This document is made available electronically by the Minnesota Legislative Reference Library as part of an ongoing digital archiving project. http://www.leg.state.mn.us/lrl/lrl.asp

99:1568

ORIGINAL

REGETVE SEP 29-1999

FEGISLATIVE REFERENCE LIBRARY STATE BELIEF BUILDING ST. FAUL, NN 55155

AFFIRMATIVE ACTION PLAN

FOR

APPROVED

MINNESOTA BOARD OF PHARMACY 2829 UNIVERSITY AVE. SE. #530 MINNEAPOLIS, MN 55414-3251

PHONE (612) 617-2201

1998-2000

Affirmative Action Plan

TABLE OF CONTENTS

Statement of Commitment	. 3
Complaint Procedures	4
Objective to Hire Protected Group Members	. 7
Reasonable Accommodations	. 8
Weather Emergencies	. 11
Building Evacuation	. 14
Harassment	. 15
Zero Tolerance of Violence Policy	. 17

STATEMENT OF COMMITMENT

The Board of Pharmacy is committed to the State of Minnesota's Equal Employment Opportunity Policies and Statewide Affirmative Action for its employees and the public it serves. I affirm my personal and official support of these policies, which provide:

- That all employees and potential employees are to be treated equally, and that all personnel actions are to be carried out without regard to race, religion, creed, color, age, national origin, sex, sexual orientation, disability, marital, public assistance status, membership, or activity in a local commission.
- That the Board will further strive to ensure equal access and opportunity in the services it provides to the public.
- That the Board will continue to actively promote a program of affirmative action wherever minorities, women, and persons with disabilities are under-represented in the workforce.

I will be held accountable for ensuring that Affirmative Action Programs are implemented, since I am the individual who can ultimately make the most impact on this program. I shall have a statement in my position description on my affirmative action responsibilities.

In order to administer the plan most effectively, I have delegated this responsibility to the Affirmative Action Designee, Patricia Eggers, who will act as the Board's Affirmative Action Officer and who will be responsible for monitoring the day-to-day activities of the program.

Anyone interested in reviewing the Board's Affirmative Action Plan, or who has concerns about affirmative action or equal opportunity issues, may contact our Affirmative Action Officer. A copy of the plan will be located on the Board's official bulletin board.

Executive Director

Date

INTERNAL DISCRIMINATION COMPLAINT PROCEDURE

The Board of Pharmacy has established the following discrimination complaint procedure, to be used by all employees or applicants. This procedure is designed as an attempt to resolve problems internally before seeking redress from an outside authority. We encourage employees to use this internal procedure before filing a charge with the Department of Human Rights or other agencies. Coercion, reprisal, or intimidation against anyone filing a complaint or serving as a witness under this procedure is prohibited.

Responsibility of Employees

All employees shall respond promptly to any and all requests by the Affirmative Action Officer/Designee (AAO) for information and for access to data and records, for the purpose of enabling the AAO to carry out his/her responsibilities under the complaint procedure. The failure of any employee to comply with the requests of the AAO shall be reported to the Executive Director.

Who May File

Any employee, applicant, or eligible of the Board, who believes that they have been discriminated against by reason of race, creed, color, sex, sexual orientation, age, national origin, religion, status with regard to public assistance, marital status, disability, membership or activity in a local commission may file a complaint.

The Complaint Procedure

The Affirmative Action Officer determines, within 60 days, if the complaint is an equal employment opportunity or discrimination complaint rather than a general personnel concern. If determined by the AAO that it is not a discrimination complaint, the individual will be referred to the Executive Director to file the complaint, as defined by the agency's internal complaint procedure. If determined by the AAO to be a discrimination complaint, the procedure will be as follows:

A. Informal - Employees, eligibles, or applicants are encouraged to present their complaint to the AAO, within ten to fifteen working days after the occurance, in an effort to resolve the complaint. If the employee feels uncomfortable discussing the matter with the AAO, or the complaint is against the AAO, the employee may present the complaint to the Executive Director, who will attempt to resolve the matter informally. Employees also have the right to participate in the statewide Workplace Mediation Project, administered by the Office of Dispute Resolution at the Bureau of Mediation Services.

