

TEXAS MUNICIPAL COURT EDUCATION CENTER

BEST PRACTICES
IN COURT SECURITY
Court Administrators Seminar
June, 2013
Corpus Christi, Texas



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BEST PRACTICES


in

Court Security



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Appendix A: SELF-AUDIT SECURITY SURVEY

For the following survey, questions are designed to be answered by a yes or no, with yes being the preferable response. Best practices are noted by a .

PERIMETER

Public Perimeter Area

1. Does the security staff patrol the perimeter of the building? Yes No



Patrols and inspections should be conducted routinely, but not so routinely that an observer would know the exact time. Patrols should be conducted by both uniformed and plain-clothed officers.

2. Are perimeter areas monitored and recorded by closed-circuit television (CCTV)? Yes No

3. Is there a security staff member assigned to monitor the CCTV in real time? Yes No



An actively monitored camera system is more effective than a patrol person, as it can quickly engage multiple resources from a central location.

4. Are "restricted area" signs posted in the perimeter area? Yes No
5. Are there duress alarms or call boxes in the perimeter area? Yes No

Fences, Gates, and Barriers

1. Is the perimeter of the courthouse grounds clearly defined by a fence, wall, or other type of physical barrier? Yes No



Barriers could include concrete planters, bollards, landscaping, benches, or site elevation and declination.

Barriers should be set at least 50 feet, but preferably 100 feet, back from the facility.

2. Does the barrier limit or control vehicle access to the courthouse? Yes No
3. Does the barrier limit or control pedestrian access to the courthouse? Yes No
4. Are gates solid and in good condition? Yes No
5. Are gates locked properly? Yes No
6. Are gate hinges secure and in good condition? Yes No

Lighting

1. Is the perimeter area well-lit? Yes No
2. Are public perimeter areas (including parking and walkways) sufficiently lit to discourage attacks against persons or vehicles and to allow a person to avoid a hazard? Yes No



*Standard rule for lighting outside:
Lighting is sufficient if an average person can read his or her watch.*

3. Are exterior entry points sufficiently lit to discourage unlawful entry attempts, vandalism, or placement of explosives against the walls? Yes No
4. Are exterior light fixtures suitable for outside use (i.e., weather- and temper-resistant)? Yes No
5. Are exterior lights left on all night and when the court is closed? Yes No
6. Do exterior lights have an auxiliary power source? Yes No
7. Are lights and wiring inspected regularly to ensure they are in proper working condition? Yes No
8. Are lights controlled automatically? Yes No
9. Are lighting control switches secured to prevent tampering or use by unauthorized persons? Yes No

Parking Areas

1. Are parking area entrances and exits controlled by a security officer, guard, attendant, and/or an electronically operated gate? Yes No
2. Are parking areas monitored by CCTV? Yes No
3. Is there a security staff member assigned to monitor the CCTV in real time? Yes No
4. Are frequent inspections made of any part of the parking area that is not guarded or monitored through CCTV? Yes No
5. Are there duress alarms or call boxes in the parking area? Yes No



Courts should establish policies and procedures for after-hours security to escort employees and the public to their vehicles when dark or when requested.

6. Is there a reserved parking area on courthouse grounds? Yes No
7. Is the reserved parking area
- a. Secured during non-business hours? Yes No
 - b. Protected by a fence, wall, or other type of physical barrier that restricts vehicle access? Yes No
 - c. Protected by a fence, wall, or other type of physical barrier that restricts pedestrian access? Yes No
8. Are "reserved parking" signs clearly posted? Yes No
9. Are reserved parking spaces located where they do not block access to the courthouse by fire or other emergency vehicles? Yes No
10. Are there restrictions preventing unauthorized vehicles from parking near windowed areas and restricted areas? Yes No
11. Are unattended vehicles prohibited from parking near or next to the courthouse entrances? Yes No
12. Is there a designated parking section for police vehicles? Yes No
13. Does the court or city have a policy for the removal of unauthorized vehicles? Yes No
14. Is there reserved parking for:
- a. Judges? Yes No
 - b. Court staff? Yes No
 - c. Jurors? Yes No
15. Are parking spaces reserved by number? Yes No



When possible, court-assigned parking spaces should be controlled. If assigned parking spaces are used, numeric plates or placards should be used instead of names and titles. Vehicles should not have any features identifying the owner if possible.

16. Are assigned parking spaces rotated? Yes No
17. Is there direct access for judges from the parking area to a non-public area of the courthouse? Yes No

Landscaping

1. Are landscaping features devoid of places for potential assailants or intruders to hide? Yes No
2. Are landscaping features devoid of places in which persons could hide weapons, explosives, or contraband? Yes No

3. Is landscaping maintained so as not to obscure views? Yes No



Shrubs should be 3-4 feet tall and trimmed from bottom up to allow for maximum visibility. Shrubs should not block or cover any part of a window or entry point.

4. Is there an absence of items or materials that could be used as weapons, missiles, or tools (i.e., trash receptacles, ash trays, stones, bricks, or fencing) in the landscaping? Yes No

BUILDING EXTERIOR

Exterior Walls and Doors

1. Is the number of exterior doors in use reduced to the minimum necessary? Yes No



The single point-of-entry is an important component of court security because it allows better observation and detection and, when used in conjunction with a screening post, greatly minimizes risk at the front end.

2. Are all exterior doors at least one of the following:
- a. Steel? Yes No
 - b. Solid core wood? Yes No
 - c. Metal clad? Yes No
3. Are all exterior doors equipped with at least one of the following:
- a. Cylinder locks? Yes No
 - b. Deadbolts? Yes No
 - c. Quality padlocks and hasps? Yes No
 - d. Access control devices (i.e., card readers)? Yes No
4. Are all exterior locks
- a. Not easily re-keyed? Yes No
 - b. Mounted so that they cannot be pried off? Yes No
 - c. Equipped with bolts at least 1-inch long and constructed or protected to prevent being cut? Yes No
5. Are all hinge pins internally located, welded, or otherwise treated to prevent easy removal? Yes No
6. Are exterior door frames built so the door cannot be forced open by spreading the frame? Yes No
7. Are exterior doors equipped with intrusion alarms? Yes No

8. Are emergency doors secured by any of the following to prevent unauthorized use:
- a. Local alarm? Yes No
 - b. Delayed exit device? Yes No
 - c. Alarm to central location? Yes No
9. Are emergency doors secured to prevent unauthorized ingress, but equipped to allow emergency egress? Yes No



Fire exits that cannot be locked should be equipped with "crash-bars" that allow persons to exit but not to enter.

