

Chapter XIV: Staff Safety

Staff safety is the highest organizational priority for CSOSA. There are inherent dangers in working with a criminal offender population released to the community. The CSOSA organizational goal of close supervision of offenders requires frequent office and field contacts. This requirement, itself, characterizes the hazardous duty nature of the community corrections profession as practiced in the District of Columbia.

Staff safety procedures are developed to help ensure the well being of Community Supervision Officers (CSOs) and other CSOSA staff, to minimize risk to every extent possible, and to provide clear guidance in managing difficult and challenging situations that may arise during the conduct of everyday professional responsibilities. The element of risk can be reduced to a large extent by controlling the physical office setting, establishing procedures for dealing with emergencies or serious disruptions, and training staff to work more effectively with offenders, the general public and each other.

In community corrections, risk cannot be eliminated, but it can be minimized. The minimization of risk for all CSOSA employees is the goal of Agency safety policies. It is, furthermore, an essential tenet of CSOSA management that all Community Supervision Officers and other involved staff are continually trained and fully comprehend current guidelines and various standard practices governing professional safety practices in the workplace.

A. Fieldwork and Fieldwork Safety

Fieldwork is work related to travel outside CSOSA offices to make contact with an offender, the offender's family, an employer, a correctional facility, a treatment facility, a potential community resource, or a law enforcement entity, social services agency, community member, or organization. An important tool of the CSO is his/her planned use of community resources in all phases of his/her work. It is the responsibility of each CSO to know the resources in the community and to maximize their use in supervising offenders.

1. Reasons for Fieldwork

Fieldwork is conducted for the following reasons:

- a. To make face-to-face contacts with an offender, as prescribed above;
- b. To locate a person whose whereabouts are unknown when efforts to do so by phone and mail have failed (see Failure to Report/Loss of Contact Policy Statement);
- c. To investigate complaints or allegations regarding an offender's behavior, or to verify suspicious situations or reports related to the offender's home, employment, or program adjustment;
- d. To verify an offender's address, employment, and/or participation in treatment or support groups;

- e. To meet with an offender's family members or significant others in an attempt to gain their cooperation and understanding regarding the offender's obligations while under supervision;
- f. To gather information available only in the field;
- g. To initiate contact in split sentence cases when, in the CSO's judgment, a letter or telephone interview is considered less effective;
- h. To support, enhance, or promote compliance with probation/parole conditions, and to enhance communication with teachers, counselors, employers, mentors, etc., who are involved with the offender;
- i. To ensure that in domestic violence cases in which the couple resides together, the victim and any children residing in the home are safe (victims may withhold information about continued domestic violence); and
- j. To provide surveillance of high-risk offenders (e.g., sex offenders).

2. Fieldwork Safety General Procedures

Fieldwork is an integral part of the CSO's responsibilities. All CSOs are expected to regularly perform fieldwork (in accordance with the supervision levels of the CSO's caseload) and to follow Agency procedures with respect to safety and security. Fieldwork is to be properly documented according to Agency procedures.

Home visits and field contacts may be scheduled or unannounced. The CSO must, however, inform offenders as early as possible during supervision and preferably during the initial supervision appointment, that home visits and field contacts will occur during the course of supervision.

CSOs may conduct field visits alone (with the concurrence of the supervisor), with another CSO, or with a law enforcement officer.

All staff must complete a travel itinerary and, if appropriate, leave all relevant information (i.e., the staff person's mobile phone, the address and phone number of the destination, the name and direct phone number of the person being visited, and any other relevant information) with the supervisor or supervisor's designee by filling out a field contact sheet before the visit and signing out of the office on the field sheet.

The CSO is responsible for intelligence gathering in preparation for field visits:

- a. The CSO should be familiar with the case history of the offender being visited. Such familiarity should be gained through a thorough review of the case file, including criminal record and past investigations, and personal communication with other CSOs or staff familiar with the case;

- b. In particular, the CSO should be aware of long histories of mental disorders and evidence of assault or abusive behavior, particularly against “authority;”
- c. The CSO should question other staff familiar with the case regarding recent signs of deteriorating behavior or mounting pressure on the offender that could cause a “blow-up;”
- d. The CSO should consult with his or her supervisor if the CSO feels that signs of imminent danger are present. The CSO and SCSO shall jointly discuss the issue and agree on whether the visit can proceed or should be rescheduled to allow another CSO or MPD officer to participate in the visit; and
- e. The CSO should maintain close contact with law enforcement, mental health, and other treatment agencies to obtain current information on the offender’s behavior and possible problems.