B. Formal - The complaint must be filed with the AAO in accordance with the steps described below.

Filing Procedures

- 1. The employee, eligible, or applicant completes the "Complaint of Discrimination Form," provided by the AAO. Employees should file the formal complaint within 30 days of the occurrence of the event-giving rise to the complaint. The AAO will, if requested, provide assistance in filling out this form.
- 2. The AAO determines, within 30 days, if the complaint falls under the purview of Equal Employment Opportunity law, i.e., the complainant is alleging discrimination or harassment on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age. The AAO shall also discuss other options for resolution, such as the Workplace Mediation Pilot Project.
 - a. If it is determined that the complaint **is not** related to discrimination, but rather to general personnel concerns, the AAO, within ten to fifteen working days, will inform the complainant.

If the complaint **is** related to discrimination, the AAO will contact all parties named as respondents and outline the basic facts of the complaint. The respondent will be asked to provide a response to the allegations within ten to fifteen working days.

- 3. The AAO shall investigate the complaint and provide a written answer within sixty (60) days after the formal complaint is filed. The complainant will be notified should extenuating circumstances prevent completion of the investigation within sixty (60) days.
- 4. All data collected may, at some point, become evidence in civil or criminal legal proceedings pursuant to state or federal statutes.

 A thorough investigation may include, but not be limited to, the following types of data:
 - a. Interviews or written interrogatories with all parties involved in the complaint; complainant, respondent, their respective witnesses, officials having pertinent records or files, etc.
 - b. All records pertaining to the case, i.e. written, recorded, filmed, or in any other form.

- 5. At the conclusion of the investigation, the AAO shall review the findings of the investigation and, if sufficient evidence substantiates the complaint, appropriate action will be taken. The complainant(s) and respondent(s) will be notified of the completion of the complaint investigation. Any other information released regarding the investigation will be pursuant to the Minnesota Government Data Practices Act.
- 6. If the AAO believes there is insufficient evidence to support the complaint, a letter will be sent to complainant, the respondent(s), and the Executive Director dismissing the complaint.
- 7. The AAO shall maintain records of all complaints and any pertinent information or data for three years after the case is closed.
- 8. Dispensation of the complaint will be filed with the Commissioner of DOER within 30 days of final determination.
- 9. All documentation, associated with a complaint, shall be considered confidential information during the course of an investigation. The status of the complaint, however, will be provided to the complainant and respondent. After an investigation is completed and all appeals are exhausted, all documentation is subject to the provisions of the Minnesota Government Data Practices Act.

OBJECTIVE TO HIRE PROTECTED GROUP MEMBERS

Since the submission of our last biennial budget in 1999, the Minnesota Board of Pharmacy has had three permanent, full-time vacancies in our eleven-employee office.

The Board of Pharmacy is currently under-utilized in minority and disabled protected group members. However, it must be noted that, with so small a staff, it is not only statistically, but practically difficult to maintain a well-balanced workforce. Nonetheless, when the Board of Pharmacy has a vacancy, it will make an effort to recruit protected group members.

REASONABLE ACCOMMODATION POLICY

POLICY

The Board of Pharmacy is committed to encouraging the promotion or employment of people with disabilities. The Board of Pharmacy will make reasonable accommodations to the physical or mental limitations of a qualified applicant or current employee with a disability, unless the accommodation would impose an undue hardship on the agency.

Accommodations will be provided to qualified individuals, whether an employee, employee seeking promotion, or job applicant, when such accommodations are directly related to performing a job or competing for a job. Accommodations will not be provided for non job-related personal needs such transportation to and from work.

An individual with a disability is defined as:

- A person who has a physical or mental impairment that substantially limits one or more of major life activities,
- A person who has a record of such impairment, or
- A person who is regarded as having such an impairment.

Examples of Reasonable Accommodations May Include, But Are Not Limited To:

- 1. Modification of equipment or assertive devices. Purchase of or modification to existing equipment, such as special telephone equipment, talking calculators, one-handed typewriters, and/or specifically designed desk and files.
- 2. Job site modifications. Modifications may include adjustments to equipment height, addition of electrical outlets, relocation of job site to an accessible area, special parking facilities, or other types of similar modifications.
- 3. Job restructuring. This may include modification of work hours and/or changing job duties while retaining the basic job functions.
- 4. Support services. Services such as interpreters for individuals who are deaf or hard of hearing, readers for the blind, or special attendants.
- 5. Re-assignment to a vacant position of equal status when possible and appropriate.

