate any changes with the Real Estate Management Division of the Department of Administration to determine costs involved.

3. Job Restructuring

The restructuring of any job may include modifying work hours and/or changing job duties while retaining the basic job functions. Arrangements must be considered for full-time permanent and intermittent employment. Job sharing and flexible work hours may permit disabled employees to meet such needs as medical appointments and medical dietary requirements.

4. Support Services

Support services such as interpreters for deaf or hard of hearing individuals, readers for blind, special attendants, etc., must be provided when it is clearly demonstrated that these services are required for employees with disabilities performance of the essential functions of the job. Support services may also be needed for job applicants during the interview process. This agency may directly or on a contractual basis with any agency outside the department provide the training necessary to allow staff members to provide support services when such training and the provisions of such support services are administratively feasible.

D. UNDUE HARDSHIP

In determining whether or not the making of a reasonable accommodation would impose an "undue hardship" on the operation of a recipient's program, factors to be considered must include:

1. the overall size of the recipient's program (i.e., number and type of facilities, size of budget);

2. the type of the recipient's operation including the composition and structure of the recipient's workforce;
3. the nature and cost of the accommodation needed;
4. The reasonable ability to finance the accommodation is each site of business; and
5. documented good faith efforts to explore less restrictive or less expensive alternatives including consultation with the person with a disability or with a knowledgeable person with a disability or organizations.

E. FUNDING FOR REASONABLE ACCOMMODATION

This agency will make funds available in order to provide reasonable accommodations to employees/job applicants with disabilities. (The amount will be determined by the Commissioner and funds will be used only when a reasonable accommodation request has been approved and signed by the Commissioner.)

F. PURCHASE AND MAINTENANCE OF ACCOMMODATIONS

1. While en employees preference will be given consideration, the department is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
2. All tangible accommodations purchased by this agency will be the property of the State of Minnesota and shall be sued only for job related functions. The maintenance of equipment will be the responsibility of the department, and projected maintenance costs will be a factor in the initial decision to provide accommodations -- for example, repair of special office equipment.

G. DENIAL OF ACCOMMODATION

All denials of requests for reasonable accommodation will be documented and kept on file by the ADA Coordinator. A copy of the document denying the request for reasonable accommodation will be given to the supervisor. The ADA Coordinator will notify the employee of the denial and inform the employee of his/her right to appeal and to file with other government agencies such as Human Rights and the Equal Employment Opportunity Commission.

H. APPEALS

An employee who is dissatisfied with the reasonable accommodation decision can appeal directly to the Commissioner with fifteen (15) working days of the decision. The Commissioner will, within fifteen (15) working days of the individual's appeal, convene a reasonable accommodation review committee which shall consist of persons previously not involved, such as a rehabilitation engineer (or other person knowledgeable of the requested accommodation). This committee will review all pertinent material and steps leading to the decision according to the following criteria:

- a. job relatedness;
- b. effectiveness;
- c. necessity;
- d. the relationship between the accommodation and essential job functions;
- e. cost; and
- f. other claims of undue hardship.

The committee will make a recommendation to the agency head within ten (10) working days from the date the committee was convened unless more time is needed to obtain more information from outside sources. The Commissioner will make a final determination within ten (10) working days from receiving the committee's recommendation. The ADA Coordinator will then convey written copies of the decision to the employee and supervisor. If the employee is still dissatisfied with the decision/ s/he may file with federal, state, local and human rights offices. The department's ADA Coordinator will provide employees and compliance agencies with information on assistance needed in the appeals process. Information will be provided in compliance with the Minnesota Government Data Privacy Act. Compliance agencies which are investigating complaints or request information from the agency head will be provided documentation relating to the denial of a request for reasonable accommodation.