3. General Fieldwork Safety Tips

Following are general fieldwork safety tips that should be adhered to when in the community:

- a. Walk briskly, with an air of self-confidence and purpose. Stand up to your full measure, keeping your center of gravity low and your head level.
- b. Look as if you know where you are heading even if you are a bit lost. If you must venture into an unfamiliar neighborhood, get detailed directions beforehand. This is particularly important in a neighborhood notice, but you should look like you mean business. If you are lost and need directions, seek help from a police officer or someone familiar with the area.
- c. When necessary, travel with another CSO or police officer. Surveys indicate that the chances of being attacked can be reduced by nearly 70 percent if one is with another person and by 90 percent if you are with two others.
- d. At night, walk in open places that are well lighted. If you are making field visits at night, do so with another CSO and/or a law enforcement officer.
- e. Carry a good flashlight in your car. This will be helpful if you are ever stranded on a darkened street at night.
- f. Avoid shortcuts through parks, tunnels, parking lots, and alleys. In fact, it’s best to stick to main thoroughfares whenever possible. It might take a bit longer to get to your destination, but it is worth the effort.
- g. Always carry your CSOSA-issued mobile phone and be sure the batteries are charged.

- h. Avoid carrying a purse, shoulder bag, or briefcase. If you must carry a bag or package, hold the object closely to your body.
- i. Be extra alert in boundary zones. For our purposes, a boundary zone is the area one must traverse between any two places between, for example, between one's house and car, the elevator of one's office building and the street, or one's neighborhood and the one next to it. Many crimes occur in these zones, so be especially alert when you are in them. Always have your keys in your hand when you approach your house or car and be alert for strangers. At the same time, do not be in such a hurry that you fail to check whether it is safe to enter. Make sure that the door has not already been forced and that no one is hiding under or in your car.
- j. Consider carrying a shriek alarm or a police whistle. If somebody bothers you on the street, the noise you make will attract attention and frighten your attacker. A shriek alarm is preferable to a whistle, because it creates a piercing sound and does not require you to take deep breaths. Attach either of these objects to your key ring and have it at hand when needed. It is important to understand the shock value of a loud sound at close range. A sudden burst of official-sounding shrieks will turn just about anybody around in their tracks.
- k. Keep in mind that your voice is a tool of self-protection. If attacked, let out the most piercing, glass-shattering scream you can muster, aiming it right between your attacker's eyes. Don't stop until the attacker(s) has/have fled or help has arrived. If your assailant(s) flee(s), change your scream from sheer sound to specific words:

“Help! Police! Murder!” or “Stop, thief!” This alerts people to the specific nature of the crime and may prompt reports to the police. Even if you think your cries may not be heard, scream anyway – and speak loudly to your assailant. The volume communicates personal strength and the seriousness of your intention.

Avoid questions such as “What do you think you're doing?” or “Who do you think you are?” They are weaker than direct orders: “Stop!” “Get out of here!” or “Leave me alone!” In this way you reinforce your authority.

4. Selecting Your Parking Spot

When selecting a parking spot, you should:

- a. Keep the car moving until you have selected a spot.
- b. Survey the entire area if you are unfamiliar, even if you have to go around the block.
- c. If still in doubt about a particular area, consult with police about the area.

- d. Get as close to your destination as possible.
- e. If dark or near dark, try to park under a light if possible.
- f. Leave enough room to easily pull out of the parking spot and to avoid getting blocked in.
- g. Do not park illegally. Do not linger in the car after parking.
- h. Lock your car. Be sure to hide or remove any loose items, valuable or invaluable, from plain view. Note that agency mobile phones are provided for your personal protection, among other things, and should not be left in the vehicle.