10. Are all unused doors alarmed and permanently locked to restrict access? Yes No
11. Are all exterior doors windowless? Yes No
12. Are all entry points sufficiently illuminated? Yes No
13. Are all entry points staffed with a sufficient number of personnel? Yes No

Windows

1. Are windows that could be accessed for intrusion secured by any of the following:
- a. Locking devices without a key? Yes No
 - b. Metal bars? Yes No
 - c. Intrusion alarms? Yes No
 - d. Foil tape? Yes No
 - e. Locked devices with a key? Yes No
 - f. Mesh? Yes No
 - g. Glass-break detectors? Yes No
 - h. Motion sensors? Yes No
2. Are any of the above securely fastened to prevent easy removal? Yes No
3. Are all accessible windows made of tempered glass or impact-resistant plastic? Yes No

Alternatives to Glass Windows:



- *Window protection film prevents shattering in a natural disaster or bomb explosion. It is placed on top of existing windows.*
- *Bullet-resistant transparencies look like glass, but are actually a mixture of glass and thermoplastic materials.*
- *Bullet-resistant glazing also provides protection for glass, with the additional ability to be incorporated into fiberglass for walls, counters, and benches.*

4. Are all windows not used for ventilation permanently sealed or locked? Yes No
5. Are all windows that could be used for entry sufficiently illuminated? Yes No

Roof and Other Openings

1. Is the exterior roof inaccessible by:
 - a. Fire escape? Yes No
 - b. A pole or tree? Yes No
 - c. Another building? Yes No
2. Is internal access to the roof controlled? Yes No
3. Are all roof openings (i.e., doors, skylights, etc.) locked or securely fastened from the inside? Yes No
4. Are all roof openings equipped with alarms? Yes No
5. Are other openings to the building (i.e., tunnels, utility and sewer manholes, culverts, service ports, etc.) secured to prevent unauthorized access? Yes No

Emergency Power

1. Is the main power source for the court building dependable? Yes No
2. Is there a dependable auxiliary power source for emergencies? Yes No
3. Are flashlights available for easy access while waiting for auxiliary power? Yes No
4. Is the emergency power source in a secured area? Yes No
5. Is a log kept to record power-related problems or disruptions? Yes No
6. Is the emergency power system routinely tested? Yes No
7. Is the emergency power system tested under a full load? Yes No



Emergency power systems should be tested monthly, annually under a full load.

8. Is a record of emergency power testing kept? Yes No

BUILDING INTERIOR

Interior Walls

1. Are solid ceilings used, as opposed to drop or removable ceilings? Yes No

2. Is the building designed to separate:
 - a. Public areas? Yes No
 - b. Restricted areas? Yes No
 - c. Prisoner transport/holding zones? Yes No
3. Do all walls extend to the ceiling, especially between public, court-related, and prisoner zones? Yes No

Utility Access, Attics, Basements, Crawl Spaces, Air-Conditioning and Heating Ducts

1. Are all utility and plumbing access plates and doors locked or sealed when not in use? Yes No
2. Do basement doors have intrusion alarms? Yes No
3. Are basement doors securely fastened or locked when not in use? Yes No
4. Are doors to utility rooms, boiler rooms, and attics locked when not in use? Yes No
5. Are all utility control panels that are located in public areas locked? Yes No
6. Are crawl spaces locked or secured to prevent unauthorized entry? Yes No
7. Are air-conditioning and heating vent openings in public areas secure from tampering? Yes No

Intrusion Alarms

1. Does the building have an alarm system? Yes No
2. Is the alarm routinely set when the courthouse closes? Yes No
3. Is after-hours access disallowed after the system is set? Yes No
4. Is there an individual in charge of setting the alarm system? Yes No
5. Is there an individual that is in charge of turning the alarm system off? Yes No
6. Is there an individual responsible for responding to alarms? Yes No
7. Do employees have individual alarm codes? Yes No
8. Is there a master code restricted to one person? Yes No



The number of people who have access to the alarm code(s) should be limited to only those necessary. The court should also have a policy in place restricting the sharing of the alarm code with those who are not authorized. Alarm systems, like access control systems, can be used to restrict unauthorized access during non-authorized periods (i.e., cleaning crew coming at a different time, employee entering the area outside normal hours).

9. Is there a schedule to test all components of the intrusion alarm system? Yes No
10. Is the schedule being followed? Yes No
11. Does the alarm system have an auxiliary or emergency power source? Yes No
12. Is the system covered under a service and maintenance contract? Yes No
13. Is the contact information of the alarm service provider known? Yes No
14. Is the alarm system monitored by at least one of the following:
 - a. Local law enforcement Yes No
 - b. Commercial central station Yes No
 - c. Audible alarm on building exterior Yes No
 - d. Security office Yes No
15. What is the response capability (in time and manpower)?
 Time: _____
 Manpower: _____
 Is this acceptable? Yes No
16. Is a record kept of all alarm signals (i.e., time, date, location, cause, and action taken)? Yes No



Merely having a security system is not sufficient; the system needs to be tested regularly, maintained, and included in the court's security plan. There should also be a separate "alarm" policy defining who is responsible for setting the alarms, when they will be set, who is responsible to disarm the systems, how after-hour access will be allowed, and who is responsible for responding to alarms.

17. What are the weaknesses or gaps in the existing alarm system? _____

Entry Access Devices

Electronic Access Control Locksets



Examples of electronic access control locksets include key cards, key fobs, touch pad combinations, or on the advance side, biometric readers.

1. Is there a designated person in charge of the electronic access control system? Yes No
2. Is any written authorization required before cards/fobs/codes are issued? Yes No
3. Does the written authorization specify exactly to which areas the individual should be given access? Yes No

- 4. Is the number of persons who can approve access limited? Yes No
- 5. Is there a written process to authorize and change employee access rights? Yes No
- 6. Can the access control official tell which cards/fobs/codes each individual has been issued? Yes No



If using an electronic touch pad combination lock, assign employees unique codes rather than one universal code to more easily track entry and exit of individuals.

- 7. Can the access control official determine who has access to any given area? Yes No
- 8. Is access monitored in real time? Yes No
- 9. Does the access control official periodically review a report to confirm that those with access only have the access for which they have been authorized? Yes No



This is recommended to be done every 30 days.

- 10. Is there a process for addressing attempted access by a person into an area for which they do not have approved access? Yes No
- 11. Is there a system in place to temporarily restrict access (i.e., for after-hours, weekends, or holidays) as opposed to granting open access? Yes No
- 12. Is there a policy to prevent the sharing of cards, fobs, or codes? Yes No
- 13. Are access control cards/fobs/codes easily changed or deactivated? Yes No
- 14. Are codes to electronic touch pad combination locks changed often to prevent onlookers from observing the code and obtaining access? Yes No
- 15. Are codes changed or deactivated or cards/fobs deactivated if lost or not surrendered by a terminated employee? Yes No
- 16. Is there a process to grant temporary access to service vendors working on the building? Yes No
- 17. Are escorts required for service vendors? Yes No
- 18. If vendors are issued access cards, is there a process to review access rights periodically? Yes No



If vendors are issued access cards, access should be reviewed at least every 30 days. A better practice is to limit the length of access, so that it must be reauthorized every "x" number of days.

- 19. Does the system restrict unauthorized persons from making any changes to the system? Yes No
- 20. Is there a log containing the access control records (i.e., individual's name, entry time, place, etc.)? Yes No
- 21. Is the log containing the access control records maintained for a reasonable amount of time? Yes No
- 22. If keys are issued that can bypass the electronic system, are extra keys kept in a secure area? Yes No
- 23. Does an alarm activate if keys are used instead of the electronic system? Yes No
- 24. Is there an alarm response protocol? Yes No

Keyless Mechanical Pushbutton Locks

- 1. If using a keyless mechanical pushbutton lock, is the code original and difficult enough to prevent an onlooker from ascertaining the combination and obtaining access? Yes No
- 2. Is there a policy on which employees receive the combination (i.e., not temporary employees or other city, non-court employees)? Yes No
- 3. Are combinations routinely changed? Yes No



Combinations should be changed every 90 days.

