

**GUIDE TO
OFFICE SAFETY
D.C. PRETRIAL SERVICES AGENCY**



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I Overview

The District of Columbia Pretrial Services Agency (PSA) is committed to working with its employees to promote and maintain a safe office environment. The PSA and Court Services and Offender Supervision Agency (CSOSA) internal and external websites contain a variety of information related to safety. The most pertinent safety-related policies and procedures and those joint (PSA and CSOSA) policies that are binding on PSA staff are referenced in this guide. PSA employees, interns, and contracted vendors are encouraged to periodically review the websites to remain up to date on published security procedures. The *Guide to Office Safety* outlines office security measures designed to help PSA staff familiarize themselves with emergency contact information (see Appendix A), as well as PSA office layouts, including emergency exits and the location and functionality of duress buttons (see Appendix B) so that PSA staff can take proactive and corrective measures when office security breaches are observed.

This guide also provides procedures staff must follow when suspicious packages are discovered, bomb threats are received (see Appendix C), or fire alarms are activated. Further, the guide is intended to provide health awareness, as well as new safety measures for defendant surrenders and in-office arrests facilitated by PSA staff, along with crisis intervention measures staff might take if confronted with a crisis, such as telephonic or in-person threats by defendants to hurt themselves or others. (See Appendix D)

PSA staff is expected to adhere to all PSA office safety policies and procedures so that PSA can maintain a safe office environment for staff and visitors alike.

II Maintaining Office Security

Maintaining office security is the responsibility of every staff member. Personal preparedness, preventive measures, and security controls can be used to help minimize risk within the office setting. Staff should keep emergency contact telephone numbers (see Appendix A) nearby and familiarize themselves with the various PSA office floor plans (see Appendix B).

A. Personal Preparedness

Personal preparedness allows you to be prepared in the event of an emergency. Whether it is inclement weather, personal injury, or some other emergency event, basic personal preparedness can assist PSA staff in minimizing the effects of the

emergency and assist in returning to normal. The following items should be accessible in case of an unexpected situation.

- Keep a list of allergies or allergy alert tags on your person.
- Keep a list of medications you are taking on your person.
- Keep doctor or medical insurance information on your person.
- Keep the emergency preparedness kit provided by PSA at your desk. (Contact the Office of Finance and Administration if you do not have a preparedness kit.)

B. Preventive Measures

PSA staff members are always required to take preventive measures to ensure PSA office space remains safe and secure. Additional information can be found in the CSOSA procedure statement (dated November 13, 2000) entitled *Staff Safety—Office* on the CSOSA internal and external websites. PSA staff should

- Always be mindful of your surroundings.
- Exercise caution when using elevators or stairwells.
- Exercise caution in public/unsecured rest rooms and never leave personal property or bags (e.g., handbags) unattended or on the floor in bathroom stalls.
- Never leave secure doors open or unlocked.
- Make sure that all secure doors close behind you when you enter and exit.
- Always ask visitors (particularly visitors who do not appear to belong or who appear to be lost) if they need assistance.
- Feel free to ask for identification when anyone you do not know is in secured space.
- Escort visitors to their requested designation if necessary.
- Immediately report lost or stolen identification or key cards.
- Never lend your identification or key cards to others.
- Recognize unsafe office conditions and immediately take corrective action to eliminate those unsafe conditions or notify your supervisor.

PSA staff members are always required to take preventive measures when interacting with defendants in PSA office space. CSOSA and PSA have issued a joint policy statement (dated September 26, 2005) on Hostage Response Procedures, which is posted on the CSOSA internal and external websites. PSA staff should

- Always escort defendants and visitors to-and-from your office or cubicle.
- Always walk behind the defendant.
- Avoid escorting defendants in stairwells.
- Never leave defendants unattended in PSA secure space.
- In-person supervision contacts should ordinarily be made during business hours or when other staff members are present or in close proximity.
- Inform your supervisor or a co-worker when potentially problematic defendants arrive for in-person supervision contacts.
- Regularly use the designated interview (arrest) room(s) located on the Ninth and Tenth Floors in 633 Indiana Avenue or the soon-to-be designated arrest room on the Second floor in 601 Indiana Avenue to conduct in-person supervision contacts. This will demonstrate that the rooms are not being used solely for arrests.
- Inform your supervisor or a co-worker when in-person supervision contacts are anticipated and the office is minimally staffed so that the supervisor or a coworker can remain within vocal distance during the contact.
- Try to use a buddy system so that no one is ever left in the office alone during business hours.
- At the end of the workday, when staffing levels diminish in the unit, always alert a co-worker or supervisor that you are leaving so that no one is ever left in the office alone with a defendant.
- If you plan to stay in the office alone, make sure the office is secure (doors locked) and alert a co-worker, supervisor, or a family member of your planned estimated departure time.
- PSA staff should closely monitor participants in treatment group sessions.
- When concurrent treatment sessions are underway, breaks should be staggered to avoid over-crowding hallways and waiting room areas.
- Follow proper defendant surrender and office arrest procedures.

PSA staff members should take preventive measures when establishing an office workspace. For example,

- To the extent possible, arrange office furniture to prevent self-entrapment.
- Limit the visibility of personal items in the work area or on desks, including, to the extent possible, personal photographs.
- Supplies (e.g., staplers, letter openers) or other personal items (e.g., glass objects, vases) that could be utilized as weapons should not be left within the reach of defendants.

- Keys, identification and access cards, portable electronic devices (e.g., mobile phones, iPods, pagers), agency apparel, money, and other personal or agency items should always be secured and never accessible to defendants.
- Office doors, desk and file drawers should always be closed when left unattended.
- Know the location of all duress buttons. Most are located on telephones or under counters and workstations. (See the location of all duress buttons in Appendix B.)

C. Security Controls and Duress Buttons

Public entrances into almost every building with PSA offices are controlled through the use of both human (security officers) and electronic security controls (metal detectors, hand magnetometers, doors secured through proxy card). Currently, the only exception is 601 Indiana Avenue where security officers, metal detectors, and hand magnetometers are limited to the second floor entrance to the General Supervision Unit (and will be temporarily added on the tenth floor once the build-out is completed). While lobbies and waiting rooms are open to the public during normal business hours, the entrances of all other PSA office space in 601 Indiana Avenue are controlled through the full-time use of proxy cards. Supervision units within 633 Indiana Avenue are also secured by proxy card.

All telephones in PSA offices in 601 and 633 Indiana Avenue, in the Specialized Supervision Unit in 300 Indiana Avenue, and in U.S. District Court are equipped with duress buttons. In PSA space in the D.C. Superior Court, duress buttons are located under counters or workspaces. Duress buttons silently notify security personnel in the same building where the alarm is located. Supervisors should periodically check duress buttons to ensure they are operational and functioning properly.

In 633 Indiana Avenue, security officers will respond to duress buttons Monday through Friday from 7:00 am to 7:00 pm (except holidays). At all other times, the security officer extension at the 633 Security Control Center (202/220-5327 or 220-5326) may be called or staff may dial 911.

In 601 Indiana Avenue, security officers will respond to duress buttons Monday through Friday from 8:30 am to 5:00 pm (except holidays). At all other times, the

security officer extension at the 633 Security Control Center (220/220-5327 or 220-5326) can be called or staff may dial 911.

In U.S. District Court, court security officers will respond to duress buttons Monday through Friday from 8:00 am to 5:30 pm (except holidays). At all other times, the U.S. Marshals Service may be contacted at 353-0600 (24-hours a day) in the event of an emergency.

In D.C. Superior Court, court security officers will respond to all duress buttons 24-hours a day, 7 days a week. The Court security officer on the first floor of the building (879-1002) can also be contacted directly in the event of an emergency.

In 300 Indiana Avenue, security officers will respond to the duress buttons in SSU 24 hours a day, 7 days a week. The security post is located at the security kiosk (727-2713) on the second floor.

PSA staff should maintain a current list of all emergency telephone numbers and have that list readily available for easy access in the event of an emergency. Wallet size cards are also available from the Office of Operations. Supervisors must ensure such lists are periodically updated, accurate and available to all staff. For a complete list of emergency telephone numbers, see Appendix A.

III Suspicious Packages/Weapons, Bomb Threats, and Fire Alarms

Bomb threats and the placing of bombs are harsh realities in today's world. A bomb threat can be verbal or written, received in a telephone call or sent by mail, suggesting that an explosive or other dangerous or hazardous material (e.g., anthrax) has or will be placed in or around a building or office. Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. A suspicious package is considered any package, container, or letter that cannot be identified or the owner cannot be located. PSA has adopted the following procedures that PSA staff must follow in response to suspicious packages or bomb/chemical threats.

A. Suspicious Packages/Weapons

PSA staff who discover a suspicious package should

- Stay calm.
- Do not attempt to touch, open, or move the object.

- Notify or have someone notify building security.
- Attempt to cordon off the area as much as possible in order to prevent contact by others.
- Alert security when they arrive as to the location of the package.
- Leave the immediate area.
- Notify your immediate supervisor who will in turn notify the branch manager and/or Office Director.
- The branch manager and/or Office Director will notify the Office of the PSA Director and will also notify the Office of Professional Responsibility in a non-agency controlled facility (e.g., D.C. Superior Court, U.S. District Court, 300 Indiana Avenue).

The appropriate security official will respond and investigate all suspicious packages and alert staff when it is safe to return to the immediate area.

PSA staff who discover a weapon should

- Stay calm.
- Do not touch the weapon.
- Notify (or have someone notify) building security.
- Attempt to cordon off the area or ask another PSA staff member to stand by to prevent contact by others.
- Alert security when they arrive as to the location of the weapon.
- Leave the immediate area.
- Notify your immediate supervisor who will in turn notify the branch manager and/or Office Director.
- The branch manager and/or office director will notify the Office of the PSA Director and will also notify the Office of Professional Responsibility in a non-agency controlled facility (e.g., D.C. Superior Court, U.S. District Court, 300 Indiana Avenue).