Employee Request for Reasonable Accommodation

Agency: Department of Finance

Please Print or Type

Employee Name:		Classification:	Date of Request:
Division:	Statement of Limitation <i>(Attach medical statement if requested by manager)</i>		
<i>* Attach additional sheets for questions below if necessary.</i>			
1. Please describe the nature of your limitation, what life activity(ies) it substantially limits, and how this(these) life activity(ies) is(are) substantially limited:			
2. Type of accommodation requested to perform essential function(s) of your job:			
3. What essential function(s) of your job will the requested accommodation allow you to perform?			
4. Why is the requested accommodation necessary to perform the essential job function(s)?			
5. How will the requested accommodation be effective in allowing performance of the essential job function(s)?			
Signature of Employee:			Date:
Signature of Supervisor:			Date:
Signature of Manager:			Date:
Additional Comments:			

Information on this form shall be confidential with the exceptions according to the Rehabilitation Act of 1973, Section 504, Subd. 84.14 and the Americans with Disabilities Act of 1990, Subd. P.L. 101-336, Sec. 102C.

PE-00091-03 (10/95)

Department of Finance

REASONABLE ACCOMMODATION AGREEMENT

- This form is to be completed by the Department's Affirmative Action Officer after the reasonable accommodation decision has been made. The signatures on the bottom of this form indicates an agreement between the employee and the Department to the specific accommodation.

Name of Employee	Name of Division Manager
<p>The request for reasonable accommodation to the needs of the above named handicapped employee was:</p> <p><input type="checkbox"/> ACCEPTED <input type="checkbox"/> DENIED</p> <p>Justification for the decision (indicate specific factors considered)</p>	
<p>If reasonable accommodation was approved, was the employee's suggestion accepted?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially</p> <p>REASON:</p> <p>DESCRIBE specific accommodations to be made.</p>	
COST ESTIMATE:	
I have read the employee request for reasonable accommodation. I understand that all tangible accommodations purchased by the Department, will become the Property of the State of Minnesota.	
Signature of Employee	Date
Signature of Commissioner	Date
Signature of Affirmative Action Officer	Date

PE-00092-01 (4/83)

Zero Tolerance of Workplace Violence

Introduction:

In 1992, the Minnesota Legislature adopted the following act (M.S. ' 1.5):

Freedom from Violence

The State of Minnesota hereby adopts a policy of zero tolerance of violence. It is state policy that every person in the state has a right to live free from violence.

In furtherance of this policy, M.S. 15.86 mandates that each agency of state government adopt a goal of zero tolerance of violence in and around the workplace. Each agency is also encouraged to develop a plan that describes how the agency will (1) seek to eliminate any potential for violence in and around the agency workplace, and (2) seek to eliminate any potential for violence by affecting the attitudes and behavior of the people that the agency serves or regulates.

Goal/Policies:

It is the goal of the Minnesota Department of Finance to achieve a work environment that is free from threats and acts of violence. The department will not tolerate workplace violence of any type, from any source. This includes threatening or violent actions by employees directed against other employees, by employees directed against department customers or other workplace visitors, and by department customers or visitors directed against department employees.

It is the responsibility of the department and its managers, supervisors and employees to maintain a workplace free from threats and acts of violence. The department will work to provide a safe workplace for employees and for visitors to the workplace. Each employee and everyone the department comes into contact with in its work deserves to be treated with courtesy and respect.

The department's policies on work-related violence include the following:

- The department will actively work to prevent and eliminate acts of work-related violence.
- The department will respond promptly, positively, and aggressively to deal with threats or acts of violence. This response will include timely involvement of law enforcement agencies when appropriate.
- The department hereby adopts and will work to enforce a policy of prohibiting possession of firearms and other dangerous weapons in the workplace.

- Incidents of work-related threats or acts of violence will be treated seriously by the department. Reports of such acts will be promptly investigated, and management will take action as necessary to appropriately address each incident.
- The department will take strong disciplinary action, up to and including discharge from state employment, against employees of the department who are involved in the commission of work-related threats or acts of violence.
- The department will support criminal prosecution of those who threaten or commit work-related violence against its employees or against taxpayers and other visitors to its work environment.
- Employees who are the targets of threats of violence, or who are the victims of workplace-related violence, will be promptly referred to the appropriate aid, assistance and/or support resources.
- Pursuant to M.S. ' 15.86, this policy does not create any civil liability on the part of the state of Minnesota.