- 4. Are combinations changed upon termination of an employee? Yes No
- 5. If keys are issued that can bypass the pushbutton lock, are extra keys kept in a secure area? Yes No



Key card readers or touch pads are easier to manage than a key system (below), as access can be quickly managed, unlike key systems, which require re-keying and re-issuing new keys whenever a lock must be changed.

Key Control

1. Is an inventory record maintained to identify all locks in the building, including key number and location? Yes No
2. Is there an individual responsible for the distribution of keys? Yes No
3. Is written authorization required before keys are issued? Yes No
4. Does the written authorization specify exactly to which areas the individual should be given access? Yes No
5. Can the key control official tell which keys each individual has been issued? Yes No
6. Can the key control official determine who has access to any given area? Yes No
7. Is there a policy to prevent the sharing or duplication of keys? Yes No
8. Are all keys stamped "DO NOT DUPLICATE"? Yes No
9. Must duplication of keys be approved by the key-control official? Yes No
10. Does a person receiving keys sign a receipt for them? Yes No
11. Rather than issuing keys, is there a sign-out or check-out system in place to get keys for after-hours or weekend access? Yes No
12. Is a separate key required for exterior access to the building? Yes No
13. Do different areas (i.e., public access areas, cash handling areas, courtroom, judges' chambers) have different keys? Yes No
14. Is a system in place to periodically change lock cores or locks? Yes No
15. Are areas re-keyed if keys are lost or not surrendered by a terminated employee? Yes No
16. As areas are re-keyed, are all keys accounted for? Yes No
17. Are building locks zoned to allow use of sub-masters in a particular zone or office? Yes No



A master key system is a set of locks that are keyed so that each has an individual key but can all be opened by an additional sub-master, master, or grand-master key. Within the system, groups of locks can be keyed alike so that the same key operates all the locks in the group, plus all locks in the group can be opened by a master key.



For example, consider a city building that houses the court and city administration, with the police department next door. Every lock in the city building and police department could be keyed differently, but all the locks for the court offices (the judges' chamber, clerks' office, courtroom, etc.) could be grouped together so they could all be opened by a sub-master key. The sub-master key could open those locks in that group, but not the locks in the city administration side or police department. The city administration offices and police department offices could be grouped with their own sub-master keys. A master key could then open all the individual locks in the city building, and a grand-master key could open all the locks in both the city building and police department.

The concern with a master key system is in the key control. It is best to limit possession of a sub, master, or grand-master key, because if that key is in the wrong hands, every lock in the system would have to be changed.

18. Is there a maintained record of who has been issued master keys? Yes No
19. Are unassigned keys stored in a locked cabinet or other area with restricted access? Yes No

PUBLIC AREAS

Screening

1. Is any screening done to search for weapons or contraband? Yes No
2. Are walk-thru metal detectors available for use? Yes No
3. Are pass-thru x-ray machines available for use? Yes No
4. Are handheld wands available for use? Yes No



Ideally, courts would have all three: walk-thru metal detectors for screening people, pass-thru x-ray machines for screening objects, and handheld wands for further search of people or objects. At a minimum, courts should have a handheld unit.

5. Are there written weapons screening policies or administrative orders? Yes No



Entrance screening is probably the single-most important element in a court security program. A screening policy should include a list of prohibited items, a secondary screening policy for people who have not successfully passed through after two tries, storage and disposal of confiscated items, protocols for appropriate responses to attempts to bring weapons into the facility, and protocols for law enforcement personnel. There should also be adequate room inside the courthouse for people to gather in inclement weather while waiting to be screened, and a private space for more thorough searches to be conducted by same-gender personnel.

6. Are there signs posted at all entrances announcing weapons screening? Yes No



Signage operates as a deterrent. It is best to have a written policy providing for screening, signed by the judge, to protect the court against any suits or claims of violation of privacy or rights.

7. Are all people and packages searched at all public entrances for weapons and explosives? Yes No
8. Are searches conducted uniformly so as not to unfairly or arbitrarily single out any group (i.e., attorneys, law enforcement, staff)? Yes No
9. Are there procedures to make sure no one is allowed to bypass security? Yes No
10. Is the screening equipment routinely tested and/or recalibrated? Yes No
11. Is a log kept of all screening equipment maintenance? Yes No
12. Has security staff been trained to conduct searches? Yes No
13. Is there adequate staffing to conduct the screening? Yes No
14. Are audits routinely conducted to ensure staff compliance with screening? Yes No
15. Is there a procedure for addressing suspicious or unattended containers? Yes No
16. Are all parcels or deliveries being screened? Yes No
17. Does the staff adequately screen:
 - a. Wheel chairs? Yes No
 - b. Babies? Yes No
 - c. Strollers? Yes No
 - d. Diaper bags? Yes No
 - e. Purses? Yes No
 - f. Brief cases? Yes No
 - g. Backpacks? Yes No
 - h. Computers/laptops/netbooks/tablets? Yes No
18. Are accommodations made to assist officers faced with having to search the opposite gender? Yes No

Public Waiting Areas (Lobbies, Restrooms)

1. Does uniformed security staff routinely patrol the interior of the building? Yes No
2. Are signs and building directories posted at all public entrances? Yes No
3. Are public areas monitored by CCTV? Yes No
4. Is there a security staff member assigned to monitor the CCTV in real time? Yes No



Cameras serve two purposes: (1) as a deterrent for crime and (2) as a crime-solving tool. Areas to consider placing cameras include public entrances, hallways, waiting rooms, lobbies, courtrooms, outside restroom doors, and cashier windows.

- 5. Are public areas routinely searched? Yes No
- 6. Is the security staff aware of public areas equipped with drop or removable ceilings? Yes No
- 7. Are all light switches locked or key controlled? Yes No
- 8. Are security measures in place to address public restrooms, if any? Yes No
- 9. Are security measures in place to address trash receptacles, which allow easy access and concealment to contraband and illegal items? Yes No



Drop ceilings, public restrooms, and trash receptacle are common hiding places for persons, weapons, and contraband. Therefore, these areas should be searched several times a day.

Elevators

- 1. Are there separate elevators for:
 - a. General public? Yes No
 - b. Private (judges or court staff)? Yes No
 - c. Prisoners? Yes No
- 2. Are private elevators marked "Not for Public Use"? Yes No
- 3. Are elevators used to move prisoners equipped with:
 - a. Access control system? Yes No
 - b. Capability to bypass unnecessary floors? Yes No
 - c. Bars/grates to separate prisoners from escorts? Yes No
 - d. Duress alarms? Yes No
 - e. Telephones? Yes No
 - f. CCTV? Yes No

Attorney/Client or Prosecutor/Defendant Conference Rooms

- 1. Are rooms provided in the courthouse for attorney-client conferences? Yes No
- 2. Are such rooms secure enough to handle conferences with in-custody prisoners? Yes No
- 3. Are the rooms routinely searched for weapons and contraband before and after use? Yes No

4. Are conferences visually observed at all times by security staff (without violating any attorney/client privilege)? Yes No