B. Bomb Threats

Although not binding on PSA staff, the Court Services and Offender Supervision Agency has posted Bomb Threat procedures (dated November 13, 2000) on the CSOSA internal and external websites. Any PSA staff member who receives a telephone bomb threat should

- Stay calm and never hang up the telephone.
- Record the telephone conversation, if possible.

- Ask the caller for the location of the bomb.
- Use the Bomb Threat Checklist as you are talking to the person making the threat (see Appendix C for the checklist).
- Listen for noises in the background or for other clues that might indicate the caller's identification or location.
- After the caller hangs up, leave the telephone line open (*do not hang up the telephone*).
- Use another telephone line and call building security.
- Notify your supervisor who will in turn notify the branch manager and/or office director who will in turn notify the Office of the PSA Director.

C. Fire Alarms and Emergency Building Evacuations

PSA staff is required to exit quickly but safely from PSA office space and proceed to the street (or an agreed upon predetermined location), a safe distance away from the building in the event of a fire alarm or other emergency building evacuation. When an alarm has been activated on a particular floor, generally only that floor and the floor above and the floor below are immediately notified via the alarm system. Security staff makes the determination whether occupants on other floors are notified via the fire alarm and directed to evacuate. For additional information, although not binding on PSA staff, see the Court Services and Offender Supervision Agency *Emergency Procedures* pamphlet (dated February 5, 2004), prepared by the Office of Facilities Management, and the Court Services and Offender Supervision Agency Procedure Statement (dated November 13, 2000) on *Fire and Natural Disaster Guidelines*, which are all posted on the CSOSA internal and external websites. Staff should

- Know the location of fire alarm boxes.
- Know the location of all stairwells in PSA space.
- Look for the Occupant Emergency Program Coordinator (wearing an orange hat).
- Follow the directions given by the Occupant Emergency Program Coordinator and/or automated announcements.
- Assist visitors.
- Be familiar with evacuation routes and plans.
- Participate in evacuation drills.
- Contact building security if you smell smoke or other unusual odors.
- Activate the nearest fire alarm if you discover a fire.

IV Procedures for Voluntary Defendant Surrender and Office Arrests

A. Voluntary Defendant Surrenders

PSA has adopted procedures for the safe handling of defendants who report to PSA for the express purpose of voluntarily surrendering. PSA can only facilitate surrenders on outstanding D.C. Superior Court or U.S. District Court failure to appear warrants (known as bench warrants), including sanction hearing bench warrants, for defendants who want to surrender. While Operations staff should refer to the procedures under MI 2203, Warrant and Criminal History Checks, for specific guidance on conducting warrant and record checks, the following surrender procedures are now in effect.

On occasion, defendants report to PSA for the expressed purpose of seeking assistance in resolving outstanding warrants. Such voluntary surrenders are handled almost exclusively by the PSA Release Services Unit, Room C301 (for D.C. Superior Court warrants) or by the U.S. District Court PSA staff (for U.S. District Court warrants). The standard orientation letter to defendants will be revised to clarify that defendants should report directly to these offices to voluntarily surrender on bench warrants.

Pretrial services officers who are told expressly that a defendant wants to surrender on a bench warrant are required to confirm the existence of the bench warrant and then must alert either staff in the Release Services Unit, the PSA office in U.S. District Court, or in the case of sanction hearing bench warrants, the Superior Court Drug Intervention Program or the Sanction Based Contract Treatment staff. The pretrial services officer must then physically escort the defendant to either the Release Services Unit in Superior Court, the Superior Court Drug Intervention Program/Sanction Based Contract Treatment staff, or to the PSA office in the U.S. District Court in the case of a U.S. District Court bench warrant, and provide a copy of the confirmed warrant and the most recent report (e.g., violation report) sent to the court.

PSA officers in the Superior Court Release Services Unit (C301) must receive the defendant, conduct an appropriate failure to appear investigation, and generate a failure to appear report. Release Services Unit staff must notify the court clerk in the appropriate courtroom (which may include C10 if other courtrooms are closed for the day) of the planned surrender, and must escort the defendant to the courtroom. Once in the courtroom, the Release Services Unit staff must alert the courtroom clerk, provide a copy of the failure to appear report and bench

warrant to the clerk, and notify the assigned deputy United States marshal of the defendant's planned surrender. At no time during the surrender process should pretrial services officers attempt to restrain or prevent a defendant from walking away if the defendant has second thoughts about surrendering.

If a defendant reports directly to the Release Services Unit to surrender on a sanction hearing bench warrant, the Superior Court Drug Invention Program/Sanction Based Contract Treatment staff will be contacted to facilitate the surrender. Treatment pretrial services officers must conduct an appropriate failure to appear investigation, generate a report, and retrieve the most recent court report. Treatment pretrial services officers are called upon to escort the defendant directly to Courtroom 202 or to another courtroom, if so directed, if Courtroom 202 is closed for the day. Once inside the courtroom, treatment pretrial services officers must notify the courtroom clerk, provide a copy of the appropriate reports and bench warrant to the clerk, and notify the assigned deputy United States marshal of the defendant's planned surrender.

In instances involving bench warrants issued by the U.S. District Court, PSA staff for the U.S. District Court must confirm the bench warrant, attempt to notify the U.S. District Judge or the Magistrate Judge of record and ascertain whether the judge will accept the defendant's surrender or whether arrangements should be made for the defendant to appear before the duty magistrate judge. PSA staff for the U.S. District Court must also notify the United States Marshals Service. Depending on the direction given by the judge of record, PSA staff for the U.S. District Court must conduct an appropriate failure to appear investigation, generate a failure to appear report, print a copy of the warrant, and escort the defendant to a designated courtroom to surrender. A copy of the bench warrant and report should be provided to the courtroom clerk.

If a defendant reports to PSA to voluntarily surrender *after normal business hours* (when all calendar courts in the D.C. Superior Court or U.S. District Court, and C10 are closed), pretrial services officers must facilitate an office arrest and follow the below procedures. The standard orientation letters to defendants will be revised to make clear that while PSA can facilitate voluntary bench warrant surrenders, such surrenders can only occur during normal business hours.

B. Office Arrests

General Arrest Procedures

PSA has also adopted procedures for the safe facilitation of office arrests for defendants who report to PSA and have outstanding warrants. While Operations staff should refer to the procedures in the revised MI 2203, Warrant and Criminal History Checks, for specific guidance on conducting warrant and record checks, the following arrest procedures are applicable to PSA staff.

The following warrants *require* PSA staff to facilitate an office arrest:

- D.C. Superior Court or U.S. District Court failure to appear warrant (or bench warrant) and the defendant has not expressly indicated that s/he has reported in order to surrender on the warrant;
- D.C. Superior Court or U.S. District Court failure to appear warrant (or bench warrant) and the defendant is attempting to surrender on the warrant but it is after normal business hours and all arraignment courts are closed for the day;
- D.C. Superior Court and U.S. District Court probation, parole, or supervised release violation warrant;
- Arrest warrant issued from the District of Columbia;
- Grand Jury Original warrant; and
- Extraditable warrant that was issued from another jurisdiction for any type of offense (e.g., probation, parole, arrest, or failure to appear warrant).

According to available data, during a six-month period ending December 31, 2006, PSA facilitated the office arrest of approximately 50 defendants. Most facilitated arrests occurred in 633 or 601 Indiana Avenue. This is why PSA has set up designated office(s) (or conference room space until office space is available) for the use of Protective Services officers or law enforcement officials to execute all arrests in these buildings (see Appendix B highlighting the designated office or conference room space for this purpose).

Pretrial services officers are required to conduct a warrant check (i.e., WALES and NCIC/Wanted Person checks) prior to making any in-person contact with defendants who report directly to PSA offices and prior to court appearances. On occasion, defendants may be ordered by the court to report directly to PSA for assessments. In those instances, court representatives must direct defendants

to first report to the Release Services Unit, C301 (for Superior Court cases) or the PSA office in U.S. District Court (for U.S. District Court cases). Judicial officers and court personnel have been asked to refer such defendants to C301 in the absence of a court representative. Staff in the Release Services Unit or in the U.S. District Court is required to enter updated release order information into PRISM, if appropriate, and conduct a warrant check prior to directing defendants to the Social Services and Assessment Center. Any outstanding warrant (unless non-extraditable) must be resolved by the Release Services staff or PSA staff in U.S. District Court prior to directing defendants to report to the Social Services and Assessment Center.

Except during court proceedings, PSA staff must never reveal outstanding warrant information from WALES or NCIC to non-law enforcement, including the defendant or defense attorney. The Metropolitan Police Department controls PSA's access to these automated criminal records and prohibits PSA staff from disclosing outstanding warrant information from those records to non-law enforcement personnel. Moreover, alerting defendants about outstanding warrants might heighten the risk for a hazardous critical incident within PSA office space or hinder apprehension efforts by law enforcement personnel responsible for executing arrests in PSA space.

This does not preclude PSA staff from contacting defendants by telephone or sending bench warrant warning letters to alert defendants that they have missed a court date and to explain surrender procedures when warrant information can be obtained from *court records*. However, with the exception of non-extraditable warrants issued from outside the District of Columbia, staff is not permitted to reveal the existence of warrants when defendants report to PSA offices to make in person contact (rather than to turn themselves in), whether the information comes from WALES/NCIC or court records.

Whenever a pretrial services officer believes that a defendant is in the office with an outstanding or extraditable warrant, s/he must immediately contact the supervisor. The supervisor is responsible for verifying the active status of the warrant and confirming the defendant's identity named in the warrant. Protective Services officers in 601 or 633 Indiana Avenue, the United States Marshals Service (during business hours) or Court Security officers for the D.C. Superior Court (after business hours), the U.S. Marshals Service in the U.S. District Court, or the Metropolitan Police Department at 300 Indiana Avenue (SSU) must be immediately notified of the existence of an outstanding warrant. PSA must immediately fax or hand-deliver a copy of the confirmed warrant to

the Protective Services officers' duty station, the Marshals Service, or other arresting law enforcement officials. The duty program assistant assigned to a waiting room area should also be notified. In some cases, PSA staff may become aware of an outstanding warrant for a defendant who is expected to appear at PSA for an appointment. In these instances, the appropriate law enforcement officials (as noted above) must be notified by PSA in advance so they can plan for an arrest.