5. Approaching the Residence

When approaching a residence in the community:

- a. Familiarize yourself with the neighborhood. If you are unfamiliar with the neighborhood, pass through the neighborhood once before parking to survey the situation.
- b. Get the “big picture” of the area. If you see danger, make arrangements to return for a home visit at a later time with another officer or schedule an accountability tour with a law enforcement officer.
- c. If your knock is not answered, return to your car and use your mobile phone to call the offender inside the residence. Identify yourself and indicate that you will be knocking on the door in a matter of minutes.

6. At the Doorway

When approaching the doorway of the residence:

- a. Use the “off-the-side” approach (do not stand directly in front of the door as you knock/ring the bell).
- b. Stop, look, and listen.
- c. Stop outside.
- d. Look inside. (Are lights on? Can you see anyone? How many people? Can you see their locations? Do you recall the general layout of the dwelling from your past visits? Do you spot any unusual activities?)
- e. Listen. (Any conversations? What tone? Any factors such as dogs, music, etc.?)
- f. Be wary of any indications of alcohol or drug abuse; these can lead to problems.
- g. Develop a mental picture of what is going on inside.
- h. Knock in a normal fashion. Remember the “off-the-side” approach.
- i. When your knock is answered:
 - i. Identify yourself by name, title, and organization.

- ii. Do not enter if any invitation is called out. Wait for the door to be opened to you.
- j. As the door is opened, look through the opening for the number of occupants, their location, and any signs of danger.
- k. Be courteous and thank the person for letting you into their home.

7. Once You Have Made Entry

Once you have made entry into the residence:

- a. Continue to stay off to the side of the door.
- b. Upon entering the residence, allow about 20 seconds for your eyes to adjust to possible changes in light; extreme changes can be blinding.
- c. Quickly survey the entire area for other residents, any signs of trouble, dogs or other loose pets, and potential weapons.
- d. Be aware of alternate escape routes.
- e. Be wary of hidden weapons (e.g., in sofa or bed), particularly if a crisis is developing. Additionally, be on the lookout for hidden hypodermics in sofas and the like, as they might be contaminated.
- f. Position yourself so that exits are readily accessible. Do not stand in open doorways.
- g. If there are any animals loose in the home, ask the resident to have them restrained.
- h. If a physical confrontation between residents is in progress, leave the residence and use your mobile phone immediately to contact police.

8. Hostage Situations

CSOSA staff shall follow the procedures in the Hostage Response Policy Statement.

B. Office Safety

The Agency's Office of Facilities and Office of Security are responsible for designing the appropriate security systems, entrance and reception areas, and lighting systems for Agency facilities. The Agency's Office of Security is responsible for visually monitoring the exterior of field sites and for ensuring that all entry and exit doors are secured and functioning properly.

All CSS staff shall wear their proximity cards at all times in Agency controlled spaces. When displaying the card, it should be worn between the neck and waist, on the front of the wearer. The card should not be left unsecured in any working area. Lost or stolen proximity cards should be reported immediately to the Office of Security for their immediate deactivation. Any found proximity card should be turned into the Office of Security. Any lost or stolen keys shall be reported immediately to a supervisor and the

Branch Chief's office. The Branch Chief's office shall coordinate with the Office of Security regarding any lost or stolen keys.

Offenders and visitors shall use designated entrances and exits. All offenders and visitors shall undergo security screening and sign in as required at CSOSA field sites and offices. Reception areas for offenders and visitors shall be separate from CSA work areas. CSOs shall escort all offenders and/or visitors to and from the reception areas and when in protected areas of CSOSA office space.

All CSS staff shall be trained in office emergency procedures and crisis intervention to learn techniques for defusing aggressive behavior. These skills may prevent personal victimization and may also reduce the possibility of injury to others. In addition, all CSS staff shall be trained to be observant of potentially aggressive behavior or other safety problems. All CSS staff shall immediately advise building security staff of anyone they believe to be a threat to the public or their personal safety. When necessary, most CSS staff shall have access to either telephone duress or duress buttons to summon security officer assistance. At sites where security officers or duress systems are not present, staff shall dial 911. CSS will have an office plan in place for handling aggressive or violent clients. All CSS staff should be familiar with this plan.