Witness Waiting Rooms

1. Are witness waiting rooms provided? Yes No
2. Is the availability of witness waiting rooms well-publicized? Yes No
3. Is it possible to separate prosecution and defense witnesses? Yes No
4. Is public access to waiting rooms restricted? Yes No
5. Is there a policy or protocol for the use of witness waiting rooms? Yes No
6. Are there procedures for handling
- a. Opposing witnesses? Yes No
 - b. Hostile individuals? Yes No
 - c. Threatened witnesses? Yes No
7. Is there a procedure for an escort or security for a threatened witness? Yes No

Jury Deliberation Rooms

1. Is the jury deliberation room attached to the courtroom or accessible through a controlled passage? Yes No
2. Does each deliberation room have:
- a. A lock on the door? Yes No
 - b. Emergency lighting? Yes No
 - c. A connected restroom? Yes No
 - d. Windows that are:
 - i. Covered? Yes No
 - ii. Screened? Yes No
 - iii. Barred? Yes No
 - iv. Ballistic resistant? Yes No
3. Is the deliberation room sound-proofed well enough to prevent unauthorized persons from eavesdropping? Yes No
4. Is the security staff forbidden from discussing any trial-related matter with jury members? Yes No
5. Is the deliberation room searched for weapons and contraband before and after use? Yes No
6. Is the deliberation room locked when unoccupied? Yes No
7. Are there emergency plans for:
- a. Juror illness? Yes No
 - b. Medical emergencies? Yes No

- c. Emergency evacuation (i.e., an off-site location to take the jury in an emergency)? Yes No
- 8. Are jurors issued buttons or identification badges? Yes No



Consider identifying jurors by number rather than name on juror badges.

RESTRICTED AREAS

Prisoner Entry, Holding Areas, and Passageways

- 1. Is the prisoner entrance area equipped with gates or doors that can close off the area from the public? Yes No
- 2. Is an interlocking system used so that the outer gate or door can be closed and locked before the interior door is opened? Yes No
- 3. Is this area used exclusively for prisoner movement? Yes No
- 4. Is the entrance for prisoners out of public view? Yes No
- 5. Does the court building have temporary holding cells? Yes No
- 6. Are cells built in accordance with Texas jail standards? Yes No
- 7. Are cells built securely and in a way that reduces opportunities for self-inflicted injuries by prisoners (i.e., no unsecured metal bars, phone cords, etc.)? Yes No
- 8. Are lights for the holding area controlled from outside the cells? Yes No
- 9. Do cells have emergency lights? Yes No
- 10. Do cells have observation ports? Yes No
- 11. Is at least one holding cell equipped for audio and/or visual coverage of courtroom proceedings? Yes No
- 12. Do temporary holding cells open directly into a restricted area as opposed to a public area or the courtroom? Yes No
- 13. Are keys issued only to security staff for the following:
 - a. Temporary holding cells? Yes No
 - b. Prisoner elevators? Yes No
 - c. Secured passageways? Yes No
- 14. Is security staff prohibited from removing keys from the court building? Yes No

15. Are temporary holding area keys the type that cannot normally be duplicated commercially? Yes No
16. Are telephones available in the holding areas? Yes No
17. Are prisoners searched prior to entering or leaving a holding cell? Yes No
18. Are cells and areas used by prisoners searched for weapons and contraband before and after use? Yes No
19. Are prisoners kept in restraints except when in the cell? Yes No
20. Are additional restraining devices available? Yes No
21. Are there appropriate accommodations for mentally ill and handicapped prisoners? Yes No
22. Is there a procedure for handling the medical emergencies of prisoners? Yes No
23. Have officers been trained in procedures for handling medical emergencies? Yes No
24. Are there written procedures for emergency evacuation of prisoners from temporary holding areas? Yes No
25. Have security and transportation officers been trained on procedures for emergency evacuation of prisoners from temporary holding areas? Yes No
26. Is the emergency evacuation route secured? Yes No
27. Are prisoners restricted from walking through public areas when going from temporary holding areas to court? Yes No
28. Has security staff considered the implications of having prisoners brought from the courthouse holding area into the courtroom through the following:
- a. Public elevator? Yes No
 - b. Secured elevator? Yes No
 - c. Stairway? Yes No
 - d. Public hallway? Yes No
 - e. Private hallway? Yes No
 - f. Public entrance? Yes No
 - g. Private entrance? Yes No
29. Are restricted prisoner passages not used by judges and court staff? Yes No
30. Are the stairways and passageways used for prisoner movement adequately lit? Yes No
31. Are the following prisoner areas monitored by CCTV:
- a. Prisoner entry/reception? Yes No

- b. Prisoner passageway? Yes No
 - c. Holding cells? Yes No
 - d. Prisoner stairway? Yes No
 - e. Secured elevator? Yes No
32. Are the following prisoner areas equipped with a duress alarm:
- a. Prisoner entry/reception? Yes No
 - b. Prisoner passageway? Yes No
 - c. Holding cells? Yes No
 - d. Prisoner stairway? Yes No
 - e. Secured elevator? Yes No

Weapons and Dangerous Substances Storage

- 1. Is the number of gun cabinets adequate? Yes No
- 2. Are gun storage areas locked with keys that cannot normally be duplicated commercially? Yes No
- 3. Is the distribution of keys to gun cabinets tightly controlled and limited to security staff? Yes No
- 4. Is gun inventory taken regularly? Yes No
- 5. Are weapons that are confiscated at screening checkpoints stored properly until they can lawfully be returned to the owner? Yes No
- 6. If any of the following are stored in the courthouse, are they stored in a restricted area or secured room?
 - a. Firearms? Yes No
 - b. Ammunition? Yes No
 - c. Chemical munitions? Yes No
 - d. Hazardous materials? Yes No
 - e. Flammable materials? Yes No
 - f. Explosive materials? Yes No
- 7. Does the storage area have:
 - a. An intrusion alarm? Yes No
 - b. Doors that are solidly made of thick metal, metal clad, or core wood? Yes No
 - c. Doors that are fire-rated? Yes No
 - d. Adequate cylinder or deadbolt locks, or quality padlocks and hasps? Yes No
 - e. Hinge pins that are concealed or welded to prevent removal? Yes No
 - f. Windows that are secured with steel bars or mesh, or are permanently sealed? Yes No
 - g. Good ventilation? Yes No

- h. Fire-detection equipment? Yes No
- i. Fire-suppression equipment? Yes No

Evidence Storage

- 1. Are there policies and procedures to ensure that evidence is protected from tampering, theft, and damage or destruction? Yes No
- 2. Are there controls established for handling evidence:
 - a. During court proceedings? Yes No
 - b. During breaks? Yes No
 - c. Overnight? Yes No
- 3. Do policies define who is responsible for handling evidence:
 - a. During court proceedings? Yes No
 - b. During breaks? Yes No
 - c. Overnight? Yes No
- 4. Do evidence procedures include recording its removal from a secured area? Yes No
- 5. Is evidence stored in a safe, vault, or secured reinforced room or closet? Yes No
- 6. Does the evidence storage room have:
 - a. A fire-rated door? Yes No
 - b. Fire-detection equipment? Yes No
 - c. Fire-suppression equipment? Yes No
- 7. Are there special accommodations for handling large sums of cash, drugs, or other valuable objects? Yes No
- 8. Are there special precautions for securing or disabling any evidence that could be used as a weapon? Yes No
- 9. Are there procedures for periodically inventorying and accounting for evidence? Yes No

Records Storage

- 1. Are files stored and secured to protect from theft, misuse, damage, or destruction? Yes No
- 2. Does the storage area have fire-detection equipment? Yes No
- 3. Does the storage area have fire suppression equipment? Yes No
- 4. Are current records stored in locked rooms or locked filing cabinets during nonbusiness hours? Yes No
- 5. Are confidential records stored in a locked cabinet? Yes No

- 6. Are there designated people who are allowed to remove files from the clerk's office? Yes No
- 7. Are records storage areas inaccessible to unauthorized persons? Yes No
- 8. Are there check-out procedures for all records? Yes No
- 9. Is space available in or near the clerk's office for the public's inspection of documents? Yes No
- 10. Is there a document destruction policy? Yes No

Data Processing Area

- 1. Are back-up records routinely made for electronic court records? Yes No



Records should be backed-up daily for short-term data recovery. Records should be archived monthly to retrieve data in the event of a disaster.