Requests for Reasonable Accommodations for Employees or Employees Seeking a Promotion

The steps to request a reasonable accommodation are:

- 1. The supervisor and the individual with the disability discuss the need for the accommodation and discuss alternatives such as job restructuring, job site modification, and accessible devices.
- 2. The supervisor must inform the affirmative action officer of the request and submit a request for accommodation. The request will include a justification for the request, including a statement of the limitations, the suggested accommodation, approximate cost, and any other pertinent information.
- 3. The affirmative action officer will assist the supervisor by providing the necessary resources and information.
- 4. Upon approval, the supervisor will forward the request form and supporting information to the Affirmative Action Office within seven (7) working days upon receiving the request.
- 5. The Affirmative Action Officer will review the request and assist the supervisor in making the accommodation. If the accommodation will cost a significant amount (an amount already determined by each agency head), the affirmative action officer will forward it along with his/her recommendation to the agency head within three (3) working days.
- 6. The decision is provided, in writing, to the supervisor and employee within five (5) working days after the determination is made by the Executive Director.
- 7. The Affirmative Action Officer will maintain all documents pertaining to the accommodation.

Funding for Reasonable Accommodation

Funding will be provided for reasonable accommodations. The availability of funds varies with each agency. The expenditure of funds for the accommodations over the amount determined to be significant must be approved by the Executive Director. When determining whether or not to make the accommodation without imposing undue hardship on the Board, the following factors must be considered:

- The size of the Board's budget.
- The nature and cost of the accommodation.
- The ability to finance the accommodation in relationship to the site(s) where there may be a need.

• Documented good faith effort to explore a less restrictive or less expensive alternative.

Request for Reasonable Accommodations for Job Applicants

- 1. All initial communication between a job applicant and the Executive Director, regarding a position at the Board, shall indicate the willingness of the Board to make a reasonable accommodation upon request, prior to the job interview.
- 2. The Executive Director shall contact the Affirmative Action Officer immediately to indicate that an accommodation is needed. In order to ensure that the accommodation is provided at the interview, requests shall be handled in a timely manner.
- 3. The Affirmative Action Officer shall contact the applicant to discuss the needed accommodation and discuss possible alternatives if necessary.
- 4. The agreed upon accommodation shall be provided if the cost does not cause an undue hardship on the Board.
- 5. If approved, the Affirmative Action Officer shall take the necessary steps to see that the accommodation is provided.

Denial for Accommodation

All denials of requests for accommodation will be documented and kept on file by the Affirmative Action Officer. The Affirmative Action Officer shall notify the employee of their right to file a complaint of discrimination under the Affirmative Action Plan complaint procedure and inform the employee of the right to file a complaint with the Minnesota Department of Human Rights or the U.S. Equal Employment Opportunity Commission.

If the requested accommodation made by a job applicant is denied, the Affirmative Action Officer shall notify the job applicant of the decision and inform them of the right to file a complaint with the Minnesota Department of Human Rights or the U.S. Equal Employment Opportunity Commission.

Supported Work

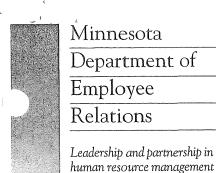
The Board of Pharmacy will review vacant positions and assess the current workload and needs of the office, to determine if job tasks might be performed by a supported employment worker(s). If appropriate, a list of supported workers candidates will be requested from DOER. The Board of Pharmacy will work with, Jonna Morken Hardy, the State ADA/Disability Coordinator, to recruit and hire individuals for supported employment if such a position is created.

WEATHER EMERGENCIES

A copy of the official weather emergency memorandum is included in this plan.

All employees will be notified, as outlined in this memorandum.

All employees who are deaf or hard of hearing will receive notification, if at work, by the supervisor or designated backup staff in the case of an emergency. If the employee is not at work uses a TTY to communicate over the phone, and an emergency is called, the supervisor will contact the employee via the Minnesota Relay Service (MRS) at 1-800-627-3526 to inform the employee of the weather emergency.



Memo

DATE:

November 14, 1997

TO:

Agency Heads

Human Resource Directors/Designees

FROM:

Karen L. Carpenter aren L. Carpenter

Commissioner

RE:

Weather Emergencies

The purpose of this memo is to remind you that once again we are approaching the time of year when we may have severe weather emergencies.

As background, weather emergencies are declared when a number of conditions exist. The factors that are considered are:

- Road maintenance. Are state highways open and snowplows operating?
- Transit operations. Are local transit systems running?
- Additional weather conditions. Is wind, cold or ice a factor?
- Other considerations. Are power or heating systems affected?