Defendants with confirmed outstanding warrants must be left in a waiting room (with the exception of the Drug Testing and Compliance Unit) until the appropriate law enforcement official arrives. In most instances, this should take only a short time unless these officers are executing an arrest in another area within the building. *PSA officers should not bring a defendant who has an outstanding warrant to his/her cubicle absent unusual circumstances.* The PSA officer also need not make efforts to engage the defendant in conversation or stall for time. The PSA officer should not attempt to stop or detain a defendant if s/he decides to leave the waiting area before the law enforcement officials arrive. Additional PSA policy guidance on PSA employee safety and the use of force can be found in Policy Statement 1003, PSA Employee Safety – Use of Force Continuum, dated August 7, 2007.

Once the appropriate law enforcement officials arrive and are situated in PSA space, the PSA officer should escort the defendant to the designated arrest office or conference room and leave the immediate area and should not participate in the detention or arrest of the defendant. This presupposes that the defendant is not combative and/or that the security officers have the situation well under control. However, there may be rare occasions in which PSA officers believe that they (or other PSA officers in the area) can safely physically respond and assist when they reasonably believe that the defendant's aggressive actions will likely result in the injury of PSA staff or the security officer, provided that the PSA officer's responses are reasonable given the circumstances. Clearly, all PSA officers are not expected to physically respond to aggressive actions taken by defendants, but PSA staff must seek assistance as appropriate, such as activate a duress button, contact the security post or additional law enforcement personnel by telephone, and clear and close the waiting rooms if necessary.

If a defendant leaves the office before the security officers arrive, the PSA officer should provide the law enforcement officials with a complete description of the defendant, the time of departure, and if known, his/her likely destination (e.g., the Drug Testing and Compliance Unit). If the PSA officer believes that the

defendant will likely appear at another PSA office location, the PSA officer must contact that unit immediately. All facilitated office arrests and any problematic voluntary surrender should be documented using the Critical Incident Report and the procedures for reporting critical incidents as outlined in Operational Memorandum (2007-02), dated March 19, 2007.

Since a non-extraditable warrant will not result in a defendant's immediate arrest, staff should not contact law enforcement officials. However, PSA officers should instruct a defendant with a non-extraditable warrant to surrender immediately to the appropriate jurisdiction on the warrant. PSA officers are required to report such warrants to the court, the defendant's attorney and the prosecutor using the appropriate compliance report.

Personal Property and Minor Children

PSA officers should under no circumstances (either as a result of a voluntary defendant surrender or facilitated arrest) ever take possession of a defendant's personal property (e.g., wallets or car keys) or assume custody of minor children. Court Security, Protective Services, Federal Protective Services, the U.S. Marshals Service, and police officers have standard procedures for handling a defendant's personal property or custody of minor children. Defendants are given an opportunity to contact a family member to take custody of a minor child or personal property. If no immediate family member is available, the law enforcement officials are responsible for securing a defendant's personal property and for contacting the Department of Youth Services, which assumes responsibility for making appropriate arrangements for minor children.

Facilitating Office Arrests in 633 and 601 Indiana Avenue

Defendants with confirmed outstanding warrants must be left in the waiting room until Protective Services officers arrive. Pretrial services officers should ensure that designated arrest rooms on the Ninth or Tenth floors in 633, or the soon-to-be designated arrest room or conference room in 601, are clear and available for use. The Protective Services officers have been asked to enter PSA space through a side entrance or the emergency stairwells, if practical, in order to avoid the public lobby or waiting areas. PSA officers should wait for the officers' arrival. Once protective services officers are positioned within PSA space (see maps in Appendix B), the pretrial services officer must then escort the defendant to the designated arrest room or conference room and leave the immediate area. The Protective Services officers will then execute the arrest.

Facilitating Arrests in Satellite Drug Testing Unit

On occasions, DTCU staff may learn of a defendant's outstanding bench warrant when the defendant reports to drug test in the Satellite Drug Testing Unit in 633 Indiana. In such cases, prior to collecting the urine specimen, DTCU staff is required to discretely notify the appropriate pretrial services officer (or duty officer) in either the Supervision or Treatment Branches and seek assistance in resolving the outstanding bench warrant. The defendant can be drug tested after the appropriate pretrial services officer (or duty officer) is contacted. The pretrial services officer will confirm the warrant and contact Protective Services.

The defendant should be asked to wait until the pretrial services officer arrives. Once Protective Services officers are positioned within PSA space (see map in Appendix B), the pretrial services officer must then escort the defendant to the designated arrest room on that floor and leave the immediate area. The Protective Services officers will then execute the arrest. If no pretrial services officer is available (e.g., after hours), the assistant pretrial services officer in the DTCU must facilitate in-office arrests in accordance with the arrest procedures above, using the designated arrest room on that floor.

Facilitating Arrests in the Social Services and Assessment Center

Prior to conducting an assessment, PSA staff in the Social Services and Assessment Center (SSAC) must determine whether the defendant has an outstanding warrant. If a defendant has an outstanding warrant, an officer from the SSAC must notify the appropriate case manager or the duty officer for the unit and seek assistance in resolving the warrant unless it is non-extraditable. The case manager will confirm the warrant and contact Protective Services. The assessment cannot be completed until the warrant is resolved. The defendant can either be escorted to the case manager's unit by a member of the SSAC, if the case manager is in the same building, or if not, the case manager can meet the defendant in the SSAC. In either case, assigned case managers should wait for the Protective Services officers' arrival. Once Protective Services officers are positioned within PSA space (see map in Appendix B), the case manager must then escort the defendant to the designated arrest room or conference room and leave the immediate area. The Protective Services officers will then execute the arrest. If no case manager is assigned or otherwise available, Social Services and Assessment Center officers must facilitate in-office arrests using the arrest room or conference room on that floor.

Facilitating Office Arrests in the Specialized Supervision Unit

Defendants with confirmed outstanding warrants must be left in the waiting room until Metropolitan Police Department officers arrive. The pretrial services officer facilitating the arrest must make sure that the designated arrest office is clear and available for use. Whenever possible, police officers should be given access to the PSA space directly from the hallway into the kitchen in order to avoid the public waiting area. After the police officers are positioned within PSA space (see map in Appendix B), the pretrial services officer must escort the defendant to the designated arrest office and leave the immediate area. At this time, the police officers will execute the arrest and exit through the kitchen exit.

Facilitating Arrests in D.C. Superior Court

On occasion, PSA officers in C301 may learn that a defendant who has not come in to surrender has an outstanding warrant or a defendant arrives to surrender after normal business hours and C10 is closed. If the warrant comes under the jurisdiction of D.C. Superior or U.S. District Court (i.e., failure to appear or bench warrant, probation, or parole violation warrant), or arrest warrant issued from the District of Columbia or any extraditable warrant from outside of the District of Columbia, the PSA officer is first required to consult with the supervisor and confirm the outstanding warrant. During normal business hours (before 5pm on weekdays), PSA staff will discreetly contact the U.S. Marshals Service Cellblock (202/616-8581 or the communication center at 202/616-8622). A deputy marshal will report to C301, receive a copy of the warrant from C301 staff, and take the person to the cellblock. After hours, PSA staff will discreetly contact the Court Security officers. A Court Security officer will report to C301, receive a copy of the warrant from C301 staff, and escort the person to a secure location and wait with the defendant until MPD arrives.

If the defendant is reporting to drug test and DTCU discovers an outstanding bench warrant, DTCU staff is required to contact the Release Services Unit. Staff in the Release Services Unit will confirm the bench warrant, check for any other outstanding warrants, and follow the above notification procedures to contact the U.S. Marshals Service (during business hours) or the Court Security officers (after business hours) and provide them with a copy of the warrant. The defendant can then be drug tested and escorted to the Release Services Unit. Once the U.S. Marshals Service or Court Security officers arrive, they will take control of the defendant. Under no circumstances should PSA officers attempt to restrain or prevent a defendant from walking away if the defendant gets

suspicious and decides to leave the area. These arrest procedures supercede previous procedures with respect to drug testing defendants with outstanding warrants and which law enforcement agency to contact to facilitate arrests.

Facilitating Office Arrests in U.S. District Court

Defendants with confirmed outstanding warrants must be left in the waiting room until appropriate law enforcement officials arrive. The pretrial services officer facilitating the arrest must make sure that the conference room is clear and available for use. Whenever possible, law enforcement officials should be given access to this PSA space directly from the hallway into the conference room in order to avoid the public waiting area. After law enforcement officials are positioned within PSA space, the pretrial services officer must escort the defendant to the conference room and leave the immediate area. At this time, law enforcement officials will execute the arrest and exit through the conference room exit.

In the case of warrants originating in U.S. District Court, PSA staff should contact the United States Marshals Service for the District Court at 202/353-0685 during business hours and 202/353-0600 after business hours. All other warrants should be reported to the Federal Protective Service (301-763-0040) so that in-office arrests can be facilitated. The Federal Protective Service officers are required to drive to the back security entrance of the courthouse where they are required to store their weapons. The Federal Protective Services officers will be met by a deputy U.S. marshal who will accompany them to PSA space. Once the defendant is placed in custody, the deputy U.S. marshal will accompany the Federal Protective Services officers back to the security entrance and will maintain control of the defendant until the Federal Protective Services officers retrieve their weapons and assume custody of the defendant.

Documenting Outstanding Warrants

PSA must make every effort to ensure that all outstanding warrants are appropriately documented in the pretrial services reports for those defendants awaiting arraignment. United States Marshals Service personnel should also be immediately made aware of any outstanding warrants discovered by PSA during the course of its pretrial services investigation. Court representatives in arraignment courts should also make sure that the judicial officer is aware of any outstanding warrant prior to a release decision.