Plan/Procedures:

1. The department will provide a safe workplace. The department is committed to ensuring that the workplace provides for the safety of employees and guests and for reasonable protection from workplace violence.
 - **Office security procedures.** Refer to "Chapter 401 - Office Security" of the *Department of Finance Policy and Procedure Manual*.
2. The department will attempt to limit violence from external sources by positively affecting the attitudes and the behavior of its customers.
 - **Customer service.** Employees are responsible for greeting guests of the department, responding to their inquiries and providing directions, as appropriate, and otherwise using appropriate business etiquette in conducting department business. Employees must also be alert to the needs and presence of visitors to ensure that departmental business is conducted in a safe and efficient manner.
3. The department will attempt to reduce the potential for internal workplace violence by positively affecting the attitudes and the behavior of its employees.
 - **Creating a low-risk work environment.** Department managers and supervisors are expected to promote positive behavior and to lead by example by treating employees with the respect and dignity each person deserves. Emphasis will be placed on creating a workplace where established standards of conduct are clear, are communicated, and are consistently enforced, and where discipline is used fairly

and appropriately to deal with instances of unacceptable behavior.

- **Supervisory training.** All department managers and supervisors will be provided with training on how to deal with workplace-related threats and acts of violence. This training will focus on prevention and de-escalation of violence, will include suggestions for appropriate responses to threats and acts of violence, and will identify those resources which are available for use once a potential problem has been identified, or an incident has occurred.
- **Employee training.** All employees will be given the opportunity to receive training in threat awareness and in appropriate responses to aggressive, threatening and violent behaviors. Assessment of additional training needs for employees will be made upon request of the unit supervisor, and appropriate training programs will be developed and presented.
- **Employee counseling and assistance.** The department will encourage use of the Employee Assistance Program (EAP). The EAP is primarily an assessment, short-term counseling and referral agency. While supervisors, union representatives, or family members may encourage employees to seek help from the EAP, the decision to use the services must be a voluntary one. Employees may also choose to seek assistance from private health services to deal with pressures, stress, emotional problems, or other personal issues which could, if ignored, lead to threats or acts of violence.
- **Self-help.** Informational brochures and other media will be used to make all employees familiar with the services offered by the EAP and by the department's Health and Wellness Coordinator and will provide information on how to take advantage of those services. Information will also be provided about other options for the resolution of personal and work-related problems that may have a potential for escalating to a violent incident. Employees will be encouraged to utilize all available resources.
- **Valuing and respecting diversity.** It is the department's policy and practice to value and respect individual differences among people. Harassment of any person in the workplace is strictly prohibited. Harassment may be any behavior that is unwelcome, personally offensive, insulting or demeaning when
 - submission to such conduct is explicitly or implicitly made a term or condition of an individual's employment;
 - submission to, or rejection of, such conduct is used as the basis for employment decisions affecting such an individual; or
 - such conduct has the purpose or effect of unreasonably interfering with an employee's performance, or of creating an intimidating, hostile, or offensive working environment.

Harassment and discrimination are serious concerns. Incidents of this nature, if not corrected, may result in workplace violence. Management will continue to treat reports of harassment and discrimination seriously. Complaints of alleged harassment or discrimination will be promptly investigated and, as necessary, appropriate disciplinary action will be taken.

