

June 12, 2012
Texas Municipal Court Education Center

CREATING A SAFER WORKPLACE

Charles L. Baxter, PSP
Licensed Security Consultant
Vice President, National Accounts
U.S. Security Associates

TOOLS FOR YOUR PERSONAL TOOLBOX

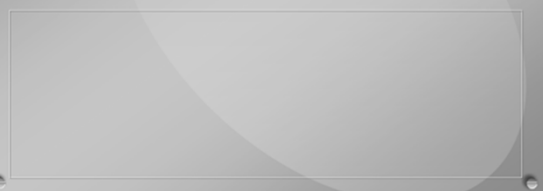


COURT SECURITY CONSIDERATIONS

- Environmental Considerations
- Financial Transactions
- Document Processing
- Personal Protection
- Article 102.017
- Tools You Can Use!

Texas Municipal Court Education Center

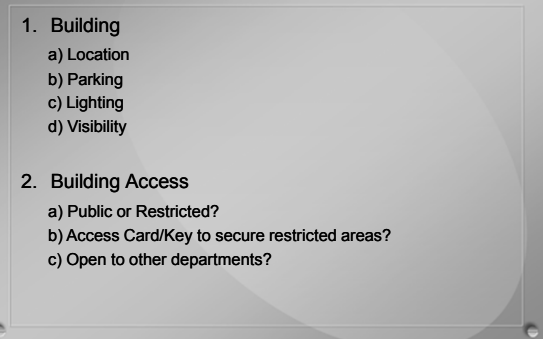
ENVIRONMENTAL SECURITY CONSIDERATIONS



ENVIRONMENTAL CONSIDERATIONS

1. Building
 - a) Location
 - b) Parking
 - c) Lighting
 - d) Visibility

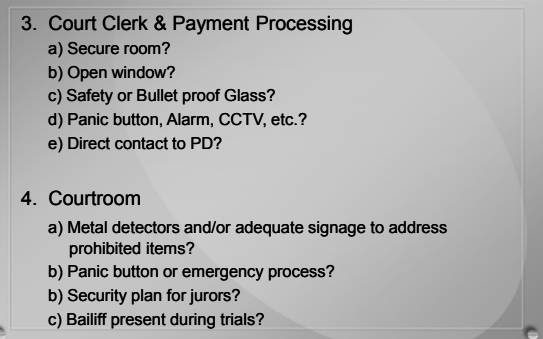
2. Building Access
 - a) Public or Restricted?
 - b) Access Card/Key to secure restricted areas?
 - c) Open to other departments?



ENVIRONMENTAL CONSIDERATIONS

3. Court Clerk & Payment Processing
 - a) Secure room?
 - b) Open window?
 - c) Safety or Bullet proof Glass?
 - d) Panic button, Alarm, CCTV, etc.?
 - e) Direct contact to PD?

4. Courtroom
 - a) Metal detectors and/or adequate signage to address prohibited items?
 - b) Panic button or emergency process?
 - b) Security plan for jurors?
 - c) Bailiff present during trials?



ENVIRONMENTAL CONSIDERATIONS

5. Disaster Preparation & Response

- a) Know location of emergency exits and identify an assembly area away from the building?
- b) Know location of "safe spots" for interior evacuations?
- c) Practice building evacuations?
- d) Know how to reach first responders when needed?

Texas Municipal Court Education Center

SECURITY OF FINANCIALS

PAYMENT PROCESSING

1. Cash Drawer

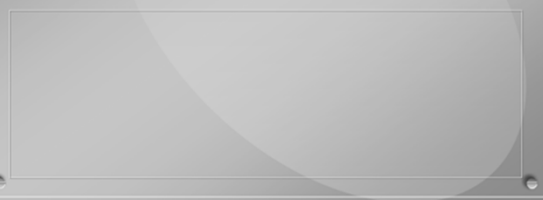
- a) Verification of starting balance?
- b) Restricted access and secure at all times?
- c) Two-person close-out procedure in place?
- d) Safe transport to secure location?
- e) Know what to do if you are robbed?

2. Electronic back-up

- a) Robbery alarm?
- b) Recorded video?
- c) Log off or lock computer when unattended to prevent unauthorized access?

Texas Municipal Court Education Center

SECURITY OF DOCUMENTS

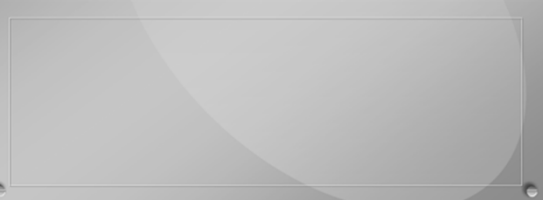


DOCUMENT PROCESSING

1. Control
 - a) Securing proprietary documents*
*Anything containing personal information
(no peeking, no touching)
2. Maintain a Clean Desk Policy
 - a) Documents containing personal information; court orders; warrants; copies of DLs, etc. should be kept out of view of the public and all unauthorized parties.
This includes electronic files too!
3. Lockdown!

