



## **Minnesota Board of Barber Examiners**

**University Park Plaza Building**

**2829 University Avenue South East; Suite 425**

**Minneapolis, MN 55414**

**Office telephone: 651.201.2820 Office Fax: 612.617.2248**

**Office e-mail: [bbe.board@state.mn.us](mailto:bbe.board@state.mn.us) Board Website: [www.barbers.state.mn.us](http://www.barbers.state.mn.us)**

### **Zero Tolerance of Workplace Violence Policy and Plan**

#### **Introduction**

State Law - In 1992, the Minnesota Legislature adopted the following into State statute (sections 1.50 and 15.90): "The State of Minnesota 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."

Minnesota Statute 15.86 mandates each agency of State government adopt a goal of zero tolerance of violence in, and around, the workplace. Each such agency is required to develop a plan describing how the agency will seek to eliminate any potential for violence (a) in and around the agency workplace, and (b) affecting the attitudes and behavior of the people whom the agency serves or regulates

#### **Definition of Workplace Violence**

In 1994, the Minnesota Legislature's Violence Prevention Advisory Task Force endorsed this definition of violence as a reference for those working on violence prevention issues: "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. "

Workplace violence generally falls into three categories:

1. 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 other person who has had a dispute with an employee.
2. A violent act or threat (perceived or real) by someone receiving service from the agency.
3. A violent act by someone unrelated to the work environment. The purpose of the visit is to commit a criminal act such as a robbery.

Violent acts are frequently the end result of long standing disputes or unresolved arguments which can begin with a disrespectful comment or action and escalate to more serious levels of violence. A continuum of violence often begins with such acts as name calling or other negative comments which progress to pushing, shoving, or shouting that can continue into physical assault.

#### **Minnesota Board of Barber Examiners Goal**

The Minnesota Board of Barber Examiners is committed to avoiding workplace violence against employees, customers, clients and members of the public to the extent possible. The Minnesota Board of Barber Examiners will not tolerate workplace violence of any type, from any source, including threatening or violent actions by employees whether directed against other employees,

customers or visitors or by customers or visitors directed against employees or other customers or visitors.

### **Policy**

The Minnesota Board of Barber Examiners prohibits actual acts or threats of violence in its facilities, on its premises, or at any employer-sponsored activity. The Board will not tolerate any actual acts or threats of violence against its employees, customers, or visitors by any individual on the Board's premises at any time or while any such individual is engaged in business with or on behalf of the Board, on or off the Board's premises. Any personal articles that could be reasonably perceived as weapons are prohibited in the Board's office and public areas.

Any employee who engages in threatening behavior or acts of violence, or who possesses personal articles that could be reasonably perceived as weapons will be subject to appropriate disciplinary action under the appropriate labor agreement, up to and including termination. Employees, former employees or visitors to the Board's facilities who engage in violent behavior or possess personal articles that could be reasonably perceived as weapons will be subject to appropriate action, which may include notification of law enforcement and criminal prosecution.

No employee of the Minnesota Board of Barber Examiners may carry or possess any firearm while acting in the course and scope of employment for the Board. The possession or carrying of a firearm by a Board employee is prohibited while working at the Board's offices and public areas, or while working in any location on behalf of the Board.

When using their private vehicle for work related activities, an employee is prohibited from bringing a firearm in their private vehicle. A Board employee is not prohibited from carrying and possessing firearms in a Board-leased designated parking area in the employee's personal vehicle if the employee has obtained the appropriate permit required by law.

An employee who is using a state vehicle while acting in the course and scope of employment may not carry or possess a firearm while using the state vehicle, including a vehicle that has been assigned to the employee for regular business use.

Any employee who violates this policy will be subject to appropriate disciplinary action under the appropriate labor agreement, up to and including termination.