- 2. Is electronic court data stored off-site? Yes No
- 3. Is the back-up stored in a fireproof room or safe? Yes No
- 4. Has a "black bag" containing valuable court documents, orders, and computer information been assembled? Yes No
- 5. Is there a backup or uninterruptible power supply in place in the event of power outages? Yes No
- 6. Is an orderly, automated, emergency shut-off plan defined to minimize data loss? Yes No
- 7. Is the door to the server room locked at all times and accessible only to authorized users? Yes No
- 8. Are the server room and telecom room monitored for excessive heat or signs of moisture? Yes No
- 9. Are all hard drives encrypted? Yes No
- 10. Is there a firewall in place? Yes No
- 11. Are system administration privileges restricted? Yes No
- 12. Are computer passwords changed routinely? Yes No



Passwords should be changed at least every 90 days.

- 13. Are computer passwords changed when an employee is terminated or is no longer an employee? Yes No

14. Are employees careful not to write down, display, or share their passwords with others or in their work area? Yes No



Employees should be careful not to write down passwords on sticky notes or notepads hanging in or laying on their workspace.

15. Is personal use of court computers and software prohibited? Yes No
16. Do computers log off or revert to a password-protected screen saver after staying idle for a set length of time (could be anywhere from 15 seconds to 15 minutes)? Yes No
17. Are automatic daily virus detection programs installed on all computers? Yes No
18. Are there separate Wi-Fi networks for court and public use? Yes No
19. Is the network for court use password-protected? Yes No



Passwords should be at least eight characters long with at least three difference character types, e.g., uppercase, lowercase, numbers, and symbols.

20. If court employees are allowed to take computers home, is a Virtual Private Network (VPN) used to access court networks remotely? Yes No

Cash Handling Area

1. Does the cashier's window have security features (i.e., duress alarms, cameras)? Yes No
2. Is there a designated secure money counting area? Yes No
3. Is the cash handling area monitored and recorded by CCTV? Yes No
4. Is it monitored in real time? Yes No
5. Are cashiers adequately trained to identify counterfeit bills? Yes No
6. Are there written procedures for cash handling? Yes No
7. Are receipts prepared and issued for each transaction? Yes No
8. Are all bills and receipts secured at all times to protect the disclosure of checking account or credit card account numbers? Yes No
9. Is excessive cash removed during the day? Yes No
10. Is it procedure not to keep large amounts of cash in the office overnight or on weekends? Yes No

- 11. Is it procedure for clerks not to share cash drawers? Yes No
- 12. Is it procedure to not commingle money (e.g., not combine court money with utilities billing money or not combine petty cash with fine/costs/fees collected)? Yes No
- 13. Is there an adequate safe, vault, or strongbox? Yes No
- 14. Is the safe or vault protected by an intrusion alarm? Yes No



Safes weighing less than 750 pounds should be securely fastened to the floor, wall, or set in concrete.

- 15. Are safe combinations or keys changed when personnel leave? Yes No
- 16. Is it the policy that there should always be a witness or second employee when opening a safe, vault, or cash box? Yes No
- 17. Is the employee carrying the money to the bank escorted by a security person, sheriff, or police officer? Yes No
- 18. Is the bank deposit made at varying times each day? Yes No
- 19. Is the staff trained on what to do in the event of a robbery? Yes No

COURTROOM

Interior

- 1. Are spaces above, below, and next to the courtroom that present a security hazard observed by security? Yes No
- 2. Are all unused and secondary doors secured? Yes No
- 3. Is the courtroom locked at all times when unused? Yes No
- 4. Are the keys to all doors strictly controlled? Yes No
- 5. Are all windows draped to obscure vision, particularly of the bench, from outside? Yes No
- 6. Are there separate entrances into the courtroom for:
 - a. Judges? Yes No
 - b. Court staff? Yes No
 - c. Jurors? Yes No
 - d. In-custody defendants? Yes No
 - e. Other defendants? Yes No
 - f. Spectators? Yes No

- 7. Is the door to the judge's chambers left unlocked while the judge is on the bench? Yes No
- 8. Is the judge's bench closed at both ends to prevent access from the main litigation area (the well) and the witness stand? Yes No
- 9. Is the well separated from the spectators by a barrier? Yes No



If the court allows public seating in the front row, consider reserving the seats for the press/media.

- 10. Is the prisoner-entry door far enough from public areas to prevent passing weapons or contraband? Yes No
- 11. Is prisoner seating 6-8 feet from public areas to prevent passing weapons or contraband? Yes No
- 12. Is there emergency lighting in the courtroom? Yes No
- 13. Are lights key-controlled? Yes No
- 14. Are the defendant's chair and the witness' chair constructed to allow use of restraints? Yes No
- 15. Are spectators' seats solidly built and fastened to the floor? Yes No
- 16. Are potential weapons, such as drinking glasses, water carafes, pencils, etc. kept out of the defendant's reach? Yes No



Furniture in the courtroom should be solid and fastened to the floor. Any furniture that is not solid or anchored has the potential to be used as a weapon. Even items as basic as paperclips or microphones should be evaluated for placement in the court.

- 17. Has security staff identified any "fatal funnels" or the dangerous areas outside a doorway or means of entry into a space? Yes No
- 18. Are all points of egress kept clear of obstructions so as not to impede entrance or exit in an emergency? Yes No

Courtroom Security Equipment

- 1. Is the judge's bench reinforced with ballistic resistant material? Yes No
- 2. Are any windows into the courtroom shatter-proof or bullet-resistant? Yes No
- 3. Is there a duress/panic button in the courtroom at:
 - a. The judge's bench? Yes No
 - b. The clerk's station? Yes No

- c. The bailiff's station? Yes No
- d. An exit door? Yes No
- 4. Is there a telephone in the courtroom? Yes No
- 5. Does the courtroom have a public address system for making emergency announcements? Yes No
- 6. Is the courtroom monitored and recorded by CCTV? Yes No
- 7. Is it monitored in real time? Yes No
- 8. Are additional restraining devices available for use in the courtroom? Yes No

Courtroom Policies

- 1. Are regular searches of the courtroom made before and after each session and recess? Yes No
- 2. Is there a procedure for weapons and contraband searches of all people prior to entering the courtroom? Yes No
- 3. Do courtroom policies:
 - a. Require that all courtrooms are locked at all times when not in use? Yes No
 - b. Require regular systematic searches of the courtroom? Yes No
 - c. Specify what conduct will or will not be allowed in the courtroom and the corresponding desired security staff response? Yes No
 - d. Allow for restraint/removal of disruptive individuals? Yes No
 - e. Require all persons to obey directives of officers? Yes No
 - f. Require that spectators stay seated during proceedings? Yes No
 - g. Restrict approaching the bench and entering the litigation area? Yes No
 - h. Restrict packages and parcels? Yes No
 - i. Restrict weapons for those not permitted by law to carry them in a courtroom? Yes No
- 4. Are administrative orders outlining conduct not allowed in the courtroom posted? Yes No
- 5. Is security staff in the courtrooms at all times while court is in session? Yes No
- 6. Is security staff in uniform? Yes No



Uniforms are thought to be a highly visible deterrent to potential problems in court.

