

WORKPLACE

VIOLENCE

PREVENTION

and **RESPONSE TOOLKIT**

Key Findings from the Admin – MMB Pilot Project

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Why are we here



- A “Workplace Threat Project” workgroup began meeting in 2017
- *Objective:* To develop practical guidance to prevent and respond to threats and violence in the workplace, in accordance with Minnesota’s Freedom from Violence Act
- Agency representatives participated across several agencies and disciplines, including: MMB (HR, Labor Relations, EAP) Admin (Safety, Continuity of Operations, Affirmative Action), DPS (Emergency Management), DEED (Safety), DLI (Safety)
- Materials came from across state government, including: Employment and Economic Development, Labor and Industry, Transportation, Corrections, Revenue, Natural Resources, Health, Public Safety, and the Minnesota Housing Finance Agency

Background

- 2017 survey was sent out to agencies regarding what they currently have in place for policies, plans, education, training
- Workgroup began drafting a specific WPV toolkit in spring of 2018
- Focus on prevention management, interpersonal incidents, building the case for value of workplace violence planning, and avoiding overreaction to events
- Organized information by categorizing target audiences and phases of activity specific to each audience

Audiences:	Leadership	HR Directors	Managers/Supervisors	Employees
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Phases:	Prevention and Training	Response Strategies	Recovery Considerations
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Where Are
We Now

Phase 1:

- Creation of Standard Operating Procedures and/or checklists to ensure minimum levels of consistency across agencies for incidents which may be predicted and planned for in advance (e.g. discussions of suicide or law enforcement inquiries)
- Toolkit provided to state agencies November 2018 and again July 2019
- Workplace Violence Prevention and Response Workshop—October 2019
- Capitol Complex Threat Assessment Team Pilot Project

Phase 2:

- Collaborate with Enterprise Talent Development (ETD) to develop training for agencies on WPV (mirroring information in toolkit)

Toolkit Content Overview

- Introduction and Background Materials
- Information for Agency Leaders
 - Promoting respectful workplace culture
 - Being visible leaders for workplace safety
 - Establishing agency threat assessment teams
- Front of the document has concise guidance
- Appendix contains more detailed materials and samples for model templates

Toolkit Content Overview

- Information for Agencies– Prevention and Training
 - Designate a contact procedure
 - Communicate a prevention plan
 - Ensure employees are trained
 - Labor Relations considerations
 - Connections to related planning

Toolkit Content Overview

- Information for Agencies– Response Strategies
 - What to do when contacted about an incident
 - When to contact security or law enforcement
 - Special considerations for domestic violence
 - Special considerations for dealing with minors

Toolkit Content Overview

- Information for Agencies– Recovery Considerations
 - EAP
 - Critical incident response debriefing
 - Legal considerations
 - Labor Relations considerations
 - Documentation and forms
 - Data tracking, analysis, and evaluation

Admin and MMB working together

Central service agencies on the Continuity Subcabinet work together on a multidisciplinary topic that does not currently have a home

- MMB
 - HR/LR policy guidance
 - Continuity guidance
- Admin
 - Shared HR office
 - Safety guidance

Purpose of the Project

MMB and Admin conducted a pilot project using the Workplace Violence Prevention and Response Toolkit to enhance agency programming. There were many areas we wanted to cover but we decided to focus our efforts on a gap we uncovered.

After careful research we noted that there were no identified or clear paths for reporting concerning or suspicious behavior.

The outcome we were looking for with this pilot is to have clear accessible pathways for all staff to be able to report their concerns.

Pilot Project Process

- Reviewed our agency policies
- Reviewed Managers and Supervisors CORE training
- Met with LR group to see what pathways for reporting other agencies use
- Met with HR
- We developed a document titled “Assessment and Reporting of Workplace Violence Roles and Responsibilities for Supervisor and Managers.” The document provides guidance surrounding:

Pilot Project Process Continued

- Supervisor and Managers roles and responsibilities
- Supervisor and Managers expectations
- HR notification triggers
- HR Roles and Responsibilities
- HR Reporting Process/Timelines

What we Learned

- WPV should be a multi discipline group including: safety officers, HR/LR, COOP, Facilities, EM
- Lack of formal process- Admin and MMB do not have many formal HR processes in place that would guide either managers/supervisors or individual employees on specific requirements and procedures
- Current policies HR/LR 1417 Code of Ethics, HR/LR 1418 Drug and Alcohol, and General Memo 2014-2 Guns in the Workplace are compliance documents do not address violent behavior or how agencies should carry out planning for it.

- Role of agency heads – leadership must champion these efforts and set a “tone from the top”
- Scope of work- It is easy to get off topic as many of the items are intertwined and it can be challenging to maintain focus on once specific aspect.
- Staffing constraints
- Where should this process reside?
- Variances across agencies in how health and safety topics are addressed

Lessons Learned

- Lack of enterprise direction/support for agency heads
- HR/LR Respectful Workplace does not provide much enterprise policy guidance specific for this topic
- No enterprise home for thinking strategically and proactively across the Executive Branch
- No enterprise training resources for the planning process or individual employees
- Important to prioritize and focus because there is so much information in the toolkit
- Insufficient materials in Manager and Supervisor CORE trainings

Items for Safety Officers

- Consider the culture of your agency and what you would like it to be ex: a strong workplace safety culture
- What is your agencies mission and values, how can we incorporate safety and make this apart of your everyday culture
- What are your agencies policies in relation to WPV, respectful workplace, protected class, etc.
- Need an agency champion- progress requires active management to prioritize staff spending time and energy getting involved in the project
- Do your safety plans address this topic, how would incorporating this topic look at your agency

Admin agency example



Program Awareness

- Build a platform of situational awareness, think ahead of time about:
 - What would you do if someone was acting threatening
 - What would you do when violence starts
 - Are you willing to fights?
 - How will you reach out for assistance?
- Take responsibility for your personal safety
- Study your threats on an ongoing basis, and communicate this information to staff

Program Awareness

- Possibility of adding safety messages to the HR orientation process
- Possibility of adding “culture of safety” or violence prevention related questions to Safety Perception survey
- When reviewing work areas for hazards or for safety review, also consider how the set up could impact employee safety during hostile intruder incident

Resources in the Toolkit, topics for your consideration

- Developing a workplace violence prevention plan (p.6, 19)
- Domestic violence workplace safety plan (p.39)
- Model field visit guide (p.37)
- Workplace design and employee awareness considerations (p.45)
- Conflict mediation and de-escalation (p.50)

Protect profits and employees by preventing workplace domestic violence.



Thank You!

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