4. The department will effectively deal with threats of violence and with actual incidents of violence.

- **Supervisory responsibilities.** Department managers and supervisors have primary responsibility for ensuring a safe work environment. Managers and supervisors are specifically empowered to take immediate action to resolve or stabilize violent situations in the workplace and to protect people from harm. Supervisors will ensure that, when a threat is made or a violent incident occurs, appropriate incident response resources are notified immediately. Supervisors and managers will also ensure that appropriate disciplinary responses to internal workplace violence and aggression are made.
- **Incident Response Coordinator (IRC).** The department will appoint an Incident Response Coordinator (IRC), who will be responsible for coordinating responses to violent or threatening situations in the workplace. The IRC will
 - a. assist managers and supervisors in the development of applicable training programs;
 - b. serve as a resource referral agent and information source for supervisors and others with regard to workplace violence concerns;
 - c. respond, as needed, to incidents involving threats or acts of workplace-related violence. While each situation will be unique, this will often require that the IRC:
 - perform situation assessments and evaluations;
 - assist with attempts to de-escalate/properly manage potentially violent situations when possible to do so;
 - facilitate and coordinate response actions of appropriate resources, both internal and external; and
 - ensure that appropriate follow-up action is taken (investigation, victim assistance, preventative and corrective actions, etc.).

The IRC will carry out these responsibilities with the assistance of appropriate department, state and local government resources.

5. The department will work to eliminate dangerous weapons from the workplace.

- **Dangerous weapon prohibition.** Effective immediately, the possession of any dangerous weapon, including any firearm, in any Department of Finance workplace by a person other than a law enforcement officer, is strictly prohibited. Department personnel are prohibited from possessing any dangerous weapon, including any firearm, while on official duty. See Appendix A for a list of dangerous weapons included in this prohibition.

Appendix A

Dangerous Weapons

For purposes of this policy, the following items are considered to be *dangerous weapons*:

- any weapon which, per applicable law, is illegal to possess;
- any firearms, loaded or unloaded, assembled or disassembled, including pellet, "BB", and stun guns (electronic incapacitation devices);
- replicate firearms, as defined in M.S. 609.713;
- knives (and other similar instruments) with a blade length of more than three inches, other than those present in the workplace for the specific purpose of food preparation and service;
- any "switchblade" knife;
- "brass knuckles," "metal knuckles," and similar weapons;
- bows, cross-bows and arrows;
- explosives and explosive devices, including fireworks and incendiary devices;
- "throwing stars," "numchucks," clubs, saps, and any other item commonly used as, or primarily intended for use as, a weapon;
- any object that has been modified to serve as, or has been employed as, a dangerous weapon;
- any other item so designated by the commissioner of Finance.

Emergency and Evacuation Plan

Introduction

This plan is designed to provide guidelines for responding to emergencies for Department of Finance Employees within the Centennial Office Building. Remember, not all emergencies fall within the parameters of a defined plan; sometimes individual judgment will be your best guide. Your preparedness, awareness and self-discipline are the keys to an orderly and safe emergency response.

There are two basic procedures we can follow during a building emergency: evacuation or relocation. Emergencies involving probable evacuation:

- fire, flame or smoke,
- floods,
- bomb threats.

Other emergencies that may require only relocation to safe areas within the interior of the building:

- weather related (i.e., tornadoes, blizzards),
- utilities (i.e., electrical, gas, sewer or water),
- medical, accidental or health,
- chemical, environmental or individual (i.e., drugs and alcohol),
- civil disturbances or demonstrations,
- nuclear, accidental plant emission or attack,
- bomb threats.

This plan is designed to provide the employees of the Centennial Office Building with the basic principles and procedures that should be used in the event of an emergency. The plan will provide

- a chain of command to disseminate information and coordinate authority in time of emergency,
- the mechanism for training selected personnel in emergency procedures,
- an organized routine for evacuating all or part of the building,
- a list of alternative ideas and procedures to assist in the orderly handling of emergencies.

General Duties of Emergency Personnel

Capitol Complex Security:

- Provides continuity of emergency administration within the capitol complex.
- Primary authority for emergencies requiring medical, fire, law enforcement or other assistance not contained within the individual units, divisions or buildings.

Building Emergency Director, Assistant and Staff:

- Primary authority for developing and maintaining the Centennial Office Building emergency plan, procedures and communications network.
- Coordinating authority, with Capitol Security and Department of Administration personnel, for the testing and checking of emergency equipment.
- Coordinating authority, with Capitol Security, Department of Administration, and the St. Paul Fire Marshal, for fire safety and evacuation requirements for the Centennial Office Building.
- Primary authority for issuing emergency and emergency-related information to Centennial Office Building employees.
- Provide necessary training in evacuation, CPR, etc.