On occasion, a defendant may be released from court (either in D.C. Superior Court or U.S. District Court) with an unresolved outstanding warrant. Provided that the court (and the deputy marshal) was made aware of the warrant, PSA is under no obligation to take further action. In some rare instances, the court or the deputy marshal may not be aware of an outstanding warrant. As such, if the warrant comes under the jurisdiction of D.C. Superior or U.S. District Court (i.e., failure to appear or bench warrant, probation, or parole violation warrant) or an arrest warrant issued from the District of Columbia, or any extraditable arrest warrant issued outside of the District of Columbia, the PSA officer is first required to consult with the supervisor and confirm the outstanding warrant. PSA staff members will then contact the U.S. Marshals Service (during business hours) and Court Security officers (after business hours) (or in the case of U.S. District Court, the U.S. Marshals Service or Federal Protective Service) and provide a copy of the warrant to the officer who will assume custody of the defendant.

V Health Awareness and Safety

Pretrial services officers are required to work with a criminal justice population and interact with defendants in the office, cellblocks, and in courtrooms. As such, staff may have concerns over an increased likelihood of being exposed to airborne pathogens (tuberculosis), blood-borne pathogens, such as HIV or Hepatitis B or Hepatitis C, or defendants who present with lice, open sores, chronic coughs, or other physical health issues. PSA personnel may, but are not required to, wear latex or nitrile gloves when close interaction with a defendant is necessary (i.e., during cellblock interviews or urine collections). Frequent hand washing or the use of hand sanitizers is encouraged throughout the workday. Work areas also should be cleaned and sanitized frequently. Defendants who report with apparent untreated medical issues should be directed to the Social Services and Assessment Center if they would like a referral for medical attention. PSA staff in the SSAC should make efforts to identify free health care services for defendants who do not have the ability to pay.

A. Airborne Pathogens/Tuberculosis (TB)

TB takes form in two ways: latent TB infection and active TB disease. In most cases, people who have latent TB infection never develop active TB disease and are not contagious. For those with latent TB, the TB bacteria remain inactive for a lifetime without causing disease.

Individuals with active TB disease are most likely to spread the disease to those individuals with whom they have very close contact, day-to-day. Rarely is TB contracted by casual or one-time contact. The symptoms of active TB disease include prolonged, chronic coughing not associated with a cold or flu, fever, chills, night sweats, fatigue, decreased appetite, chest pain, coughing up blood, and weight loss. While the U.S. Marshals Services will not accept prisoners who have documented infectious diseases, PSA staff should consult with a supervisor if they have concerns that a defendant might present health concerns.

B. Blood-borne Pathogens

Blood-borne pathogens are pathogenic (capable of causing a disease) microorganisms that are present in human blood and can cause disease in humans. The most common blood-borne pathogens are Hepatitis (B or C) and HIV.

HIV and Hepatitis are transmitted through exposure to infected blood or blood components or blood to mucous membrane contact (i.e., mouth and eyes). Blood components are found in blood and bodily fluids, such as semen, breast milk (some studies have shown this to be the case), and vaginal secretions. It is important to treat all bodily fluids as though they are infected.

Contracting blood-borne pathogens is not likely to occur through casual contact in the workplace. In the unlikely event that an employee comes into physical contact with blood, the area of contact should be immediately washed with an anti-bacterial soap or cleanser. Blood to mucous membrane exposure or other potentially infectious fluid should be addressed immediately by repeatedly flushing the mucous membrane area with water. In the event blood exposure involves contact with an open wound, the wound should be immediately washed and medical attention sought. Blood drops or spills in any office space should be cleaned up immediately using hot water and soap. The area should also be sanitized with bleach mixed with water (10 percent solution).

C. Testing Employees for Airborne and Blood-borne Pathogens

PSA, through the Office of Human Capital Management, can schedule a test for employees who believe they might have been exposed to someone with active TB disease or a blood-borne pathogen. Hepatitis vaccinations are also available. Tests and vaccinations are handled by the Federal Occupational Health Unit, located in the U.S. District Court, First Floor-Room 1612 (202-219-4739). The

hours of operation are weekdays from 7:30 am-4:00 pm. Tests and vaccinations are free-of-charge.

Additional information on Tuberculosis and blood-borne pathogens can be found on the CSOSA internal and external websites, including its *Exposure Control Policy for Tuberculosis and Blood-borne Pathogens* (dated September 20, 2004).

VI Crisis Intervention

On occasion, pretrial services officers may be called upon to intervene in defendant crisis situations. Typically, such situations include telephone calls or in-person contacts from defendants who are distraught, extremely depressed, or threaten to hurt themselves or others. PSA staff in the Social Services and Assessment Center can assist in evaluating and assessing severe depression or suicide risk and follow up. As such, defendants who display severe signs of depression or suicidal tendencies or are distraught and report to PSA should be escorted to the Social Services and Assessment Center for evaluation.

For telephonic crisis interventions, PSA officers should use the Suicide Intervention Guidelines for Non-Clinicians in Appendix D to evaluate the level of risk in the event defendants appear to be distraught, extremely depressed, or threaten to hurt themselves or others in telephone conversations with officers. Depending on the circumstances, PSA officers should encourage defendants to report to PSA for an assessment, or if more urgent care is needed, the officer should refer defendants to the DC Access Help line at 561-7000 or 1/888-793-4357.

VII Critical Incident Reporting

PSA staff is required to provide a written report on any verbal and physical threats or intimidation. Critical incidents are defined as unusual or dangerous encounters that occur between persons in the workplace, including cellblocks, common areas, PSA offices, and courts. These can include verbal or physical assaults, threats of assaults, inappropriate physical contact, any hostile confrontation between PSA staff and an individual, and all facilitated arrests in PSA office space.

Any critical incident must be reported orally to the supervisor as soon as possible after the incident occurs. The Critical Incident Report and instructions for completing the report are available on the PSA website. The report must be

completed before the end of the employee's shift if possible and in any event within 24 hours. The completed report, with original signature, must be submitted to the immediate supervisor and copies are forwarded to the branch manager, the appropriate office director, and the Director of the Office of Human Capital Management.

Any questions concerning office safety or procedures to maintain security should be directed to your supervisor.

Appendix A

Important Telephone Numbers

Important Telephone Numbers

Location	Telephone Number (all area codes are 202 unless otherwise noted)
Protective Services 633 Indiana Avenue	220-5357 (office) 220-5326 (lobby)
Protective Services 601 Indiana Avenue	585-7956 (2 nd Floor Desk) 220-5327 (after hours)
United States Marshals Service 500 Indiana Avenue (D.C. Superior Court)	616-8581 (Cellblock) 616-8622 (Communication Center)
Court Security Office 500 Indiana Avenue (D.C. Superior Court)	879-1002 (after hours)
United States Marshals Service 333 Constitution Avenue (U. S. District Court)	353-0675 353-0600 (after hours)
Federal Protective Services	301-763-0040 (Communication Center)
Hawk One Security 300 Indiana Avenue (MPD Headquarters)	727-2713 (Kiosk 2 nd Floor) 724-5085 (1 st Floor)
MPD (First District)	698-0555

Federal Occupational Health Unit

219-4739

DC Access Helpline

561-7000 or
1/888-793-4357

Certified CPR/AED PSA Staff

Tanya McNair Buckner

585-7202 (SSU)

John Copes

585-7016 (Diagnostics)

Tammy Everitt

442-1004 (District Court)

Anthony Gales

220-5517 (HISP)

Charles Hanik

585-7992 (GSU, Team 1)

Michael Lukenich

442-1007 (District Court)