This office receives notification from the Duty Officer in the Emergency Management Division of Public Safety if a severe weather situation is occurring anywhere in the state. This office also provides us with road conditions, snowplowing information and transit operations obtained from local law enforcement. We consider all of the information from these sources and then decide if it is necessary to declare an emergency and close state offices.

The decision to declare an emergency can be statewide or limited to a specific portion of the state. Any decision to close state offices due to an emergency does not apply to employees who are required by their agency to work during a weather emergency.

If you have employees who are deaf or have a hearing impairment

Supervisors of deaf and hearing impaired employees should have a procedure in place for these individuals to learn about a weather emergency. If your employee has a TTY machine (telecommunication device for the deaf), the supervisor can contact the employee through the Direct Connect Minnesota Relay Service (MRS) at (612) 297-5353 (metro) or 1-800-627-3529 (out state). Here's how it works:

- The supervisor or other assigned co-worker calls the MRS number.
- The MRS operator dials the employee's number.
- When the supervisor is on the line, he/she can relay a message to the TTY machine and help conduct any conversation that may be necessary.

The weather emergency is meant for those extreme cases when it would be unsafe for most employees to travel to or from home. We recognize that there may be unique individual situations due to the employee's location that make it impossible for that employee to get to work when an emergency has not been declared. In those circumstances, supervisors should consider allowing the employee to make up the lost time or use compensatory time or annual leave.

I hope this information helps you understand how emergencies for state employees are determined and announced. Please feel free to share this information with your employees. Posters sent last year remain the same. If you need additional copies, contact Mary Ferguson at (612) 297-3053. If you have any questions, please contact your human resources office.

cc: Labor Relations Representatives

cfg/weather/m-weathr

BUILDING EVACUATION

All Board employees have received a copy of the University Park Plaza tenant handbook, which contains the building evacuation procedure.

HARASSMENT POLICY

Statement of Policy

It is the policy of the Board of Pharmacy to prohibit verbal and physical harassment of its employees based on race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local commision, age, sexual orientation, or disability. This prohibition, with respect to harassment of any type. Any employee subjected to such harassment should file a complaint with the Affirmative Action Officer. Any unintentional or deliberate violation of this policy by an employee will be cause for appropriate disciplinary action.

The Executive Director is responsible for the application of this policy. This includes initiating and supporting programs and practices designed to develop understanding, acceptance, commitment, and compliance within the framework of this policy. All employees must be informed that harassment is unacceptable behavior, and the Executive Director will be responsible for orienting his/her staff to the Board policy. The Affirmative Action Office will be expected to keep the organization apprised of any changes in the law or its interpretation regarding this form of discrimination. More specifically, the Executive Director will be responsible for:

- 1. Making certain that each individual who makes or recommends employment and other personnel decisions are fully aware of and comply with this policy;
- 2. Notifying all employees within the agency and orienting each new employee whom is hired of this policy;
- 3. Informing all employees in this agency of the complaint procedure and ensuring that all complaints will be investigated promptly and carefully.

Definitions

Harassment is any behavior which is not welcome, which is personally offensive, which, therefore, may affect morale and interfere with the employee's ability to perform and the basis of which is race, national origin, religion, sex, sexual orientation, or disability, etc. For example, harassment based on national origin has been defined by the U.S. Equal Employment Opportunity Commission as "Ethnic slurs and other verbal or physical conduct relating to an individual's national origin."

Sexual harassment has also been specifically defined by the Equal Employment Opportunity Commission as "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- 2. Submission to or rejection of such conduct by an individual

is used as the basis for employment decisions affecting such individual, or

3. Such conduct has the purpose or effect or unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Sexual harassment may take different forms.

- 1. One form is the demand for sexual favors.
- 2. Verbal: unwelcome innuendoes, suggestive comments, and jokes of a sexual nature, sexual propositions, or threats.
- 3. Non-Verbal: unwelcome sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, whistling, or obscene gestures.
- 4. Physical: unwelcome physical contact, including touching, pinching, brushing by the body, coerced sexual intercourse, or assault.

Employees who experience harassment should bring the matter to the attention of a supervisor or the agency Affirmative Action Officer. In fulfilling the obligation to maintain a positive and productive work environment, the Executive Director is expected to stop such harassment between co-workers through appropriate action based on the seriousness of the incident. S/He is also expected to prevent any reprisal taken against an employee who initiates a complaint.