Senior Floor Monitor:

- Liaison for the Building Emergency Director to the floor wardens and monitors.

Floor Wardens:

- Ensure that floor monitor positions are always filled.
- Schedule meetings of floor monitors and relay information pertaining to emergency routines or special instructions.
- Oversee emergency planning activities by the area monitors to assure adequate employee contact.
- Attend all training sessions scheduled by the Building Emergency Director.

- Address issues related to emergency procedures for persons with disabilities by ensuring that employees have the opportunity to inform the agency of any special needs they may have. Floor wardens also must ensure the selection of "assigned co-workers" and consult with persons with disabilities to determine appropriate emergency procedures.
- During emergencies, check that the floor has been evacuated or that employees have moved to designated areas if safe to do so.
- Check the final location of persons with disabilities if safe to do so.
- Observe that the appropriate procedures have been followed and report the results to the Building Emergency Director, Security, or to the designated command post.

Floor Monitors:

- Check to see that fire doors are kept closed.
- Help to maintain clear aisles and stairwells during regular working hours as well as periods of emergency.
- Routinely inspect fire extinguishers for charge levels, stairwells for burned out lights, P.A. systems and alarms for sound levels, and report any discrepancies.
- Keep employees in their area informed of safety procedures.
- Maintain an up-to-date roster of the employees they are responsible for and be able to account for those employees during an emergency.
- Identify and inform staff of evacuation relocation area.

"Assigned co-workers" for Persons with Disabilities:

- Employees with disabilities will make the determination about how they want to be evacuated and will select two "assigned co-workers" to provide assistance to them during an emergency. Employees with disabilities and their "assigned co-workers" should form a plan to meet in a specific area of the workplace for *all* emergencies to eliminate lost time spent looking for each other before actually evacuating the area. The Centennial Building stairwells would be a good relocation area as they are pressurized with fresh air.

Employees:

- Respond to emergency situations in a calm and orderly fashion.
- Move as quickly as possible to the pre-assigned safe area during evacuation.

What To Do If You See Fire or Smoke

When fire or smoke is observed and no alarm has been sounded:

- Immediately call Capitol Security at C 6-2100 or 9-911 C and report the location and nature of fire.
- Initiate the evacuation plan and either personally take charge or assign an alternate to carry out the evacuation plan.
- Use the fire extinguisher (only if knowledgeable on use of one), hose or metal wastebasket and try to put out the fire if it is confined to a small area (e.g., a wastebasket).
- Evacuate immediately if the fire is too large or could block your exit. Fight the fire only if all the following are true:
 - The fire is confined to a small area; e.g., a wastebasket.
 - The fire department has been notified.
 - Employees are evacuated.
 - You have a way out and can fight the fire with your back to an exit.
 - You have the proper extinguisher and know how to use it.
- Assist any employees endangered by the fire if it is safe to do so.
- Move to the designated exit:
 - Check the door with the back of the hand before opening; if it is hot, move to the alternate exit.
 - If the door is not hot, open slightly to check for fire, odor or smoke.
 - If only moderate amounts of odor or smoke are detected, prop the door open and have a volunteer check to see that the route is clear before having others proceed.
 - If strong odors, smoke or fire are encountered, close the door and move to the alternate exit.
- Direct employees and any visitors to the evacuation area, if available and safe to do so.

- Remind individuals assigned as "assigned co-workers" and employees with disabilities to meet in their pre-determined area and evacuate to the pre-assigned safe stairwell areas.

Once at the evacuation site, the floor monitor or the floor monitor alternate will:

- Report the location of all employees with disabilities assigned to the group to the emergency professionals. Floor wardens will confirm that location.
- Report the location of the fire to the fire department or Capitol Security.
- Conduct a head count and resolve the where-abouts of all employees assigned to the group.
- Report the status of the group to the floor warden.
- Keep employees informed on the status of the emergency.
- Announce the "All Clear" when informed by the fire department or Capitol Security.