Texas Municipal Court Education Center

PERSONAL SECURITY



PERSONAL SECURITY

20%

1. Disorderly Behavior
2. Verbal & Written Threats
3. Taking a Weapon into Court
4. Other Security Breach

PERSONAL SECURITY

1. Walking to and from court
 - a) Scan the area
 - b) Walk in pairs
 - c) Wear practical shoes
 - d) Have keys in hand
2. Be aware of suspicious or aggressive behavior
3. If You See Something, SAY SOMETHING!
4. Suspicious mail/threatening telephone calls

PERSONAL SECURITY

5. Communication with emergency responders
6. First Aid/CPR
7. If this had been an actual emergency.....

Texas Municipal Court Education Center

Article 102.017

Municipal Court Building Security Fund

MUNICIPAL COURT BUILDING SECURITY FUND

"The governing body of a municipality by ordinance may create a municipal court building security fund and may require a defendant convicted* of a misdemeanor offense in a municipal court to pay a \$3 security fee as a cost of court."

* Convicted =

1. A sentence is imposed
2. The person receives community supervision, including deferred adjudication
3. The court defers final disposition of the person's case

MUNICIPAL COURT BUILDING SECURITY FUND

Funds collected are deposited into a separate "Municipal Court Building Security Fund" and may be used for:

1. Handheld and walkthrough metal detectors;
2. Identification cards and systems;
3. Electronic locking and surveillance equipment;
4. Bailiffs, deputy sheriffs, deputy constables or contract security personnel during times when they are providing appropriate security services;

MUNICIPAL COURT BUILDING SECURITY FUND

5. Signage;
6. Confiscated weapon inventory and tracking systems;
7. Locks, chains, alarms or similar security devices;
8. Purchase or repair of bullet-proof glass, and
9. Continuing education on security issues for court and security personnel.

YOUR COURT IS ENTITLED TO THIS MONEY SO CONSIDER ADDING THIS TOOL TO YOUR COURT'S TOOLBOX!!!!

Texas Municipal Court Education Center

TOOLS YOU CAN USE!



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.

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 _____		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 Superior to investigate.			
CALL STENO TO TAKE IF possible			
Description of the bomb? <input type="checkbox"/> Specific to organization?			
Postmark: How clear?			
Special type of wrapping?			
What would set it off?			
Who was in the room?			
How long did you talk to anyone for?			
LOCATION OF CALL <input type="checkbox"/> Long Distance <input type="checkbox"/> Call <input type="checkbox"/> Internal <input type="checkbox"/> Afterhours			
Person Calling Name: _____ Title: _____ Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Child <input type="checkbox"/> Age (approx): _____			
Speech and Language Used Slow <input type="checkbox"/> Exalted <input type="checkbox"/> Rapid <input type="checkbox"/> Loud <input type="checkbox"/> Quiet			
Stress <input type="checkbox"/> Normal <input type="checkbox"/> Abnormal <input type="checkbox"/> Disoriented			
Any Accent? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Lip <input type="checkbox"/> Broken			
Tone <input type="checkbox"/> Normal <input type="checkbox"/> Suspicious <input type="checkbox"/> Threatening <input type="checkbox"/> Sad			
What type of background noise 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.

RECOGNIZING SUSPICIOUS MAIL

SUSPICIOUS MAIL (CONTINUED)

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
2. Inspect for wires
3. Inspect and touch for adhesives
4. Do not open
5. Do not touch
6. Notify the FBI

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

Do Not:
- Move or tamper with it.
- Touch it.
- Open it.
- Eat or drink anything from it.
- Touch your face.
- Drop it.

Do:
- Call the FBI.
- Call your supervisor.
- Call your security officer.
- Call your building manager.
- Call your local law enforcement.
- Call your local fire department.
- Call your local police department.
- Call your local sheriff's office.

Call the FBI:
- Call 1-800-338-2443.
- Call 1-800-255-8383.
- Call 1-800-353-7272.
- Call 1-800-353-7273.

Call your supervisor:
- Call your supervisor's office.
- Call your supervisor's home phone.
- Call your supervisor's cell phone.

Call your security officer:
- Call your security officer's office.
- Call your security officer's home phone.
- Call your security officer's cell phone.

Call your building manager:
- Call your building manager's office.
- Call your building manager's home phone.
- Call your building manager's cell phone.

Call your local law enforcement:
- Call your local police department.
- Call your local fire department.
- Call your local sheriff's office.

Call your local fire department:
- Call your local fire department.
- Call your local fire department.
- Call your local fire department.

Call your local police department:
- Call your local police department.
- Call your local police department.
- Call your local police department.