Employees who experience harassment from members of the public should bring the matter to the attention of a supervisor or the agency Affirmative Action Officer. In fulfilling the obligation to maintain a positive and productive work environment, the Executive Director is expected to address such harassment. S/He is also expected to address any reprisal against an employee who initiates a complaint.

Procedure

Any employee of the Board, who believes that s/he has been harassed based on his/her race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local commission, age, sexual orientation, or disability, etc., may file a complaint.

Complaints of harassment should be filed using the internal discrimination complaint procedure included in the Board affirmative action plan.



Minnesota Department of Employee

Leadership and partnership in human resource management

SEP 1996
Received
MN Board Of
Chiropractic

DATE:

Relations

September 13, 1996

TO:

Lori A. Campbell

FROM:

Darcel Lewis and Ellie Webster

RE:

Workplace Violence Plan and Policy

Thank you for submitting the above plan. We have reviewed the information received and we would like to inform you that we are very pleased with the information in your policy and plan.

We would like to encourage you to add an employee acknowledgment form for employees to sign indicating they have received and reviewed the policy and plan. It is recommended that your workplace violence plan and policy is updated annually to ensure that it meets the needs of your agency.

We wish you great success in implementing the policy and plan. Thank you for your partnership on this extremely important issue.

cc: Joanne E. Benson, Lieutenant Governor



Minnesota Board of Chiropractic Examiners

May 28, 1996

MEMO TO:

Executive Directors

OfficeManagers

Health Licensing Boards

FROM:

Lori A. Campbe

Office Managei

SUBJECT:

Zero Tolerance of Workplace Violence plan

I have attached a copy of the full-executed document, "Zero Tolerance of Workplace Violence Policy and Plan" for your use. As previously discussed, I ask that office managers make sure this policy is reviewed with all staff prior to the August 5, 1996 office managers meeting. At that meeting, I would like to be able to record in our minutes that the policy has been reviewed with all employees.

Also attached, you will find a copy of the cover letter to the Department of Employee Relations transmitting our plan (well) before the September 30, 1996 deadline.

If you have any questions or need additional information, please give me a call.

/lac



Minnesota Board of Chiropractic Examiners

May 28, 1996

Darcel Lewis
MN Department of Employee Relations
200 Centennial Office Building
658 Cedar Street
St. Paul, MN 55155-1603

Dear Ms. Lewis:

On behalf of the thirteen (13) health licensing boards, I submit the enclosed brochure entitled "Zero Tolerance of Workplace Violence Policy and Plan of the Minnesota Health Related Licensing Boards". This plan was developed in response to your April 4, 1996 memo which requested plans by September 30, 1996.

If you have any questions or need additional information, please feel free to contact me. If necessary, I will coordinate a response from all boards.

Sincerely,

Lori A. Campbell Office Manager

/lac

cc: Executive Directors - Health Licensing Boards

Campbell



ZERO TOLERANCE OF WORKPLACE VIOLENCE POLICY AND PLAN

OF THE

MINNESOTA HEALTH RELATED LICENSING BOARDS



FREEDOM FROM VIOLENCE - STATEWIDE POLICY

The State of Minnesota has 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.

DEFINITION OF VIOLENCE

"Violence is words and actions that hurt people. Violence is the abusive or unjust exercise of power, intimidation, harassment and/or the threatened or actual use of force which results in or has a high likelihood of causing hurt, fear, injury, suffering or death."

In support of the above statewide policy, the Health Related Licensing Boards have set the following goal and adopted the following policies to prevent workplace violence:

GOAL STATEMENT

The Health Related Licensing Boards will work to ensure a safe working environment for their employees and clients and to prevent workplace violence.

Further, it is the goal of the Health Related Licensing Boards that all employees will:

- a) not engage in or tolerate any abuse or violence in the workplace;
- b) affirmatively treat other human beings with the same respect and dignity with which each of them wishes to be treated; and
- c) engage in employment practices which are free from abuse, harassment and discrimination.

Workplace violence generally falls into three categories:

- A violent act or threat (perceived or real) by a current or former employee, supervisor or manager, or someone who has some involvement with a current or former employee, such as an employee's spouse, significant other, relative or another person who has had a dispute with an employee.
- 2. A violent act or threat (perceived or real) by a customer, patient, resident, prisoner or someone receiving service from the agency.
- 3. A violent act by someone totally unrelated to the work environment. The purpose of the visit is to commit a criminal act such as robbery or bombing.