Some "Don'ts":

- Do not hesitate to begin the evacuation.
- Do not try to return to your office.
- Do not open doors before properly checking for heat intensity, fire, odor or smoke.
- Do not use the elevators.

What to Do when The Fire Alarm System Is Activated

When the alarm begins, the floor monitor will:

- immediately move to the designated exit:
 - Check the door with the back of the hand before opening; if the door is hot, move to the alternate exit.
 - If the door is not hot, open slightly to check for fire, odor or smoke:
 - If only moderate amounts of odor or smoke are detected, prop the door open and have a volunteer check to see that the route is clear before having others proceed.
 - If strong odors, smoke or fire are encountered, close the door and move to the alternate exit.

- Assist any employees endangered by the fire if it is safe to do so.
- Direct employees and any visitors to the evacuation area.
- Remind individuals assigned as "assigned co-workers" and employees with disabilities to meet in their pre-determined area and evacuate to the pre-assigned safe stairwell areas.

Once at the evacuation site, the floor monitor will:

- Report the location of all employees with disabilities assigned to the group to the fire department or Capitol Security. Floor wardens will confirm that location.
- Conduct a head count and resolve the where-about of all employees assigned to the group.
- Report the status of the group to the floor warden.
- Keep employees informed on the status of the emergency.
- Announce the "All Clear" when authorized.

Some "Don'ts":

- Do not hesitate to begin the evacuation.
- Do not try to return to your office.
- Do not open doors before properly checking for heat intensity, fire, odor or smoke.
- Do not use the elevators.
- Do not call Capitol Security. They will already be involved and you could tie up the switchboard.

What to Do when Severe Weather Threatens

Notice of weather-related threats - for example: tornadoes, severe storms or blizzards - will usually be initiated by the National Weather Service (NWS). Both the NWS and local radio broadcasts are monitored by Capitol Complex Security and the staff of the Building Emergency Director. In the event the building becomes endangered by a storm, the Building Emergency Director will issue relocation orders.

When the relocation order is given, the floor monitor will:

- Direct employees and any visitors to move away from windows and move to the assigned safe areas.
- Remind individuals assigned as "assigned co-workers" and employees with disabilities to meet in their pre-determined area and relocate to the pre-assigned safe stairwell areas.

Once relocated, the floor monitor will:

- Conduct a head count, if requested by the Emergency Director, and resolve the where-abouts of all employees assigned to the group and report the status of the group to the floor warden.
- Keep employees informed on the status of the emergency.
- Announce the "All Clear."

In the case of winter storms, all employees are asked to monitor WCCO Radio, 830 AM. The closure of state offices will be announced on the radio prior to shift start times. Closure after the start of the shift will be announced by the Building Emergency Director or Capitol Security. Floor wardens should ensure that deaf or hard of hearing employees are made aware of the closure of state offices (e.g., ensure that deaf or hard of hearing employees who use TTY=s have made arrangements with their supervisor, "assigned co-workers," relatives or friends to be contacted through the use of the Minnesota Relay Service at 1-800-627-3529 or some other means).

What To Do In Case Of A Bomb Threat

If you receive a bomb threat, pay attention, ask questions, and attempt to determine:

- the location of the bomb,
- time set for detonation,
- a description of the bomb,
- what type of explosive it is,
- why the bomb was placed,
- who placed the bomb (ask for the person's name or group).

Once you have received a threat:

- Call Capitol Security 6-2100 and give as much of the above information as you can. Capitol Security will issue a "YELLOW ALERT" indicating that a threat has been made.

When a "YELLOW ALERT" is issued, each employee should immediately *look* around the area for suspicious packages, letters, etc. Employees are *not* to touch anything they cannot identify.

Employees should be alert to envelopes or parcels that emit peculiar odors, are stained, have protruding wires, tinfoil or visible strings; contents that make a sloshing sound; or packages that "make noise."