Abusive or obscene telephone calls received by CSS staff shall not be tolerated. Staff shall advise the caller that verbal abuse is not acceptable, and, if the verbal abuse does not cease immediately, staff shall hang up and report the telephone call to the Office of Security immediately for investigation. Bomb threat calls shall be handled in accordance with the Memorandum and attached CSOSA Bomb Threat Checklist issued by the Office of Security on March 1, 2002.

1. Office Safety Procedures

Conditions of probation, parole and supervised release require that offenders be seen in the workplace of the supervising officer. While offenders undergo the routine security check required for entry into CSOSA offices and buildings, the following procedures provide guidance and direction for special or emergency situations that may result from unorthodox offender behavior.

a. Office Entry and Exit

Before entering the office, workers should be observant and make visual checks of the building exterior and internal workplace areas to ensure that everything appears as normal as possible. Doors providing access to staff work areas should be locked and access controlled. All entry and exit doors should always be locked unless under visual control.

b. Offenders and Visitors

Offenders and visitors shall use one designated entrance and exit. All offenders and visitors without government identification are to pass

through metal detectors and/or handheld metal detectors. Doors providing access to staff work areas should be locked and access controlled. All entry and exit doors should always be locked unless under visual control. CSOs shall escort all offenders to and from the office reception area. The offender shall always precede the officer during transit and should never be left unattended. This procedure is intended to minimize safety risks and enable CSOSA to meet security requirements necessary to protect the NCIC computer information system, which prohibits unauthorized and unescorted persons from entering space where NCIC access is available.

c. CSOSA Staff

CSS staff shall be trained in crisis intervention to learn techniques for defusing aggressive offender behavior. These skills may prevent personal victimization and may also reduce the possibility of injury to others. CSOs shall advise SCSOs, CSAs and building security staff of anyone they believe to be a potential problem. In addition, CSOs shall be trained to be observant of potentially aggressive behavior or other problems.

CSS staff shall not tolerate abusive or obscene telephone calls. Staff shall advise the caller that verbal abuse is not acceptable and if the verbal abuse does not immediately cease, the CSS staffer will end the call. Telephone harassment calls shall then be reported to and investigated by the CSOSA Office of Security.

CSS staff are instructed to keep valuables out of public view and shall store any personal packages, purses, bags or other belongings in a locked drawer, file cabinet or other secure place.

d. Physical Arrangement of Office

Furniture shall be arranged to allow access to the door for easy exit if needed. Desks shall be arranged in a manner to ensure that they are not barriers to escape in the event of a hostile situation. Chairs shall be placed so that the officer's chair is the one closest to the door. File cabinets, desks, and chairs shall be placed so as not to impede an escape route from the officer's chair to the door. Wherever possible, some type of obstacle should be situated between the visitor's chair and the door.

CSS staff should be aware of potential weapons available to offenders and/or visitors in the office. Letter openers, pens, picture frames, and note spindles should be at a distance and inaccessible to offenders and/or visitors while seated. CSS staff shall have easy access to an alarm system or "panic button" on their telephone to summon assistance. CSS staff should know emergency code words and procedures. CSS staff should

post emergency telephone numbers and not rely on memory in emergency situations.

e. Personal Offices

CSS staff should be aware of all items in their personal work area and should be selective in choosing items to keep in the office (particularly those items normally located on a desk). Family photographs should not be displayed. Keys, ID/building access cards, portable electronic devices (mobile phones, pagers, etc.) and other personal or Agency items shall not be accessible to the offender. Offices, files, desks and supplies shall be secured when not in use. Staff should never leave an offender in the office alone when Agency files or other property are in plain view or easy access to the offender.

Office doors should be kept open whenever an offender is in the office, unless the door or interior office wall contains a window allowing a direct line of sight to the CSO and offender or visitor at anytime. CSOs and other staff with interior windows must not place paper, curtains or any other non-transparent material in such a manner as to obstruct the line of sight into and out of the office.

f. Working Alone in the Office

CSS staff should advise building security personnel of their presence on weekends or during extended work hours. CSS staff that are going to be working late in the office (or arriving alone on weekends) should move their cars to a parking place nearest the building.