Call your local sheriff's office:
- Call your local sheriff's office.
- Call your local sheriff's office.
- Call your local sheriff's office.

Call your local fire department:
- Call your local fire department.
- Call your local fire department.
- Call your local fire department.

Call your local police department:
- Call your local police department.
- Call your local police department.
- Call your local police department.

Call your local sheriff's office:
- Call your local sheriff's office.
- Call your local sheriff's office.
- Call your local sheriff's office.

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

MAKE SURE YOU REPORT ANY INCIDENT!

Office of Coast Administration
Texas Coast Security Incident Report
MAR 2010 (REVISED)

Forms must be submitted via fax within the 48 hours following the incident. Please fax to: 409-635-2323

Reported by: _____ Date: _____
Location: _____

1. Type of Incident:
 Physical Assault Sexual Harassment
 Stalking Intimidation
 Theft Verbal Abuse
 Property Damage Other: _____

2. Description of Incident:
 Describe incident in detail including date and location.
 Name of offender(s)
 Name of victim(s)
 Name of witness(es)
 Name of supervisor(s)
 Name of other personnel involved
 Name of other agency personnel involved
 Name of other agency personnel involved

3. Was a weapon used?
 Yes No

4. Was anyone injured?
 Yes No

5. Was any property damaged?
 Yes No

MAKE SURE YOU REPORT ANY INCIDENT!



Office of Court Administration
Texas Court Security Incident Report
- Municipal Courts -
Texas Code of Criminal Procedure, Art. 102.017(f) (Session Laws Ch. 221, 80th Legislature)

Instructions

Who completes the form: The presiding judge of a municipal court, or designee, is responsible for completing the Texas Court Security Incident Report. The presiding judge may designate one or more individuals to complete the form. For instance, the presiding judge may ask the police department to complete the reports for all incidents. In other cases, it may be more effective to have each presiding or associate judge report incidents that occur in his or her own courtroom, chambers or staff offices, and to have the police department report all other incidents.

Definition of a Security Incident: A security incident is defined as any adverse event that threatens the security of a person or property, or causes or may cause significant disruption to functions of the court due to a breach in security. This includes, but is not limited to, threats to harm a person or property, disorderly conduct, physical assaults, escape attempts, or any other serious situation involving security issues that disrupts court activities.

When to complete the form: A Texas Court Security Incident Report form must be completed for each incident involving a breach of court security that occurred in or around a courtroom or court-related offices. According to statute, the report must be submitted to OCA not later than the 3rd business day after the date the incident occurred. If you miss the deadline, please turn it in as soon as possible.

MAKE SURE YOU REPORT ANY INCIDENT!

What to report:

- Report incidents that are related to the security of the court, e.g. not medical emergencies or personnel issues.
- Report incidents that actually occurred, not potential incidents. For example:
 - Do not complete an incident report when a security officer is requested for "stand-by" in case of an incident.
 - Do not complete an incident report when an individual reports that they fear another individual, unless an actual threat of injury occurred.
- Complete an incident report only for court-related offices. Do not complete an incident report if the incident occurred in offices that are not court related, e.g., the county's appraisal district office, even if they are located within the court building.

Regarding attempts to take a weapon into the courtroom or court building:

- Do not complete an incident report if an item is a legal weapon or item, such as a pocket knife, is found through normal security procedures, AND is surrendered or removed by the individual without complaint.
- Complete an incident report if:
 - the weapon is not declared during normal security procedures and is found later (i.e., the person tried to sneak it in);
 - the person became upset and/or became argumentative when asked to remove the weapon from the courtroom or court building;

MAKE SURE YOU REPORT ANY INCIDENT!

- the weapon is not legal, or the individual does not have a permit to carry it (i.e., a double-edged dagger); and/or
- law enforcement was notified of the incident.

Provide complete information: In order for OCA to compile the most complete set of data for analysis of security needs in the court system, it is important that full and accurate information be provided. Complete the form with as much information as is known. If a question on the form is not known, "U/K" may be written across that area or the area may be left blank.

In the section "Description of Incident," please provide a brief, but thorough, description of the event or any additional information that is not included elsewhere in the report but is essential for a thorough understanding of the incident. Include who was involved, what happened, and what the response/outcome was. An example is: "During trial, defendant in criminal case became hostile, screaming and threatening to harm witness. Bailiff handcuffed defendant and escorted him to the holding area. No harm to any individuals occurred."

How to submit the form: The form may be submitted via mail, fax, or email:

Send to:	Judicial Information	Email:	ReportingSection@courts.state.tx.us
Address:	Office of Court Administration P.O. Box 12066 Austin, TX 78711-2066	Fax:	512-936-2423
		Phone:	512-463-1643

QUESTIONS?

Thank you!

Charles L. Baxter, PSP
charles.baxter@yahoo.com
cbaxter@ussecurityassociates.com
LinkedIn: charleslbaxter