While mail bombs can come in many sizes and shapes, they do have some unique characteristics that should help detect suspected items:

- letters that are bulky, appear uneven or lopsided, or feel rigid;
- packages that are usually reused cartons with traces of previously used labels, return addresses, glue or tape;
- letters or packages that have irregular shapes, soft spots or bulges;
- packages that are unprofessionally wrapped and often marked "Fragile," "Handle with Care," "Rush," or "Do Not Delay;"
- materials with no return address;
- homemade labels with cut-and-paste lettering;
- excessive numbers or amounts of postage.

(Morton M. Raymond, "How to Cope with Bomb Threats in the Mailroom," *THE OFFICE*, Volume 104, Number 4, "October 1986," page 54.)

Capitol Security personnel will search any of the high-risk, public and exterior areas, so department employees should stay away from these areas.

If any suspicious item is discovered, **do not touch or move it**. Call Capitol Security. Capitol Security will then issue a "BLUE ALERT."

When a "BLUE ALERT" is issued, employees will be asked to avoid the suspect areas and/or relocate to a safe area.

If Capitol Security and/or the Building Emergency Director deem it is unsafe for anyone to remain in the building, they will issue a "RED ALERT."

When a "RED ALERT" is issued, the fire alarms will be sounded and employees should evacuate the building accordingly.

Once at the evacuation site, the floor monitor will:

- Report the location of all employees with disabilities assigned to the group to the authorities. Floor wardens will confirm the location.
- Conduct a head count and resolve the whereabouts of all employees assigned to the group.
- Report the status of the group to the floor warden.
- Keep employees informed on the status of the emergency.
- Announce the "All Clear."

What To Do In A Medical Emergency

If serious injury or illness occurs in your area immediately dial, or have someone call, Capitol Security 6-2100 and be prepared to give the following information:

- the exact location of the emergency C Centennial Building, 658 Cedar Street, room number or floor and suggest an entrance to use,
- the symptoms of the victim,
- your name and callback phone number.

Remember, if Capitol Security is unaware of the emergency, the emergency personnel could be held up until clearance is acquired, especially on the second or third shifts.

Support the victim's medical needs.

- For injury, do not move the victim; try to keep the victim still.
- For bleeding, apply direct pressure to stop the flow; elevate the wounded area if possible. Severe bleeding must be stopped; some movement may be necessary. For chest pains, get the victim off their feet, be reassuring and do not leave them alone.
- For drug overdoses or poisonings, render first aid, if possible, and retain any remaining pills, drugs or containers if available. Follow any emergency procedures listed on the container.

Send a representative if available to the lower east and west entrances and have them guide Capitol Security and the emergency personnel to your location.

For illness or injury of a less severe nature, contact the Health Unit nurse 6-2335 if available. The nurse can provide for the medical needs or take further action. If the nurse is unavailable, contact Capitol Security 6-2100 and provide them with all the information you have.

Support the victim's medical needs using the procedures listed in severe cases and temper the treatment accordingly.

What To Do If The Power Goes Out

Should your area experience a power outage, call Support Services 6-6687 or contact them in person on the second floor.

Any further action will be issued through the Building Emergency Director.

Back-up emergency lighting along evacuation routes will automatically energize.

What To Do If The Phones Go Dead

Should your area experience a loss of phone service, contact Support Services on another phone 6-6687 or contact them in person on the second floor.

Remember, loss of phone service can be very serious; it is usually your most important form of outside communication in the event of an emergency.

Any further action will be issued through the Building Emergency Director.

What To Do If There Are Civil Disturbances Or Demonstrations

If disturbances occur in your area, immediately contact Capitol Security 6-2100 and provide them with all the information you have. Also contact the Building Emergency staff 6-6687 and they will issue any further instructions or procedures. Remind employees in your area to remain calm, continue working if possible, stay out of harm's way and be prepared to secure or restrict access to confidential records.