When working alone, the CSS staffer should inform someone (supervisor, spouse, friend, etc.) of his or her location and estimated time of arrival and departure. A system of regular telephone checks should be established. No offenders shall be allowed in the building outside regular or specially arranged business hours.

Answering devices (voice mail, caller ID, etc.) should be used to every possible extent. Workers should accept calls from known numbers only, or call back immediately upon screening messages.

The outer or entry door should be opened only to known persons. All entrances and windows should remain locked. Employees should use their proximity cards. There should be no need to open a secure door after hours.

C. Use of Force Continuum

The use of force continuum applies to all CSS staff including CSAs, Drug Testing Surveillance Monitors, AOC staff, CSOs, SCSOs, Branch Chiefs, Deputy Associate Directors, and the Associate Director.

All CSS shall undergo CSOSA use of force training to include, but not be limited to presence, verbal, physical, and the use of force continuum. Update/re-certification shall be provided when applicable. All CSS staff shall be trained in and shall be responsible for understanding current guidelines governing the use of force. CSOSA policy mandates that any use of force by CSS staff be carried out for the express purpose of self-defense or defense of a third party.

1. Sequence of Options:

- a. **Continuum of Force** means an escalating series of defensive counter measures (levels of force) that may be employed against an individual to stop an attack on CSS staff or a third party.
The level of such force is dictated solely by the individual's actions toward the CSS staff or a third party.
- b. **Deadly Force** shall be considered as that amount of force that a person knows or should have known would create a substantial risk of death or serious bodily harm.
- c. **Non-Deadly Force** shall be considered as that amount of force that is reasonably calculated to incapacitate a person, while at the same time minimizing the risk of death or permanent injury to any person.
- d. **Reasonably Necessary** is the action that appears to be required after a CSS staffer's rational consideration of the circumstances confronting him/her in a given situation.
- e. **Serious Physical Injury** is one that creates a substantial risk of death, serious and protracted disfigurement, or impairment of the function of any bodily organ or limb.
- f. **Weapon** is an inherently dangerous instrument used in a manner capable of producing death or serious physical injury.

2. Procedures

This procedure applies to Community Supervision Services staff including: CSOs, SCSOs, clerical/support personnel, Drug Testing Surveillance Monitors, Branch Chiefs, Deputy Associate Director and Associate Director. CSS staff are required to undergo periodic safety/use of force training to include presence, verbal, physical threats and the use of force continuum.

a. Non-Deadly Force

Subject to the foregoing provisions, a CSO may use non-deadly force upon another person or member of the community only when that force is, or reasonably appears to be, necessary to defend the CSS staffer or a third person from the imminent threat of physical violence.

The CSS staffer must be attempting to accomplish lawful objectives in the performance of his or her duties when such force is used. The continuum of non-deadly force authorized for CSOs is set forth below in order of precedent:

- i. Disengagement or retreat;
- ii. Verbal diffusing skills (continuous);
- iii. Verbal warning prior to the use of force if time allows; and
- iv. Use of self-defense/defensive tactics.

The offender's actions shall dictate the amount and level of force to be used by staff in any given situation.

b. Actions Required After the Use of Force

After the use of force by a CSS staffer, if any person upon whom force was used by the CSS staffer requires medical attention, the CSS staffer shall make every effort to assist the individual, if that person does not appear to pose a threat, and contact emergency medical services, appropriate law enforcement, building security officers and the assigned supervisor. If the injured person poses a threat to the CSS staffer's safety, he or she should contact any available security guard or dial 911. Under no circumstance shall the CSO delay or hinder medical care to the injured person.

The CSS staffer should, if feasible, secure any type of crime scene by taking possession of any and all evidence until such time as it can be turned over to responding police officers arriving at the scene (See Contraband and Evidence Control Policy Statement).

Whenever use of force occurs in the performance of official duties (whether or not there is injury to the employee, offender or third party), the CSS staffer involved shall immediately notify the supervisor or designee and submit a Critical Incident Report (CIR) to the Office of Security. In accordance with the procedures in the Workplace Violence Policy Statement, the completed form shall be forwarded by the CSS staffer through the appropriate chain-of-command within forty-eight (48) hours, or twenty-four (24) hours if the use of deadly force was involved.