7. Is there enough court security staff to:
 - a. Observe each in-session courtroom? Yes No
 - b. Patrol the building at large? Yes No
 - c. Provide high visibility at court entrances? Yes No
8. Is there a process that may be used to request additional security staff? Yes No
9. Is a risk analysis done to verify that enough of the staff is available for any given proceeding? Yes No
10. Does the security staff have adequate time and attention to devote to their security responsibilities, meaning clerical or other functions do not take precedence over security? Yes No
11. Is the security staff familiar with all policies in place? Yes No
12. Has the security staff been trained on the procedures for emergency evacuation of:
 - a. Judges? Yes No
 - b. Court staff? Yes No
 - c. Jurors? Yes No
 - d. Prisoners? Yes No
 - e. Other defendants? Yes No
 - f. Spectators? Yes No
13. Has non-security court staff been trained on security procedures and emergency evacuation of the courtroom? Yes No
14. Have judges been trained on all procedures including their role in an emergency evacuation of the courtroom? Yes No
15. Do policies and procedures appear to be uniformly applied throughout the court facility and in all courtrooms? Yes No

COURT STAFF, SECURITY PERSONNEL, AND JUDGES

Clerks' Offices and Area

1. Is the clerk's area separated from the public area by a locked door or, at the least, a counter and partition? Yes No
2. Is there a secure location for the staff to store personal belongings (e.g., purses, smart phones, other valuables)? Yes No

Judges and Chambers

1. Is there a private secured traffic pattern that allows the judge access to court offices, chambers, and courtroom? Yes No
2. Is visitor access to chambers controlled through any of the following:
 - a. CCTV? Yes No
 - b. Intercom? Yes No
 - c. Security Observation? Yes No
 - d. Clerk/Bailiff/Secretary? Yes No
3. Is there an individual designated to screen visitors? Yes No
4. Is there an individual designated to escort visitors? Yes No
5. Are judges' chambers routinely searched? Yes No
6. Are suspicious packages or letters examined before delivery to judges? Yes No
7. Does each chamber have:
 - a. More than one means of entry/exit? Yes No
 - b. A lock on each door? Yes No
 - c. Doors with automatic closing and locking hardware? Yes No
 - d. Doors with a peephole? Yes No
 - e. Duress alarms? Yes No
 - f. Emergency lighting? Yes No
 - g. A telephone? Yes No
 - h. Windows that are:
 - i. Covered? Yes No
 - ii. Screened? Yes No
 - iii. Barred? Yes No
 - iv. Ballistic resistant? Yes No
8. Are the chambers routinely locked when the judge is not present? Yes No
9. When occupied by the judge, are the doors to the chambers usually locked? Yes No
10. Are outside views into chambers, especially of the judges' bench, obscured? Yes No
11. Do judges refrain from wearing their robes outside of the courtroom and chambers? Yes No
12. Are ballistic-resistant vests available to judges when necessary? Yes No
13. Are judges escorted between parking areas, chambers, and the courtroom when necessary? Yes No

14. If the judge has a concealed handgun license and carries a firearm, is there adequate means to lock up the firearm when not carried by the judge? Yes No

Security Staff

1. Has the security staff been trained on relevant policies and procedures? Yes No
2. Does the court security staff have written job descriptions and clearly defined job expectations? Yes No
3. Is there a list of security providers that also describes the responsibility of each person? Yes No
4. Is the court security staff directly accountable to one person designated as responsible for court security functions? Yes No
5. Are background investigations completed on all members of the security staff? Yes No
6. Are radio communications consistently made concerning what is observed by the security staff? Yes No
7. Is maintenance of radio equipment routinely done? Yes No
8. Do base stations have an auxiliary power source? Yes No
9. Are there duress/panic buttons located throughout the courthouse? Yes No
10. Is the staff trained on the use of a duress signal or panic button? Yes No
11. Is there a duress code or signal for use by security staff? Yes No
12. Is it procedure for the staff to supplement the use of a duress signal or panic button with a call to the responding agency to provide more detailed information whenever possible? Yes No
13. Has the staff communicated and practiced emergency response to a panic button with the responding law enforcement agency? Yes No
14. Is there a pre-determined, effective means of non-verbal communication (i.e., a sign or signal) between the court security staff and the judge/court administrator that could confidentially be used in threatening or emergency situations? Yes No

15. Is the security staff issued or allowed to carry:
- a. Handguns? Yes No
 - b. Handcuffs? Yes No
 - c. Batons? Yes No
 - d. Flashlights? Yes No
 - e. Tear gas? Yes No
 - f. Pepper spray? Yes No
 - g. Ballistic-resistant vests? Yes No
 - h. Two-way radios? Yes No
16. What communications are available in the courthouse?
- a. Telephone? Yes No
 - b. Email? Yes No
 - c. Radio? Yes No
 - d. Inter-office mail? Yes No
 - e. Fax? Yes No
 - f. Public address system? Yes No



Working telephones should be placed all over the courthouse for communicating. However, courts should have alternative communications devices, such as cell phones or two-way radios, in case telephones are not working during a crisis.

ADMINISTRATIVE ISSUES

Security Advisory Committee

- 1. Is there an established Security Advisory Committee? Yes No
- 2. Is the committee comprised of a representative body of court personnel (i.e., judges, court security officers, court administrators) and building maintenance personnel? Yes No
- 3. Does the court have a written:
 - a. Security procedures manual? Yes No
 - b. Emergency procedures manual? Yes No
- 4. Does the committee review all security and emergency-related incident reports? Yes No
- 5. Does the committee verify that emergency drills and testing and maintenance of security and emergency equipment have been completed? Yes No
- 6. Is a security survey routinely conducted? Yes No
- 7. Does the local fire marshal/inspector routinely inspect the courthouse? Yes No
- 8. Does the courthouse comply with local fire codes? Yes No

9. Has the committee considered the access of janitorial staff? Yes No
10. Are all court employees required to wear a nametag or badge to identify themselves as being a court employee? Yes No