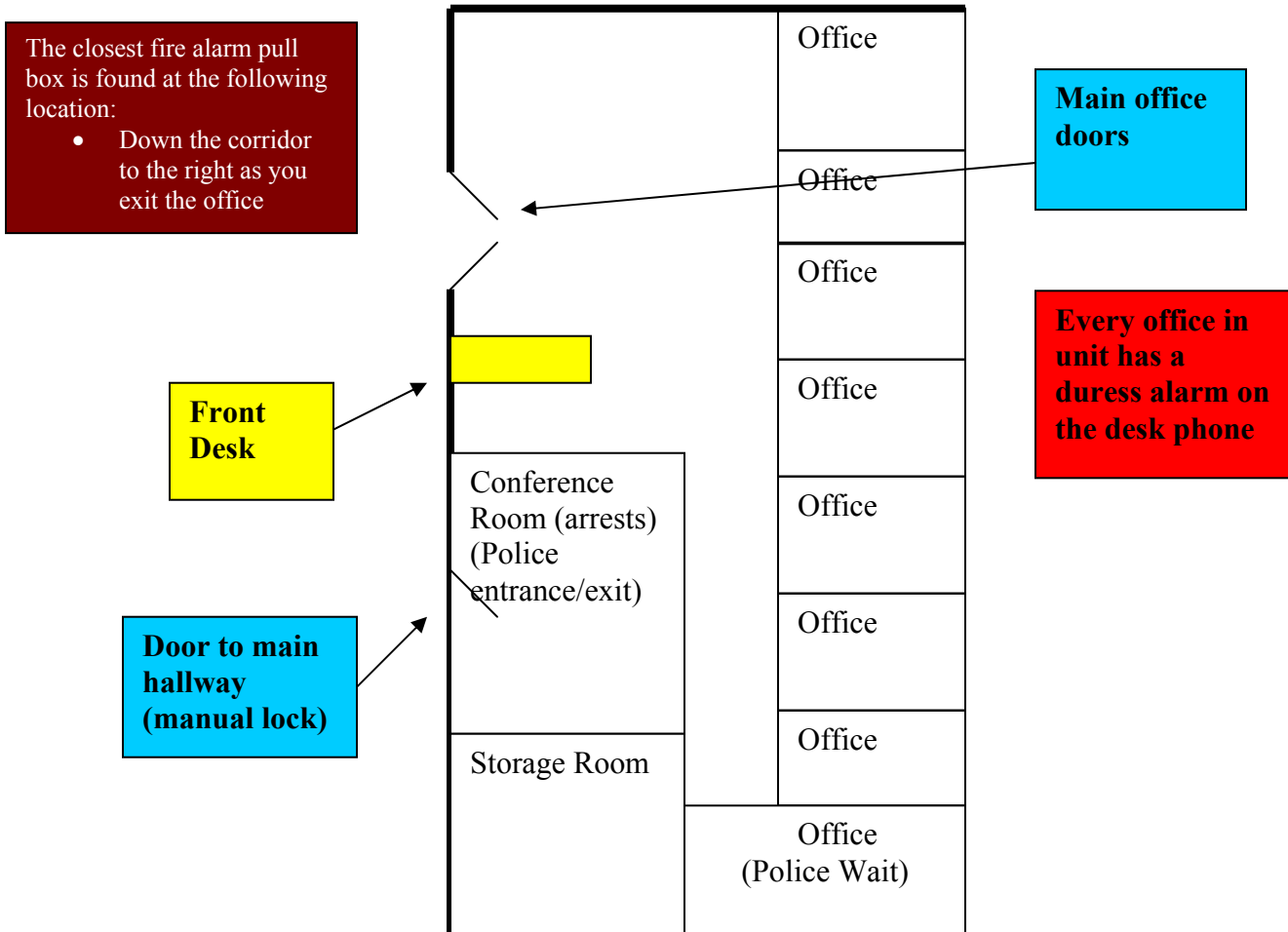
Vaughn Wilson

442-1005 (District Court)

Appendix B

PSA Office Floor Plans

U.S. District Courthouse
333 Constitution Avenue
Room 2409
U.S. District Court Unit



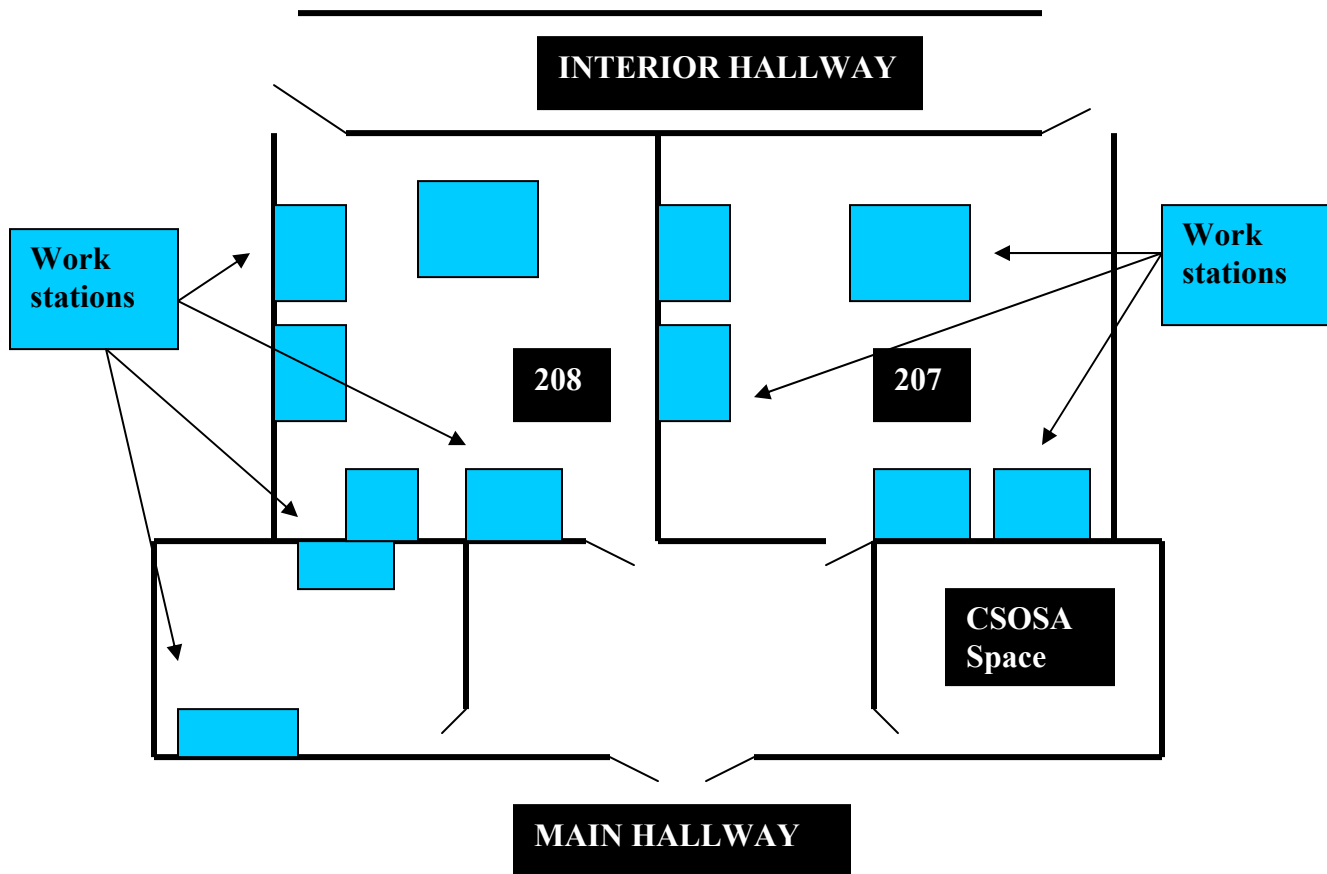
- Every phone in every office is equipped with an alarm button. Pressing it activates the button.
- When the button is activated, an audible alarm sounds in the Court Security Office on the 1st floor of the building. In addition, an alert notification prompts on a computer screen in the security office that identifies the location (suite and office) where the alarm was activated.
- Court Security Officers respond to duress alarms.
- Court Security may be reached at 353-9999.
- Duress buttons that have been activated are reset in the Court Security Office.
- In case of emergency, the office may be exited through the main office door or through the conference room door.

D.C. Superior Courthouse
 500 Indiana Avenue
 Hearing Rooms 207, 208 (Proposed Space to be Available by
 December 2007)

These areas are accessible via standard lock and key mechanisms on each door.

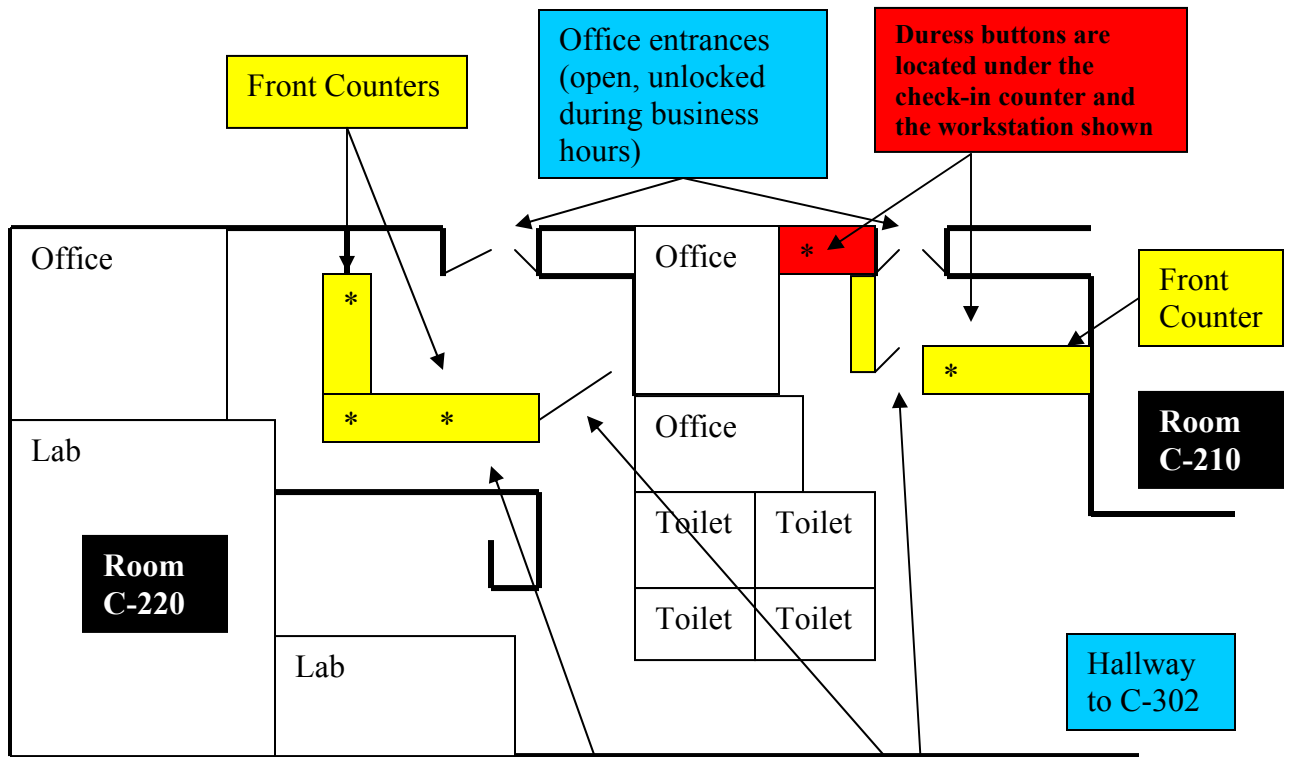
The closest fire alarm pull box to the unit is found at the following location:

- Next to the men's public restroom near the elevator banks



- The duress alarm is located under the first cubicle. The green button is encased in white plastic and is activated by pressing it.
- When the button is activated, an audible alarm sounds at the Court Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen at the desk that identifies the location (room number) where the alarm was activated.
- Court Security Officers respond to duress alarms.
- The Court Security Office may be reached at 879-1002.
- Duress alarms that have been activated are reset by key by Court Security Officers.
- In case of emergency, individuals may exit through the front door into the main corridor or through the back door into the hallway.