Any injured employee must seek medical attention irrespective of the employee's assessment of the injury. Additionally, the injured employee must follow the procedures outlined in the HRD 810.01 – Worker's Compensation Program.

CSS staff is not authorized to carry a weapon **or have a weapon in their possession while on duty (e.g., in a CSS staffer's vehicle while on duty conducting fieldwork)**. If any CSS staffer secures a weapon in a struggle with an offender, secures a loose weapon lost by a police officer during a struggle with an offender, threatens the use of force, draws a weapon, discharges a weapon, or uses force on a subject or animal, he or she shall notify his or her immediate supervisor immediately. If the CSS staffer's immediate supervisor is unavailable, the CSS staffer shall notify the Branch Chief, or designee, in his/her chain-of-command. The CSS staffer's supervisor shall ensure that the chain-of-command is followed, all appropriate notifications are made, and a critical incident report is prepared within the specified time lines.

The supervisor shall also ensure that the matter is referred to the appropriate agency for further investigation, if required.

With the consent of the injured person(s), the supervisor shall have photographs taken of all visible injuries in accordance with any local law enforcement regulations. CSS staffers with visible injuries should also be photographed.

Following any use of deadly force, the CSS staffer involved shall undergo urine testing for drugs/alcohol in accordance with the Agency's Drug-Free Workplace Program Policy Statement.

The CSOSA Crisis Intervention Response Team (CIRT) shall be made available to any employee involved in a use of force situation. In all cases where any person has been threatened, injured, or killed as a result of the use of deadly force by a CSS staffer, the CSS staffer's supervisor shall contact the Crisis Intervention Officer (CIO) as soon as possible but no later than twenty-four (24) hours after the incident. The CIO shall make assessments, call the CIRT members together, and arrange for any referrals regarding the action necessary for the CSS staffer.

Any CSS staffer involved in a deadly force incident will be placed on administrative leave or assigned to administrative duties at the discretion of the Associate Director for CSS.

Any staff member involved in a use of force incident involving deadly force may be required by the Associate Director for CSS to undergo an initial and follow-up interview with a psychologist. The Employee Assistance Program is also available to staff.

D. Critical Incident Report

In the course of working with offenders, CSOSA personnel may be involved in critical incidents (i.e., any situation that forces a person to face vulnerability and mortality) that potentially may overwhelm his or her ability to cope or push a person beyond the normal ability to handle stress.

These incidents tend to be sudden and unexpected and can jeopardize a person's sense of self-control or disrupt personal values and assumptions about how the world works.

These incidents may also include an element of physical and/or emotional loss.

Critical incidents come in many forms and may result from a wide range of sources, such as natural disasters or human behavior. Reactions to critical incidents may be varied and can involve responses that begin with the incident itself and move through stages of disorientation, struggle, healing, coping and resolution.

Agency policy in response to critical incidents is intended to provide the following support mechanisms:

- a. Protection from the media;
- b. Compassionate notification of an employee's next of kin regarding the event and the employee's condition;
- c. Access to Employee Assistance Programs and Critical Incident Resource Team; and
- d. Competent, well-structured investigation including public support if such actions are justified.

1. Procedures

Once involved in a critical incident, the supervisor shall instruct the concerned employee to complete the form entitled, "Critical Incident Report" (CIR).

a. Garrity Rule

The constitutional right to remain silent does not apply to departmental investigations (*Garrity v. New Jersey*, 385 S. Ct. 493 (1967)).

b. The following statement should be written above any report a CSO or other employee is ordered to write by the Agency:

It is my understanding that this report is made for administrative CSOSA purposes only and will not be used as part of an official investigation. This report is made by me after being ordered to do so by lawful supervisory officers. It is my understanding that by refusing to obey an order to write this report that I can be disciplined for insubordination and that the punishment for insubordination can be up to and include termination of employment.

This report is made only pursuant to such orders and the potential punishment or discipline that can result for failure to obey that order.