Security and Emergency Procedures Manuals

1. Are all plans subject to periodic review and updating? Yes No
2. Does the manual have phone numbers easily accessible for:
- a. Ambulance? Yes No
 - b. Law enforcement? Yes No
 - c. Utility – gas? Yes No
 - d. Utility – electric? Yes No
 - e. Utility – water? Yes No
 - f. Fire/rescue? Yes No
 - g. Building maintenance? Yes No
 - h. Judges? Yes No
 - i. Court Administrator? Yes No
 - j. Security staff? Yes No
 - k. City officials? Yes No
3. Does the manual contain:
- a. A directory of building tenants and their phone numbers? Yes No
 - b. Floor plans showing:
 - i. Windows? Yes No
 - ii. Doors? Yes No
 - iii. Fire exits? Yes No
 - iv. Control panels? Yes No
 - v. Alarm system controls? Yes No
 - vi. Elevator controls? Yes No
 - vii. Utility shutoffs? Yes No
 - viii. HVAC controls? Yes No
 - ix. First aid kits? Yes No
 - x. Fire extinguishers, hoses, and suppression systems? Yes No
4. Does the building have:
- a. Fire alarms? Yes No
 - b. Smoke detectors? Yes No
 - c. Fire extinguishers? Yes No
 - d. Emergency fire hoses? Yes No
 - e. Fire suppression or sprinkler system? Yes No
 - f. An adequate water supply? Yes No
 - g. First aid kits? Yes No
5. Are these all routinely inspected and maintained? Yes No

6. Are floor plans showing emergency exits, smoke detectors, and fire hoses and extinguishers posted throughout the building? Yes No
7. Are emergency exits clearly marked with an illuminated sign? Yes No
8. Are emergency exits and passages kept clear and in usable condition? Yes No
9. Have internal and external evacuation locations been designated? Yes No
10. Is first aid equipment available throughout the courthouse (i.e., defibrillator)? Yes No
11. Are first aid kits examined monthly for completeness? Yes No
12. Is the discharge of first aid supplies controlled and documented? Yes No
13. Are there written emergency procedures for:
- a. Medical emergencies? Yes No
 - b. Fire? Yes No
 - c. Bomb threats? Yes No
 - d. Civil disorder/disturbances? Yes No
 - e. Natural disasters (tornado, severe weather, flood, hurricane, winter weather, wildfire)? Yes No
 - f. General evacuation? Yes No
 - g. Power/utility failure or gas leak? Yes No
 - h. Hostage situation? Yes No
 - i. Prisoner escape? Yes No
 - j. Active shooter? Yes No
 - k. Disaster recovery? Yes No
 - l. Suspicious mail? Yes No
14. Does each section:
- a. Identify key decision makers? Yes No
 - b. List authorized actions? Yes No
 - c. Give uncomplicated directions? Yes No
 - d. Define who declares an emergency? Yes No
 - e. Define chain of command? Yes No
15. Are plans coordinated with local, state, and federal agencies? Yes No
16. Has the court staff been trained on relevant policies and procedures (i.e., first aid, CPR, fire suppression, evacuation)? Yes No
17. Are courthouse fire or emergency evacuation drills conducted and actively participated in? Yes No
18. Is there a policy for reporting security or emergency-related incidents? Yes No

BEST PRACTICES IN COURT SECURITY: SAMPLE POLICIES

SAMPLE HURRICANE PROCEDURE

The National Weather Service issues a Hurricane Warning when they expect hurricane conditions in 24 hours or less. Such conditions include winds of 74 MPH or greater and high water.

IN PREPARATION FOR A HURRICANE

- ◆ Become familiar with your local procedures (if you don't have any, consider creating some).
- ◆ Keep your personal contact information current and include an out of area emergency contact in case you are forced to evacuate.
- ◆ Secure office equipment in an elevated location and away from outside windows.
- ◆ Know evacuation routes and be prepared to evacuate the area when directed by local authorities.

IF CAUGHT IN THE BUILDING DURING THE STORM

- ◆ Monitor the path and intensity of the storm and communicate with management regarding security of the site, personnel, documents, equipment and a possible evacuation or relocation.
- ◆ Follow the "Action Steps" outlined in the Tornado procedure, if necessary.
- ◆ Assist other employees in moving to the interior evacuation area.

AFTER THE HURRICANE

- ◆ Advise contact management of your status, evacuation location, and how you can be reached.

SAMPLE TORNADO PROCEDURE

A tornado warning is an alert by the National Weather Service confirming a tornado sighting. The Weather Service will announce the approximate time of detection, the location, and the direction of movement. This may be over the radio, the TV, or a steady five (5) minute siren blast by the Civil Defense warning system.

ACTION TO TAKE

1. Get away from the perimeter of the building and exterior glass.
2. Leave your exterior office and CLOSE the door.
3. Go to the center corridor of the building - the basement, 1st floor or designated Interior Assembly Area.
4. Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel protecting your head.

IF YOU ARE IN TRANSIT IN THE BUILDING

- If possible, go the bottom level of the building or find the closest inside corridor in the building.
- If you are caught in an outside perimeter office
- Seek protection under a desk if you are unable to get to the inside corridor in the building.

SAMPLE POWER OUTAGE PROCEDURE

THINGS YOU CAN DO EVERY DAY TO HELP YOU PREPARE FOR A POWER OUTAGE:

- Save your computer files every five minutes or when leaving your workstation.
- Turn off desktop electrical equipment if not in use.
- Turn off non-essential equipment at the end of each day.
- Secure all documents and paperwork before departing each day.
- Keep your work area, including the floor, free of clutter and unnecessary supplies.

IF A POWER OUTAGE DOES OCCUR

- Do NOT unplug your PC or terminals; instead, turn off your surge protector.
- Remain at your workstation until provided with other instruction by a supervisor.
- Emergency lighting in the building should be operational.
- During daytime, open doors and blinds to bring in additional light.
- Notify your facilities representative at phone # _____

In the event evacuation is determined necessary, follow the posted evacuation plan procedures.

SAMPLE BOMB THREAT PROCEDURE

1. The person receiving the call should fill out the “Bomb Threat Call Checklist.” Ensure all employees have a copy of the Bomb Threat Checklist near their phone!
2. Immediately after the phone call, notify your Supervisor or Senior Management.
3. The Senior Management member, upon receiving the information, should notify the appropriate emergency personnel, security, and building management immediately. If the threat appears positive, with little available time for investigation and search, limited or total evacuation of the area or the building may be ordered. In the event evacuation is determined necessary, follow your posted evacuation plan.
4. Avoid the use of any wireless communication device (e.g. two-way radio; cellular phone, etc.)
5. After leaving the building, get as far away as possible to avoid flying glass or debris, in the event of an explosion.

Sample Bomb Threat Checklist

Date:	Time:	Receiver's Name:
KEEP THE CALLER ON THE LINE AS LONG AS POSSIBLE and record as much information as you can. Get a co-worker, if possible, to call the phone company Supervisor to trace call.		
QUESTIONS TO ASK (if possible)		
Exact location of the bomb?		
Time set for detonation?		
What does it look like?		
What type of explosive?		

What would set it off?	
Why was it placed?	
What would influence him to change his tactics?	
ORIGIN OF CALL	
<input type="checkbox"/> Local <input type="checkbox"/> Long Distance <input type="checkbox"/> Cell <input type="checkbox"/> Internal <input type="checkbox"/> Unknown	
Person Calling	
Name:	
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Child Age (estimate)	
Speech and Language Used:	
<input type="checkbox"/> Slow <input type="checkbox"/> Excited <input type="checkbox"/> Rapid <input type="checkbox"/> Loud <input type="checkbox"/> Quiet	
<input type="checkbox"/> Sincere <input type="checkbox"/> Disguised <input type="checkbox"/> Normal <input type="checkbox"/> Lisp <input type="checkbox"/> Broken	
Any Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Type:	
What type of background noises did you hear?	