If disturbance is outside the building, the Emergency Director or a member of the staff will

- keep building occupants advised of any threatening conditions,
- advise the building occupants of areas to avoid,
- be the focus of any media attention. Employees should be reminded that they should give no information without the consent of the Emergency Director or Capitol Security.

Programs, Objectives and Goals

Program: Affirmative Action Hiring

Objective: The department will continue to hire affirmatively and will include Affirmative Action consideration in the hiring process for all hires where a disparity exists.

Responsibility: Affirmative Action Officer and Human Resource Management

Completion Date: Ongoing

Action Steps:

1. The AAO will maintain and provide current information regarding disparities to members of the Senior Staff and to department supervisors and managers on a monthly basis.
2. Prior to working with supervisors on hires, members of the Human Resource Office will check AA data identifying disparities that exist.
3. For all hires where a disparity exists, members of the Human Resource Office will conduct a pre-hire review prior to the interview process.
4. The Human Resource Office will maintain files with background materials/documentation on any missed opportunities.

Evaluation: Human Resource Management staff involved in the hiring process will provide oral evaluation of the affirmative action hiring process on a semi-annual basis to the AAO.

Program: Affirmative Action Education

Objective: Provide education to department supervisors and managers about Affirmative Action and about responsibilities in implementing the Affirmative Action Plan.

Responsibility: Affirmative Action Officer and Human Resource Management staff

Completion Date: Ongoing

Action Steps:

1. Develop educational materials that include an overview about the Affirmative Action Plan and specific information about the components of the Plan and specific information about the components of the Plan for which supervisors and managers will be held accountable.
2. Develop educational materials describing the hiring process for situations where a disparity exists and outlining the supervisors= and managers= roles in assuring that affirmative hiring goals are met.
3. Educate supervisors and managers about their role in implementing the Affirmative Action Plan, creating and maintaining a healthy and humane workplace and specific supervisory responsibilities that contribute to retention of protected group members.

Program: Affirmative Action - Retention

Objective: To better understand and to document the reasons behind turnover among protected group members.

Responsibility: Affirmative Action Officer and Human Resource Management staff.

Completion Date: July 1, 1999

Action Steps:

1. Develop an exit interview plan and procedures for offering an additional exit interview to all staff leaving the department.
2. Begin to pilot the exit interview by interviewing protected group members remaining with the department who are interested in participating in the development of the interview.

Program Objectives

- Objective:** The department AAO to attend the Diversity Teleconference sponsored by the Minnesota Department of Employee Relations.
- Rationale:** To explore techniques for managing a diverse workforce. The teleconference is to explore the economics of diversity.
- Methodology:** The Affirmative Action Officer and the Human Resources staff will examine what is needed to develop and retain a truly diverse workforce.
- Action Steps:** Register for and attend the Diversity Teleconference.
- Success Indicators:** An organization that has increased productivity and efficiency due to well diversification.
- Target Date:** Each Fall

Program Objectives (cont.)

Objective: To make effort toward the department's annual goal for estimated hiring opportunities in the managerial classification.

Rationale: The only permanent hire the department currently anticipates is in the managerial classification. Minority and Female employees are currently underutilized in this classification. It would be the hope of the department to hire a protected class individual.

Methodology: The Affirmative Action Officer has informed supervisors of the underutilization within the hiring classification.

Action Steps: Fill a manager vacancy with a protected class individual.

Success Indicator: A special handling report that would show the current work force for the manager classification as not underutilized.

Target Date: March 1999

Program Objectives (cont.)

- Objective:** The department AAO will attend Affirmative Action workshops provided at the annual Statewide Affirmative Action Association (SWAAA) Conference.
- Rationale:** The workshops given are not only informative but the topics are usually very timely.
- Methodology:** Look for workshops sponsored by SWAAA that are pertinent to personnel policies or concerns in the department.
- Action Steps:** Register for the annual SWAAA Conference and attend the various workshops available.
- Success Indicator:** Use the information provided at the workshop to better perform my role as the department AAO.
- Target Date:** Each Summer