This statement ensures that the report can only be used for official Agency purposes in internal investigations and not used later should criminal charges of any type follow.

- c. The “Critical Incident Report” can be found in the CSS Forms Manual.

E. Hostage Response

CSOSA staff shall refer to the Hostage Response Policy Statement. Upon resolution of a hostage situation, the appropriate supervisor shall debrief staff and prepare a CIR in accordance with the procedures of the Workplace Violence Policy Statement.

F. Bomb Threats

- a. Telephone threats, when received, will be reported promptly and directly to local law enforcement officials. Employees are to advise their SCSOs once the notification has been completed.
- b. The bomb threat will be documented and reported by the message recipient who will use the Bomb Threat Checklist Form that is to be kept proximate to each office telephone station. Note the caller’s telephone number, time, date and the receiving station telephone number. Employees should also carefully listen for the exact wording of the threat, note the caller’s voice, language used and background sounds. This will assist law enforcement personnel in accurately evaluating the threat circumstance.
- c. Bomb threat drills shall be conducted annually at each CSOSA facility.
- d. The following steps are to be performed upon receipt of a bomb threat:
 - i. Notify local law enforcement immediately.
 - ii. Alert all staff and visitors present in the facility immediately and evacuate the building.
 - iii. Designate an external location where all staff and visitors can gather and be accounted for.
 - iv. Designate a staff person to assist law enforcement personnel in searching and clearing the building.
 - v. Notify all staff not present if possible.
 - vi. Following resolution of the incident, the on-site supervisor will ensure that a staff debriefing occurs and that a Critical Incident Report is prepared and forwarded to appropriate CSOSA officials.
 - vii. In the absence of the supervisor, the senior staff person present will assume responsibility for carrying out the bomb threat response plan.

G. Fire and Natural Disaster Guidelines

- a. The Branch Chief is responsible for the development of a Natural Disaster and Fire Response Plan for each CSOSA office location under his/her span of control. Each unit SCSO will be responsible for conducting a Natural Disaster and Fire Response Drill at least annually and documenting the results through a chain-of-command notification to the Office of the CSS Associate Director.

H. Fire Response

- a. The first staff member discovering a fire will immediately contact emergency response personnel via 911 and then advise the ranking supervisor present.
- b. All staff and visitors will be advised and instructed to evacuate to a predetermined location.
- c. The supervisor or designee will conduct a head count at the evacuation site and advise the CSS Associate Director of the status of all employees.
- d. The supervisor or designee in conjunction with the Fire Chief will assess the damage to the structure.
- e. When the situation is resolved and emergency response personnel have given the all clear notice, the supervisor or designee will ensure that all staff are accounted for, conduct a briefing and allow staff either to re-enter the premises, if safe, or leave the area.
- f. As soon as possible, the Branch Chief (or his/her designee) will make a follow-up notification to the CSS Associate Director and submit a Critical Incident Report.
- g. A fire bill (obtained from the local Fire Marshall) shall be posted in accordance with the local fire code.

I. Imminent Peril

- a. The first person in the unit to learn of natural disaster warnings, (i.e. flash floods, tornadoes, hurricane watches, etc.) shall immediately notify the branch chief or the SCSO present.
- b. Information concerning the natural disaster shall be monitored for relevant updates by the supervisor or designee and disseminated to staff as soon as possible.
- c. Dependant upon the type of threat to the area, the supervisor or designee will either evacuate the building or direct staff and visitors to safe areas within the building.
- d. The supervisor or designee will contact appropriate emergency response team personnel for assistance as required.
- e. The supervisor or designee will also institute the recall procedure to account for all staff in the field and advise them of the threat.
- f. In the event of an evacuation from the building, the supervisor or designee will have all staff report to a predetermined location where a head count will be conducted to account for all personnel.

- g. The supervisor or designee should, if possible, secure the building if an evacuation was, in fact, required.
- h. When the situation is resolved and emergency response personnel give an all clear notice, the supervisor or designee will again ensure that all staff are accounted for, conduct a debriefing and allow staff to either re-enter the building, if safe, or leave the area.
- i. The supervisor or designee should as soon as possible thereafter notify the CSS Associate Director and submit a Critical Incident Report.