RECOGNIZING SUSPICIOUS MAIL

1. All employees who process incoming mail or packages should be alert for unusual or suspicious letters or packages.

2. Ensure mail handlers are aware of suspicious mail indicators:
 - Postmark does not agree with return address.
 - Restrictive markings, such as “Confidential” or “Personal.”
 - An excessive number of postage stamps (instead of USPS meter label).
 - An odd wrapping material, e.g. waterproof paper.
 - A return address that is either foreign or in an unusual writing style.
 - Handwritten or typed address, either poorly written or typed on older equipment, i.e. letter height variance or heavier type of select letters.
 - Packages / envelopes lacking a return address.
 - Common words incorrectly spelled.
 - A package whose weight is unbalanced.
 - An envelope that feels spongy.
 - Small wires protruding from package.
 - Pin pricks or holes in envelope.
 - Greasy patches on wrapping paper or envelope.
 - An envelope that feels uncommonly stiff; or lopsided; or, uneven.
 - A package with an inner sealed enclosure. **DO NOT OPEN!**
 - Excessive tape or string used to seal the parcel.
 - Any package with a strange smell.
 - Parcels that are not delivered by the usual carrier, or delivery person not in uniform or common apparel for carrier.

- A type of package or envelope that has not been observed before in the routine course of business.
- Any other observable fact or set of circumstances that suggest the piece may be dangerous.

What to do:

- Leave the package undisturbed!
- Calmly evacuate the room and the surrounding areas, if necessary.
- During evacuation, leave doors and windows open.
- Keep people away from the area.
- Notify Senior Management or Law Enforcement.

FBI Advisory

**If you receive a suspicious letter or package
What should you do?**

- 1 Handle with care
Don't shake or bump**
- 2 Isolate and look
for indicators**
- 3 Don't Open, Smell
or Taste**
- 4 Treat it as Suspect!
Call 911**



If parcel is open and/or a threat is identified...

For a Bomb

Evacuate Immediately
Call 911 (Police)
Contact local FBI

For Radiological

Limit Exposure - Don't Handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact local FBI

For Biological or Chemical

Isolate - Don't Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact local FBI



Police Department _____

Fire Department _____

Local FBI Office _____

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)

SAMPLE FIRE ALARM PROCEDURE

The fire alarm system will detect most fires and automatically sound the alarm throughout the building. If not, or if fire alarms are not installed at the facility, an employee who detects a fire in the building must immediately:

Pull the fire alarm.

Call the Fire Department – 911 or your local security number.

State: THIS IS THE COURT AT _____
THERE IS A FIRE ON FLOOR _____

Evacuate all workforce members from your floor and the building VIA THE STAIRWAYS in accordance with posted evacuation plan procedures.

Most fires will be confined to the room of origin if the DOOR IS CLOSED.

Panic is your most serious problem. By remaining calm and giving orders with confidence, you will help facilitate any necessary evacuation.

➔ **IF YOU ARE TRAPPED, you must remain calm so you can think clearly and take correct action. IN SMOKE FILLED AREAS, CRAWL NEAR THE FLOOR. DO NOT WALK - cleaner air is closest to the floor.**

➔ **Put closed doors between you and the heat and smoke. Seal off cracks around doors and vents. If possible, use wet towels.**

➔ **Make sure the fire department knows you are there. Even if the fire department is at the building, call 911 to alert them of your location. Call the building office or security and also inform them.**

SAMPLE BUILDING EVACUATION PLAN

Should evacuation become necessary, put the following plan or your posted evacuation plan into effect: Stop what you are doing, instruct all occupants to evacuate the area, proceed to the nearest emergency exit, and meet at your pre-designated assembly area.

Internal Assembly Area: _____

External Assembly Area: _____

Remind personnel to close doors as they leave; direct occupants away from the elevators; and search all closed off areas (i.e., restrooms, conference rooms, copy rooms, etc.).

Check emergency stairwell doors for heat and smoke before opening.

Any person with a physical disability or person who needs assistance walking down the stairs should have two assistants. The first assistant will stay with the disabled person at the top of the stairs; the second assistant will notify fire officials of the disabled person and assistant's exact location.

When walking down the stairs, be sure to use the handrails and stay to the right side. Women should remove their heels while in the stairwells to avoid tripping.

At designated assembly area, keep quiet until management completes a headcount.

Report anyone missing to Sr. Management or Fire Officials.

Turn in the headcount checklist to Fire Official.

COMMUNICATING WITH ANGRY PEOPLE

DISTURBANCE OR INCIDENT

Always be Courteous in providing assistance to anyone coming to your court. However, if they cannot readily communicate what they want or need and become increasingly upset and if they are sufficiently suspicious in other ways, you will need to decide if the circumstances justify calling for emergency assistance.

During an actual disturbance: Attempt to diffuse the situation by remaining calm and rational. Avoid confrontation and do not get angry or argue. If you cannot handle the situation, immediately call for assistance as the situation allows. Do not risk your own or other people's safety by attempting unnecessary heroics.

Be as observant as possible. Attempt to form a mental image or description of the person (scars, hair color, eyes, mannerisms, etc.) to assist in apprehension.

SAMPLE ROBBERY/BURGLARY PROCEDURES

BURGLARY or THEFT

As soon as a burglary is discovered, leave the scene. Do not disturb or touch anything. Notify your supervisor, building security, or police immediately.

After police officers have investigated the scene, you and your supervisor should inventory to determine the amount of money or property stolen.

Report all thefts of personal or company property to your immediate supervisor or manager for appropriate action.

ROBBERY

If a robbery is taking place, it is important to remain calm and act rationally. Cooperate fully with the robber, particularly if a weapon is displayed, and do not endanger your life or others through unnecessary heroics.

Summon law enforcement, if that can be done without endangering you or others.

Resist any attempt to be taken hostage, unless your life would be placed in immediate danger by not cooperating.

Be as observant as possible without being too obvious. Recollection of details will assist in apprehension and prosecution.

VIOLENCE IN THE WORKPLACE

BEHAVIOR WARNING INDICATORS

The following warning indicators when taken alone are not sufficient for predicting aggression and/or violence. When taken in combination, they may indicate a need for documentation and further analysis or consultation.

Personal /Interpersonal Indicators

Tearfulness or depression
Unprovoked anger or hostility
Emotional response is an over-reaction/under-reaction
Aggressive and/or argumentative behavior
Expressions of hopelessness, worthlessness, fear, humiliation, boredom, grief or powerlessness
Exaggerated personality traits (e.g., more withdrawn or animated than normal)
Reckless behavior
Direct statements indicating distress, family problems, or other difficulties
A hunch or gut level reaction that something is wrong

Physical Indicators

Deterioration in physical appearance
Blurry-eyed, hung over or smelling of alcohol

Safety Risk Indicators

Any written note or verbal statement that has a “sense of finality”
Statements to the effect that the person is “going away for a long time”
Severe depression
Any history of suicidal thoughts or attempts
Giving away of prized possessions
Self-injurious or self destructive behavior
Out-of-control behavior
Verbal or written (email) threats of harm to self or others
Prior violence

Production Indicators

Deterioration in quality of work