D.C. Superior Courthouse
500 Indiana Avenue
Rooms C-210 and C-220
Drug Testing and Compliance Units



The closest fire alarm pull boxes to the unit are found at the following locations:

- Next to the men's public restroom near the elevator banks
- On the wall in the US Marshal's / Intake Office corridor

Duress buttons under reception counter (located at stations 1, 3, and 4)

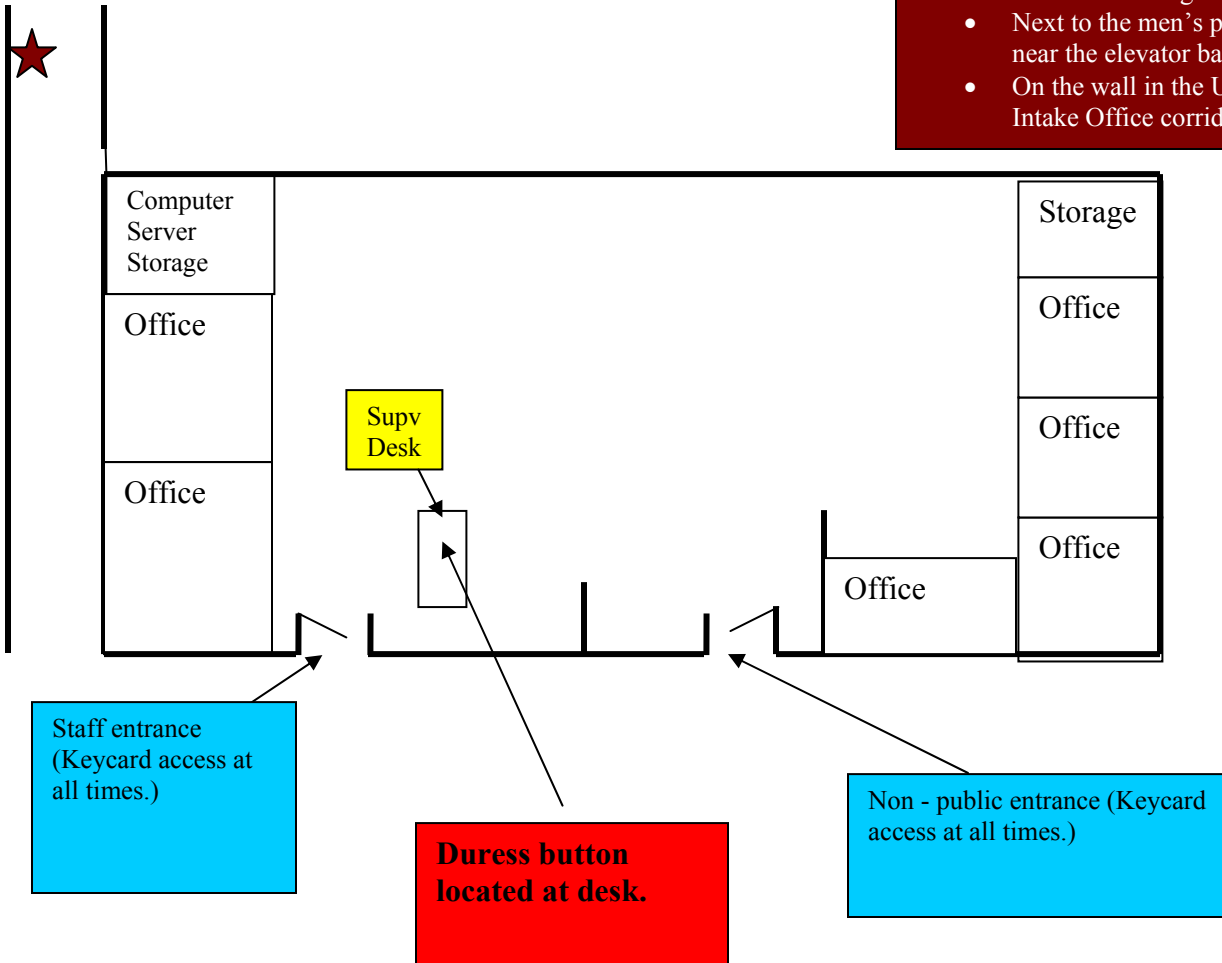
Swinging doors permit access from the reception area into the main part of the offices

- Three duress alarms are located under the front reception counter in C-220 and one under the counter in C-210. C-210 has an additional duress button under the counter of the cubicle at the front of the office. Pressing them activates the green buttons, all encased in white plastic. Each unit is also equipped with a wall duress alarm that has been deactivated.
- When the button is activated, an audible alarm sounds at the Court Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen at the desk that identifies the location (room number) where the alarm was activated.
- Court Security Officers respond to duress alarms.
- Building Security may be reached at 879-1002.
- Duress alarms that have been activated are reset by key by Court Security Officers.
- In case of emergency, the offices may be exited through main entrances or through Room C-302.

D.C. Superior Courthouse
500 Indiana Avenue
Room C-225
Diagnostic Unit

The closest fire alarm pull boxes to the unit are found at the following locations:

- Next to the men's public restroom near the elevator banks
- On the wall in the US Marshal's / Intake Office corridor

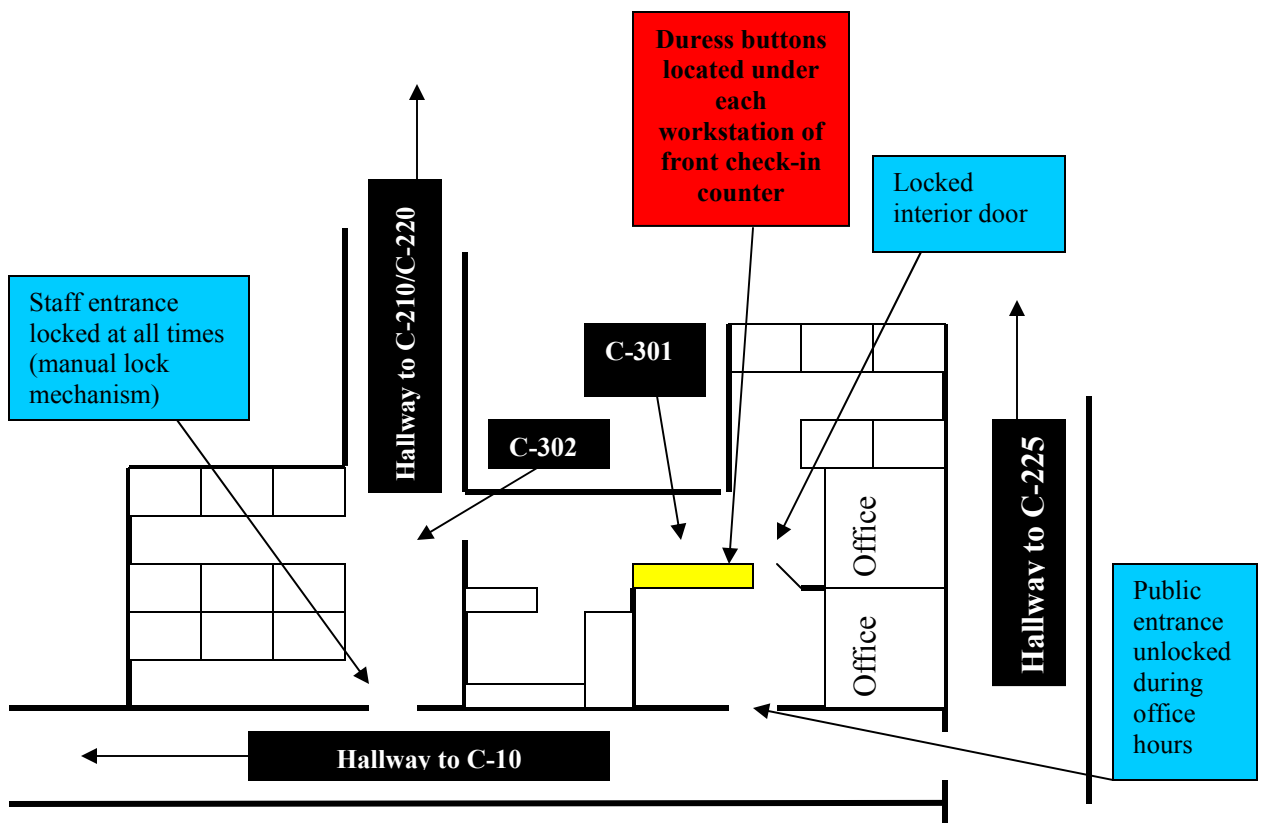


- The duress alarm is located at the supervisor's desk. Pressing it activates the green button, encased in white plastic. (Duress buttons are to be installed at other strategic locations upon completion of office renovations – date TBD.)
- When the button is activated, an audible alarm sounds at the Court Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen at the desk that identifies the location (room number) where the alarm was activated.
- Court Security Officers respond to duress alarms.
- Court Security Officers may be reached at 879-1002.
- Duress alarms that have been activated are reset by key by Court Security Officers.
- In case of emergency, the office may be exited through the public or staff entrances.