J. Non-Imminent Peril

- a. In circumstances of non-imminent peril (i.e., snow storms, ice storms. etc.), all CSOSA employees will follow the procedures established by the Office of Human Resources and approved by the CSOSA Director.

Statutory Authority: Section 11233(b)(2)(B) of the National Capital Revitalization and Self-Government Improvement Act of 1997 (“Revitalization Act”), Pub. Law 105-33, 111 Stat.712, D.C. Code § 24-1233(b)(2)(B) (1996 Repl., 1999 Supp.) (Director’s authority); D.C.Code § 24-103 (1996 Repl.) (Probation’s authority).

III. Procedural References/Supercedures

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United States District Court. Northern District of Ohio. (unknown). Safety Policy.

K. Soft Body Armor

The Agency issues Soft Body Armor to CSOs who are required to conduct their official field activities, duties, and responsibilities in the community. Soft Body Armor is issued to staff as a protective measure to reduce injuries that may arise from assaults or unanticipated conflicts in the community. Soft Body Armor is designed to reduce the probability of a fatal wound and decrease the extent of injury. The wearing of Soft Body Armor is not a guarantee against death or injury.

The distribution and usage of Soft Body Armor will be accompanied by training and professional development relevant to the proper use of Soft Body Armor.

1. Procedure

a. Issuance

All designated staff will be fitted for Soft Body Armor. Once issued the Soft Body Armor, the employee is responsible for the care and maintenance of the Soft Body Armor in accordance with the specifications for care by the manufacturer.

The Office of Financial Management will manage the issuance of Soft Body Armor and maintain a log of the issuance. The Associate Director, Deputy Associate Director and the Branch Chiefs will be provided copies of a master list of Soft Body Armor carriers.

b. Use of Soft Body Armor

Wearing of Soft Body Armor is mandatory for personnel while conducting accountability tours with Metropolitan Police Officers and during field visits. Any CSO electing not to wear their Soft Body Armor during field visits or accountability tours must have a signed waiver on file with the Associate Director for Community Supervision Services.

CSOs who refuse to wear their Soft Body and do not have a waiver on file will be subject to disciplinary action.

c. Incident Report

Any CSS employee struck by any object or gunfire in the area of the Soft Body Armor must be taken to the nearest hospital as soon as possible, regardless of the staff person's assessment of the injury. An incident report is to be filed immediately through the chain of authority. A report of injury form is to be filed in accordance with established CSOSA policy. The Soft Body Armor worn at the time of the assault is to be forwarded to the manufacturer after inspection by the employee's supervisor. If a replacement Soft Body Armor is required, it is to be requisitioned by the designated unit level supervisor.

d. Care of Soft Body Armor

The Soft Body Armor is not to be left unattended in plain view in any vehicle. The Soft Body Armor can be locked in the car trunk or stored within the agency office. The Soft Body Armor is not to be exposed to direct sunlight in any vehicle for an extended period of time. The staff person must immediately notify his/her immediate supervisor if the Soft Body Armor is lost, stolen, or damaged. Upon review by the Associate Director of Community Supervision, the staff person may be responsible for replacement costs of the Soft Body Armor if the loss is due to employee negligence.

e. Threats Against Other Employees

If an employee feels threatened due to their job, the employee may request, in writing, that the agency issue them Soft Body Armor. The employee must detail and identify the specific danger or threat to his/her well-being. The Associate Director of Community Supervision will evaluate the specific threat and/or danger in consultation with the employee's immediate and intermediate supervisor.

The Associate Director for Community Supervision Services will make the decision whether to requisition the Soft Body Armor for the employee based on the available information regarding the specific danger or threat to the employee. If issued, the Soft Body Armor will be worn at all times when on duty and until otherwise directed by the Associate Director of Community Supervision.

f. Exemption

An employee may be exempted by the Associate Director for Community Supervision Services from wearing Soft Body Armor for medical reasons. A medical certification is required from the employee's physician. The medical certification is to be on file with the Associate Director for Community Supervision Services. Exemption requests will be forwarded through the chain of authority to the Associate Director for Community Supervision Services.