

CARVER COUNTY COMMUNITY DEVELOPMENT AGENCY

CCDA STAFF PROTECTION GUIDANCE POLICY

Adopted: January 15, 2026

Resolution No.: 26-13

Purpose

The purpose of this policy is to provide guidance to Carver County CDA (CCDA) staff and to maintain a safe work environment on all CCCDA properties. CCCDA is committed to providing a safe and secure environment for employees and quality public service to the county's residents in a respectful and professional manner. Program applicants, participants, property owners and managers, vendors, service providers, residents, and advocates ("stakeholders") can expect to be treated with dignity, professionalism, and respect. CCCDA staff expect the same in return.

This guidance is prepared in accordance with state and federal law, Workplace Violence Prevention Policy, regulations governing CCCDA rent assistance programs, Community Development assistance programs, the CCCDA Emergency Action Plan, Managers Day to Day Responsibilities, Documentation Procedures for Property Management and the Deescalation Procedures and Documentation Process.

Incidents involving threats to CCCDA employees must be reported to a supervisor, the Executive Director, the Deputy Director, or the Director of Human Resources. The Director of Human Resources must be informed of all such incidents, is responsible for assessing threats, and coordinates the response to any life-threatening situation. The Director of Human Resources also monitors workplace violence incidents agency-wide, maintains an incident log, and oversees individual case management.

CCDA prohibits any act of violence that endangers, or could reasonably be expected to endanger, the health or safety of an employee. This includes:

- Threats, use of force, intimidation, harassment, or stalking that would lead a reasonable person to believe their health or safety is at risk.
- Any indication of intent to commit an act of violence for the purpose of:
 - Terrorizing another person, or
 - Communicating a threat intended to terrorize another person.

If you have questions, please contact the Executive Director, Deputy Director, or Director of Human Resources.

Definitions

Acts of Violence

Acts of violence and other workplace actions that include but are not limited to:

- Actions, attempts or threats that endanger or are reasonably likely to endanger the health and safety of an employee. These include things like threats, use of force, intimidation, harassment, physical contact, or stalking that lead one to reasonably believe one's health or safety is at risk.
- An indication of the intent to commit any act of violence with the purpose of terrorizing another.

Life Threatening Events

Life threatening events include, but are not limited to, intentional injury, display of weapons, threats with weapons, fights resulting in physical injury, or death on CCCDA properties.

Aggressive or Abusive behavior

Aggressive or abusive behavior (oral or written) are defined as actions that reasonably cause CCCDA staff to feel afraid, threatened, or intimidated. Abuse can take the form of, but not limited to, intimidating behaviors such as condescending language, angry outbursts, threatening body language, name calling, or verbal abuse which can be blatant or subtle and can take the form of words, tone, intimidation, threats, accusations, disrespectful or patronizing comments, discriminatory remarks (such as those related to race or gender identity), or unsubstantiated allegations.

Unreasonable Demands

An unreasonable demand negatively impacts the ability of CCCDA staff to meet the needs of other stakeholders. Examples include, but are not limited to:

- Demanding responses within an unreasonable time frame
- Demanding responses on a subject already addressed
- Insisting on seeing or speaking with a particular CCCDA staff person when it is not possible, or the timing is not possible
- Repeatedly changing the inquiry, complaint or request, or continually raising unrelated concerns
- Refusing to listen to the decision because the outcome is not favorable
- Excessive calls, voicemails, emails, or visits in a short period of time on the same issue
- Demanding an in-person meeting when the requester or anyone accompanying them is observed to have potentially contagious illness symptoms

Guidelines for Responding to Acts of Violence, Aggressive or Abusive Behavior, or Unreasonable Demands

Consistent with the state and federal law, Workplace Violence Prevention Policy, regulations governing CCCDA rent assistance programs, Community Development programs, the CCCDA Emergency Action Plan, Managers Day to Day Responsibilities, Documentation Procedures for Property Management and the Deescalation Procedures and Documentation Process, CCCDA staff may terminate rental assistance or refuse to continue working with a property owner, vendor, service provider, applicants or anyone that has any reason to be assisted by or work with CCCDA if any of the incidents are serious or persistent. This includes CCCDA staff working with, but not limited to, home-ownership clients and Community Development clients such as Down Payment Assistance and land trust clients. The CCCDA leadership team reviews cases individually. The processes listed below will act as general guidance for CCCDA responsiveness to maintain a safe work environment. **In cases of acts of violence, CCCDA will seek to terminate assistance for program participants, deny assistance for applicants, and terminate partnership for property owners, service providers, vendors, residents, or applicants.**