It is important to note violent acts are frequently the end result of long-standing disputes or unresolved arguments began with a disrespectful comment or action, escalated to more serious levels of violence. It is accurate to say there is a continuum of violence that often begins with such acts as name-calling or other negative comments which progress to pushing, shoving or shouting and continue further into shootings or physical assaults.

To prevent workplace violence, it is important to look at the complete workplace climate or environment rather than just how we respond to incidents or violence in the workplace. We must be aware of outside factors that impact the safety of the workplace environment, such as the spill-over effects of family violence into the workplace.

POLICY

It is the policy of the Health Related Licensing Boards to eliminate any potential for violence in the workplace by affecting the attitudes and behavior of Health Related Licensing Boards' employees. This will be accomplished by educating employees about and enforcing the "zero tolerance for violence" policy and encouraging an atmosphere in which employees and clients alike treat one another with respect and dignity.

- ⇒ All employees will be made aware of the "zero tolerance for violence" policy.
- ⇒ All employees will conduct themselves within identified guidelines of acceptable behavior.
- ⇒ Appropriate training will be provided to all employees.
- ⇒ Security concerns will be addressed at the time they are raised.
- ⇒ All employees will be expected to report all threats or acts of violence, whether or not an injury or fatality occurred.
- ⇒ All threats or acts of violence will be investigated thoroughly and appropriate disciplinary and/or legal action will be taken.

PREVENTION

Policy statement: All employees will be made aware of the "zero tolerance for violence" policy.

The "zero tolerance for violence" policy will be:

- reviewed with each employee at the time of hire;
- reviewed annually at a staff meeting with all current employees;
- posted so it is accessible to all employees; and
- made available to all employees.

Policy statement: All employees will conduct themselves within identified guidelines of acceptable behavior.

- Employees will treat each other and clients with respect and dignity.
- Employees are expected to assist co-workers and clients so that questions and inquiries are handled calmly, pleasantly, efficiently, and effectively.
- The following behaviors will not be tolerated: shouting, name-calling, swearing or other obscene language, throwing things, pushing, making threats, stalking, hitting, "making fun" of other people, slapping, grabbing, pinching, inappropriate touching, bullying, intimidation, harassment, obscene gestures, negative racial or sexual comments, rape, assault, or carrying weapons.

Policy statement: Appropriate training will be provided to all employees.

The types of training which the Health Related Licensing Boards may provide managers and supervisors include:

- identifying types of violence and promoting violence awareness;
- conflict management;
- how to identify early indicators of violence;
- · how to confront and document unacceptable behavior; and
- how to respond to acts of workplace violence.

The types of training the Health Related Licensing Boards may provide all employees include:

- customer service;
- dealing with difficult people;
- effective communication; and
- stress management.

Policy statement: Security concerns will be addressed promptly.

Employees should promptly report any security concerns to the office manager of their respective health related board. The office manager is then responsible for addressing that security concern by whatever means s/he deems necessary (i.e. discuss solutions with the executive director, convene a meeting of the office managers to discuss solutions building-wide, direct building management to resolve, etc.)

The office managers as a group are responsible for providing educational opportunities in such areas as sexual harassment, self defense, and personal safety.

The office manager of each health related board shall act as liaison to building management reporting any building maintenance problems brought to the office manager's attention.

Policy statement: All employees will be expected to report all threats or acts of violence, whether or not an injury or fatality occurred.

Upon witnessing or experiencing a threat or act of violence, employees of the Health Related Licensing Boards shall report immediately to the executive director or other supervisor. A written statement of the incident will be required from the employee.

Policy statement: All threats or acts of violence will be investigated thoroughly and appropriate disciplinary and/or legal action will be taken.

- Incidents of threats or acts of violence will be treated seriously by the Health Related Licensing Boards. Reports of such acts will be promptly investigated; and management will take action, as necessary, to appropriately address each incident.
- Each health related board will take strong disciplinary action, up to and including discharge from state employment, against employees of the board/s who are involved in committing threats or acts of violence.
- Each health related board will support criminal prosecution of those who threaten or commit acts of violence against its employees or clients in the work environment.

RESPONSE

The executive directors of the Health Related Licensing Boards will designate an Incident Response Coordinators for their respective board. Duties of the Incident Response Coordinator include, but are not limited to:

- investigating workplace violence incidents;
- responding to reports of workplace violence, after consultation with the executive director;
- arranging training as identified above; and
- filing/tracking workplace violence information.