D.C. Superior Courthouse
500 Indiana Avenue
Rooms C-301 and C-302
Post Release Office and DTCU

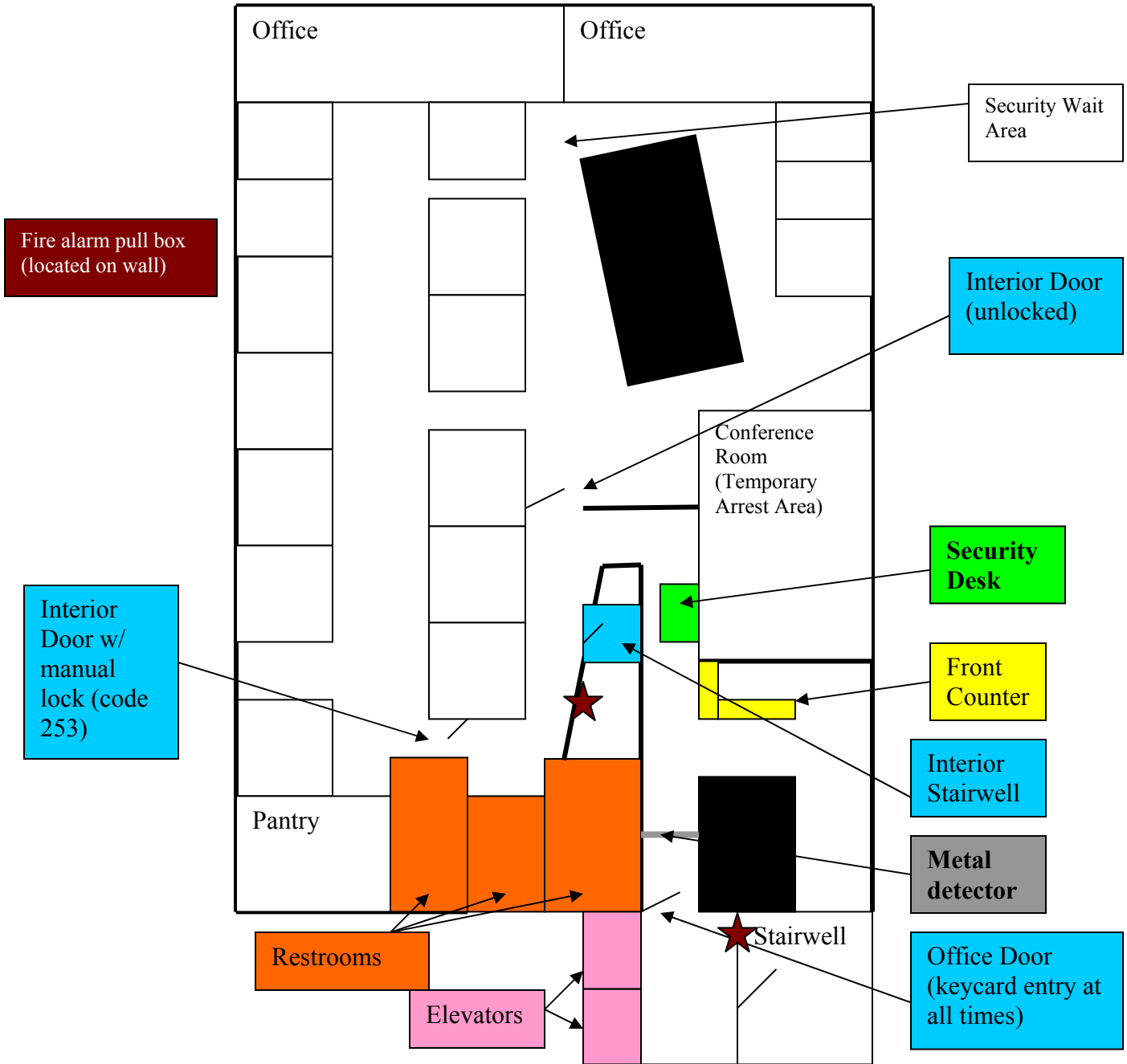
The closest fire alarm pull box to the unit is found at the following location:

- Next to the men's public restroom near the elevator banks



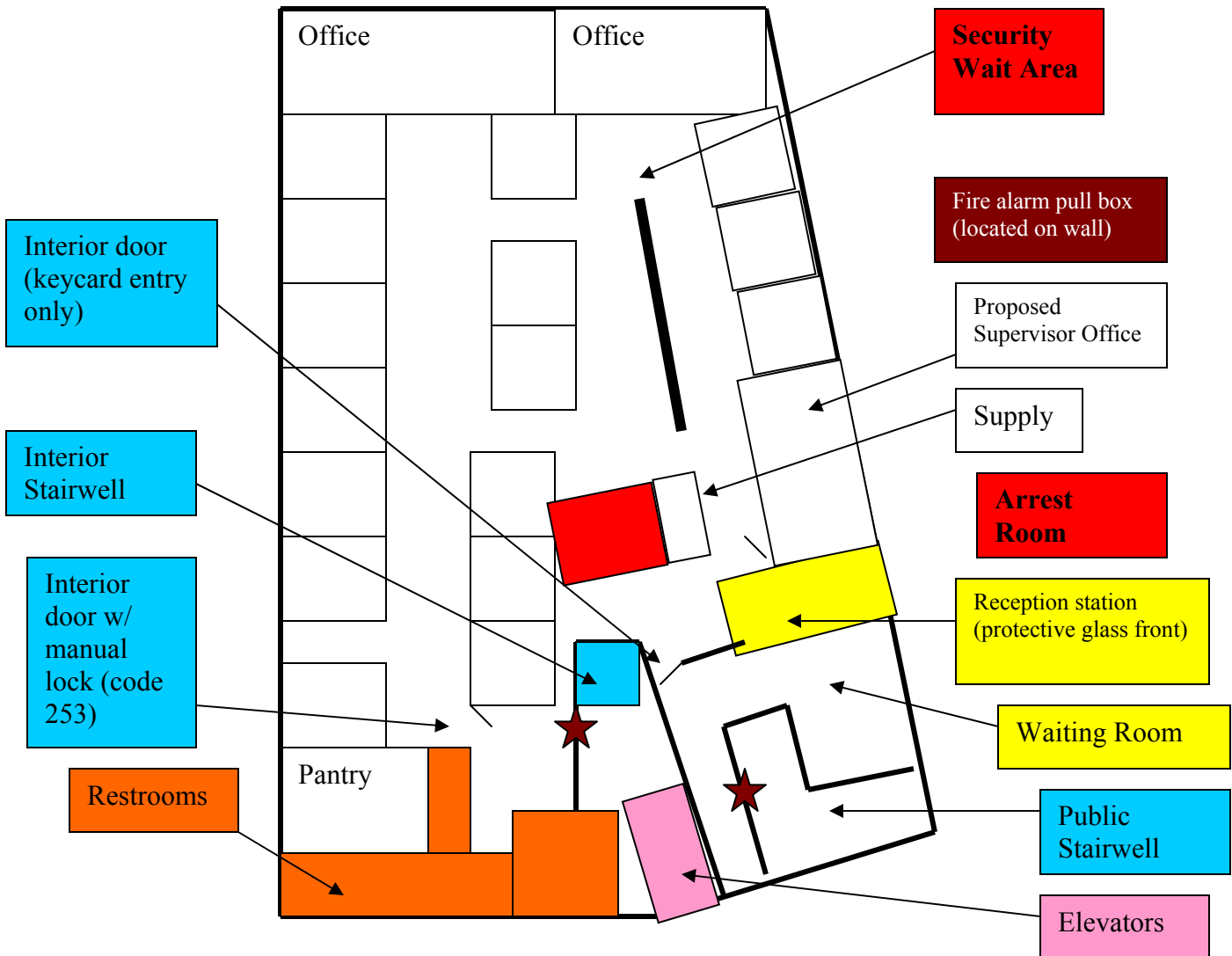
- Two duress buttons are located under the front reception counter in C-301. Pressing them activates the green buttons, encased in white plastic.
- When the button is activated, an audible alarm sounds at the Court Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen at the desk that identifies the location (room number) where the alarm was activated.
- Court Security Officers respond to duress alarms.
- Building security may be reached at 879-1002.
- Duress alarms that have been activated are reset by key by Court Security Officers.
- In case of emergency, the offices may be exited through the public entrance, the staff entrance, or through the hallway connecting the units to Rooms C-210 and C-220.

601 Indiana Avenue
2nd Floor
General Supervision Unit (Currently)



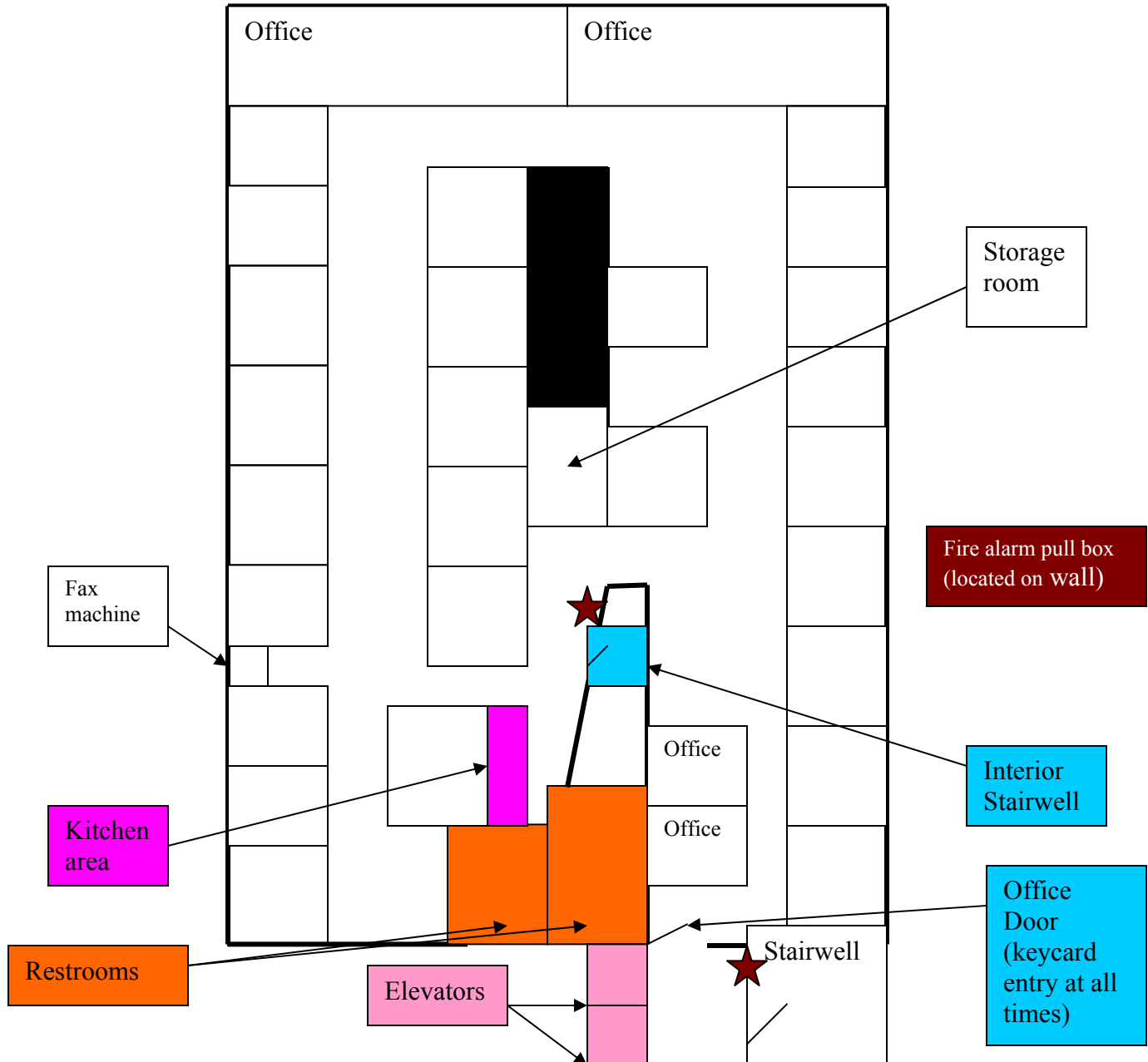
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the 2nd floor security desk rings. The monitor displays the location where the alarm was activated. If the phone on the 2nd floor is not answered after 3 rings, the line rolls over to the 4th floor security desk (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building.
- The Second floor security desk may be reached at 585-7956.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