### **Plan for Zero Tolerance of Workplace Violence**

The Minnesota Board of Barber Examiners will work through training and enforcement to foster a work environment and culture that is devoid of violence for its employees, customers and visitors. The Minnesota Board of Barber Examiners will:

1. Encourage an atmosphere in which employees and customers alike treat one another with respect and dignity.
  - Employees are expected treat each other and clients with respect and dignity.
  - Employees are expected to assist co-workers and customers so that questions and inquiries are handled calmly, efficiently, and effectively.
  - The following behaviors will not be tolerated: shouting, name calling use of obscene language, throwing things, pushing, making threats, hitting, "making

fun” of people, slapping, grabbing, pinching or inappropriately touching, bullying, intimidating, harassing, making obscene gestures, making negative racial or sexual comment, any assault or carrying of weapons.

2. Make all employees aware of the “Zero Tolerance for Workplace Violence Policy”.
  - Review the policy with each new employee at time of hire
  - Review the policy annually with all current employees
  - Keep the policy in an area accessible and available to all employees
3. Provide appropriate training to all employees which may include but is not limited to;
  - Conflict Management
  - Customer Service
  - Dealing with Difficult People
  - Communication
  - Sexual Harassment
  - Stress Management
4. Address identified security concerns at the time they are raised.
  - Employees are expected to promptly report any security concerns to the Executive Secretary.
  - The Executive Secretary is responsible for addressing the concerns by whatever means s/he deems necessary.
  - Actions taken to resolve the concern are communicated to the employees.
5. Take all threats or acts of workplace violence seriously, thoroughly investigate them and respond with appropriate disciplinary and/or legal action taken.
  - Employees are expected to promptly report any acts of workplace violence to the Executive Secretary or to the Human Services Specialist of the Administrative Unit.
  - The Board will take strong disciplinary action, up to and including discharge from state employment against employees who are involved in committing threats or acts of violence.
  - The Board will support criminal prosecution of those who threaten or commit acts of workplace violence against its employees, customers, or others in the work environment.
  - **As warranted, local law enforcement agencies or emergency medical personnel should be immediately contacted by dialing 9-11.**

### **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, customer or member of the public.
2. Any incident in which deadly force, as defined in Minnesota Statute 609.066, subd.1, is used by or against an employee. Examples include the 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, a difficult rescue effort, a victim with overwhelming traumatic injuries, natural disasters or mass casualty incidents, threats of violence to an employee or group of employees, suicides, death or injury of a person known by employees, extremely hostile encounters, several difficult incidents within a short period of time.

All critical incidents are to be reported immediately to the Executive Secretary or Administrative Services Unit personal who shall prepare a complete written report of the incident.

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

1. Provide paid administrative leave time if deemed appropriate.
2. Encourage professional counseling (psychologist, psychiatrist, member of the clergy, organized peer counseling group).
3. Refer the employee to the Employee Assistance Program.
4. Relocating employees on a temporary basis if a facility is inhabitable or reassigning employees to different work sites.

### **Policy/Plan Implementation**

The policy and plan will be made available to all employees. A copy of the plan will be available to employees on the employees shared computer network drive and a paper copy will be available in the Board's Policy and Procedure manual.

The policy/plan will be reviewed and the location of the documentation shared with all new employees and annually thereafter.

Related training opportunities will be posted and made available to employees.

The Executive Secretary shall be responsible for outside inquiries regarding incidents of workplace violence.

Effective August 1, 2013 the Executive Secretary of the Minnesota Board of Barber Examiners assumes the responsibility for the Boards response to workplace related threats and acts of violence. The Executive Secretary, with support from the Administrative Services Unit Human Services Specialist will continue to have primary responsibility for ensuring a safe workplace, monitoring and resolving employee conflicts or disputes, and taking appropriate corrective action when potentially violent situations develop.

Updated policy approved by unanimous vote of the Board of Barber Examiners at its regular meeting held August 19, 2013.

Original Implementation: 7/1/2009

Updated 8/1/2013