Under all scenarios below, the supervisor, Executive Director, Deputy Director, or Director of Human Resources will send a letter notifying the stakeholder that the behavior was inappropriate and unacceptable, will not be tolerated and the consequences for repeated incidents, up to and including termination of any further assistance or contact with the CCCDA and/or CCCDA employees.

When a stakeholder makes unreasonable demands, CCCDA may:

- Limit phone calls or in-person visits to “by appointment” only,
- Restrict contact to written correspondence only,
- Restrict contact to virtual inspections only or require third-party presence, or
- Take other action deemed appropriate by CCCDA leadership.

CCCDA staff should take the following steps to address and report aggressive or abusive behavior or unreasonable demands:

As soon as reasonably possible after an incident, please provide the following to the supervisor, Executive Director, Deputy Director or Director of Human Resources:

- **Background information on the event**
Complete the internal reporting form in the De-escalation folder and include the following:
 - Name of stakeholder
 - Date and approximate time of incident, and
 - A detailed description of the incident (Be as specific as possible so the supervisor, Executive Director, Deputy Director, or Director of Human Resources can address specific behaviors, language, tone, etc. Include frequency and severity of incident(s).

- **Correspondence or Voicemails**
Forward correspondence or voicemails that are aggressive, abusive, or include unreasonable demands to the supervisor.
- **Telephone Calls**
End telephone calls if the caller is aggressive, abusive, or making unreasonable demands. Prior to taking such a step, CCCDA staff should inform the caller that their behavior is unacceptable, and that the call will be ended if the behavior continues.
- **In-person conduct (in office)**
Walk away, do not engage, and position yourself near an exit when possible, if an individual becomes aggressive, abusive, appears intoxicated, unstable, unpredictable, makes unreasonable demands, throws objects (including but not limited to, pests, animals, inanimate objects or anything that can cause physical or emotional harm), or is observed to have potentially contagious illness symptoms during an office visit and notify the supervisor, Executive Director, Deputy Director, or Director of Human Resources immediately.
 - Prior to taking such a step, CCCDA staff should inform the visitor that their behavior is unacceptable, and that the visit will be ended if the behavior continues.
 - Refer to the de-escalation tidbits
 - If potentially contagious illness symptoms are observed, first, inform the visitor that due to observable symptoms, an in-person visit is not appropriate.
- **In-person conduct (on site)**
 - Leave the area:
 - if an individual becomes aggressive, abusive, or makes unreasonable demands, appears intoxicated, unstable, unpredictable, throws objects (including but not limited to, pests, animals, inanimate objects or anything that can cause physical or emotional harm).
 - Contact local police department if there is a threat that has not been addressed by calling 911.
 - if a person is observed to have potentially contagious illness symptoms.
 - Do not visit the area/unit/property if there is an individual who is known to be aggressive, abusive, or has made unreasonable demands prior to the visit. In emergency situations where you may have to go to the area/unit/property, bring another team member with you.
 - If potentially contagious illness symptoms are observed, first, inform the visitor that due to observable symptoms, an in-person visit is not appropriate.
 - If a situation is, or becomes, uncomfortable during the visit, it is appropriate for CCCDA staff to make an excuse (like saying they need to take a phone call) or use other exit strategies. Refer to the internal De-escalation tidbits to assist in removing self from various situations.

When to Call 911

CCCDA staff should call 911 if they experience any of the following:

- A life-threatening event
- Threats or acts of physical violence or implied threats
- A stakeholder preventing you from leaving a situation or location
- A stakeholder has been asked to leave the premises multiple times and refuses to do so
- Damage to property or cause a serious disturbance

Staff should also notify their supervisor, Executive Director, Deputy Director or Director of Human Resources.