In addition, each executive director will be responsible for identifying appropriate managers/supervisors to mediate employee conflicts.

CRITICAL INCIDENTS STRESS DEBRIEFING

Critical incidents are defined as:

- 1. Any incident involving an employee which results in death, great bodily harm, or substantial bodily harm to an employee or a member of the public.
- 2. Any incident in which deadly force, as defined in M.S. 609.066, Subd. 1, is used by an employee or against an employee. (Examples include use of weapons, physical assault, bombs, etc.)
- 3. Any incident deemed serious enough by the circumstances to warrant investigation and review. (Examples include hostage situations, pursuits, sudden death or serious injury to a child, suicides, extremely hostile encounters, natural disasters or mass casualty incidents, death or injury of a person known by employees, and several difficult incidents within a short period of time)

All critical incidents are to be reported immediately to the executive director or other supervisor. The executive director or supervisor shall prepare a complete written report of the incident.

Responses to a critical incident can include the following as appropriate:

- provide paid administrative leave time if deemed appropriate;
- encourage professional counseling (psychologist, psychiatrist, member of the clergy, organized peer counseling group);
- referral to the Employee Assistance Program; and
- relocating employees on a temporary basis if a facility is inhabitable.

POLICY IMPLEMENTATION

Each executive director of the Health Related Licensing Boards will approve this "zero tolerance of violence" policy and plan.

The plan will be distributed to all employees by a number of different means. As employees are hired, the plan will be reviewed with them. A copy of the plan will be posted in each work location. Each office manager of the Health Related Licensing Boards will be responsible for seeing that the plan is reviewed with all employees annually.

The office managers as a group will be responsible for ongoing educational opportunities relative to such topics as personal safety, sexual harassment, and self defense.

Each executive director will be responsible for handling media inquiries regarding incidents of workplace violence in their respective board office.

STATEMENT OF COMMITMENT

We hereby affirm the Health Related Licensing Boards' support, along with our personal commitment, to a policy of zero tolerance of violence. This policy seeks to eliminate any potential for violence in the workplace by affecting the attitudes and behavior of employees of the boards and by ensuring a safe working environment.

The Health Related Licensing Boards will not tolerate violence on or around board premises either by or against employees or members of the public. These boards also will not tolerate discrimination or harassment against any employee, applicant for employment or member of the public for any reason including on the basis of age, race, color, creed or religion, veteran status, sex, disability, marital status, sexual preference, public assistance status, civil service status, national origin/ancestry, and political opinions or affiliations.

The boards will take affirmative steps to ensure that all employment practices are free from abuse, harassment and discrimination. A specific effort will be made through employee development activities to heighten staff awareness of abuse and violence issues.

The boards' policy of zero tolerance of violence will be implemented through an on-going program to educate employees on violence issues. As executive directors of the boards, we resolve not to engage in or tolerate any abuse or violence in the workplace and will affirmatively treat other human beings with the same respect and dignity with which each of us wishes to be treated. Any employee of the Health Related Licensing Boards who does not comply with the policies set forth in this statement will be subject to disciplinary action up to and including dismissal.

We have appointed the office managers to be responsible for monitoring the Health Related Licensing Boards' compliance with the zero tolerance of violence policy. They will be responsible for developing, implementing and monitoring all activities regarding this policy and its effectiveness. If any employee or member of the public believes this policy has been violated, s/he should immediately contact an office manager of a health related board or one of the undersigned.

We urge all employees to become acquainted with the zero tolerance of violence policy. Each employee is responsible for promoting and applying the principle of zero tolerance of violence and for cooperating with the Health Related Licensing Boards' plan.

Larry A. Spicer, D.C.

Chiropractic

Patricia Glasrud

Dentistry

Robert Butler

Marriage and Family Therapy

Robert Leach

Medical Practice

STATEMENT OF COMMITMENT (cont'd)

Gran. Schon alty
Jøyce Schowalter Nursing
Julie Vikmanis Nursing Home Administrators
Laurie Mickelson Optometry Dietetics and Nutritionists
David Holmstrom Pharmacy
Lois Mizuno Podiatry
Pauline Walker-Singleton Psychology

Thom white

Thomas McSteen Social Work

Roland Olson, D.V.M. Veterinary Medicine