601 Indiana Avenue
2nd Floor
General Supervision Unit
(TBD 2008)



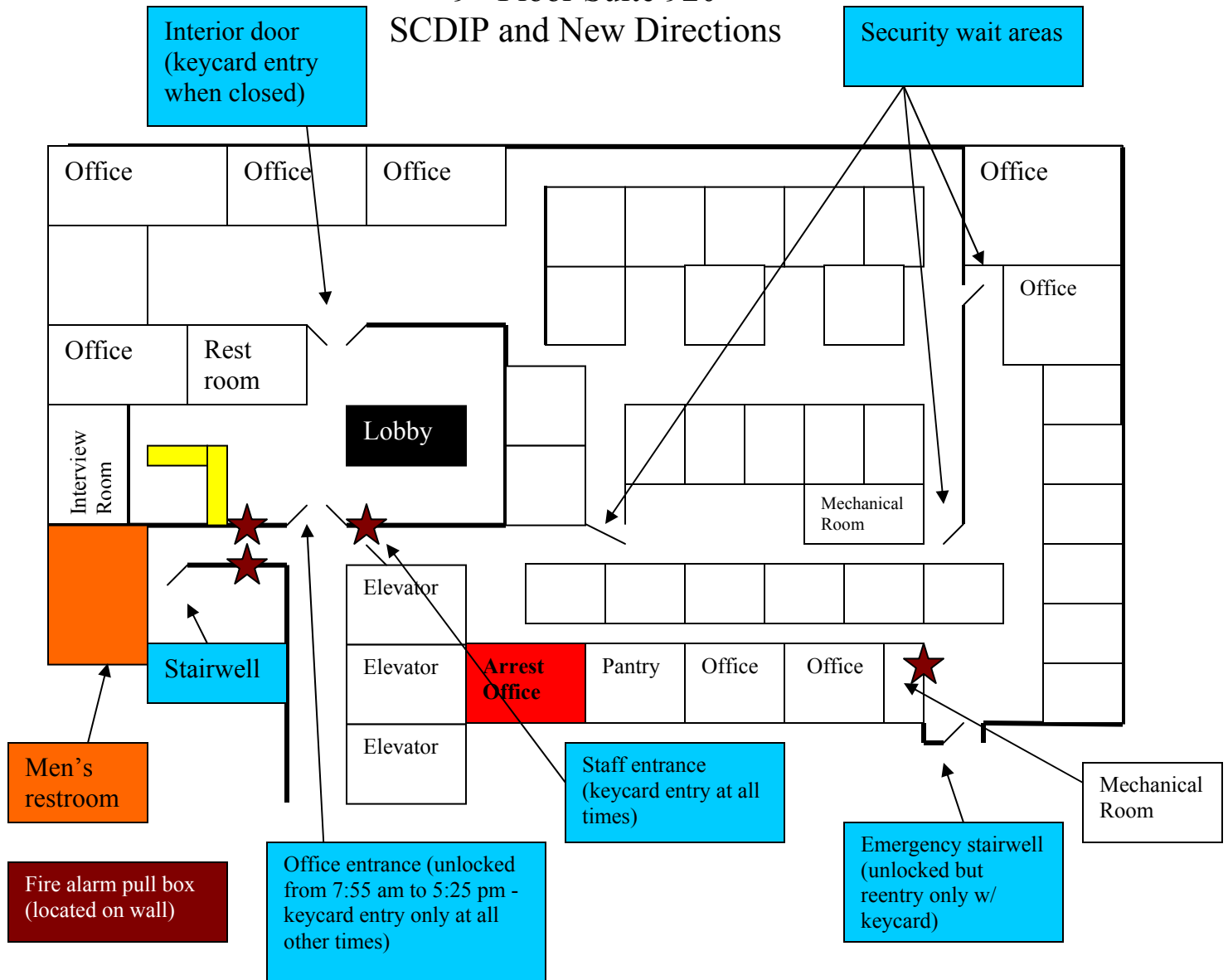
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the security desk rings. The monitor displays the location where the alarm was activated. If the phone is not answered after 3 rings, the line rolls over to the (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Federal Protective Service Officer assigned responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The security desk may be reached at 585-7956.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

601 Indiana Avenue
3rd Floor
General Supervision Unit



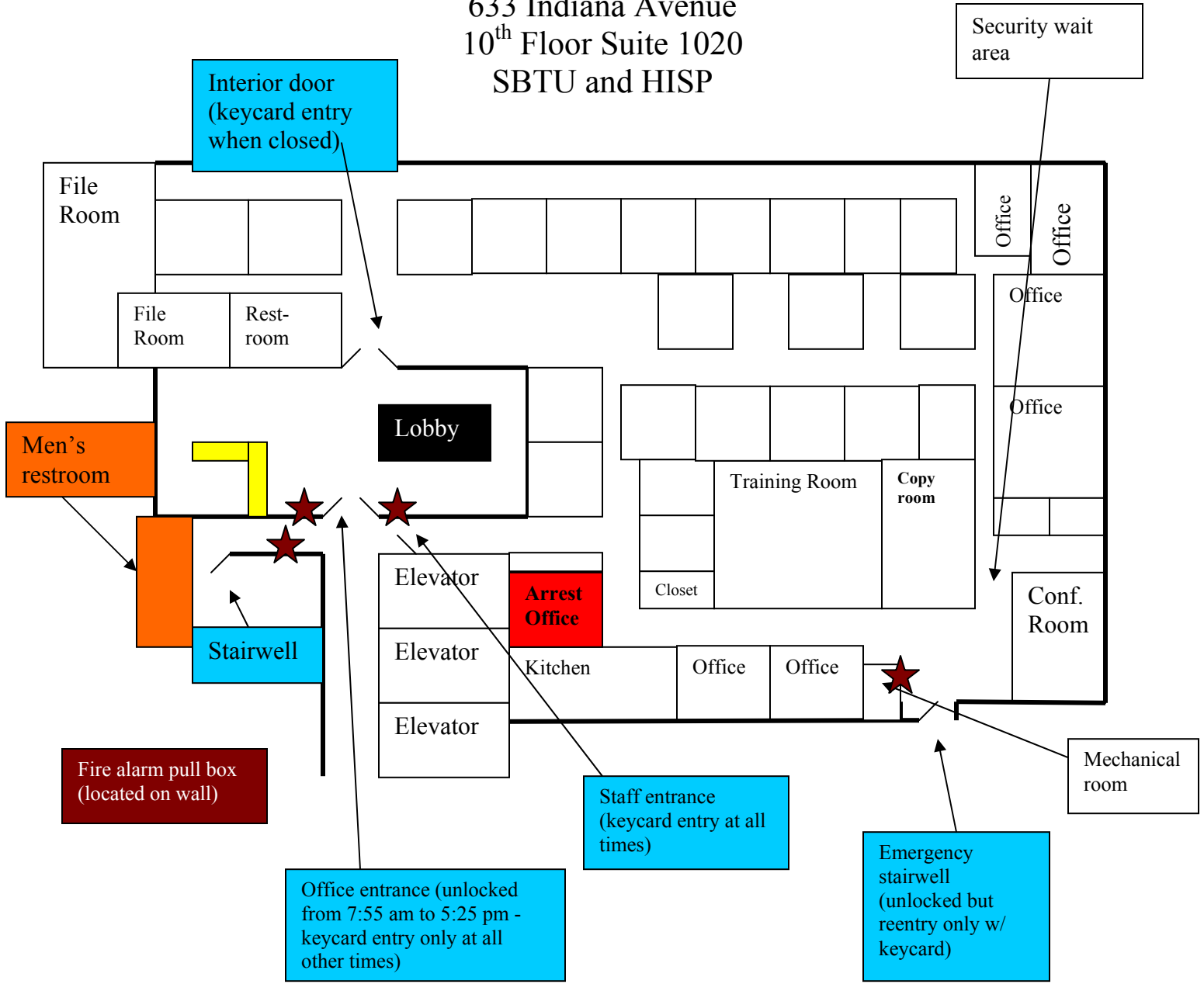
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone on the ground floor security station will ring. The phone monitor will display the location where the alarm was activated. The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The ground floor security desk telephone number is not yet available.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

633 Indiana Avenue
 9th Floor Suite 920
 SCDIP and New Directions



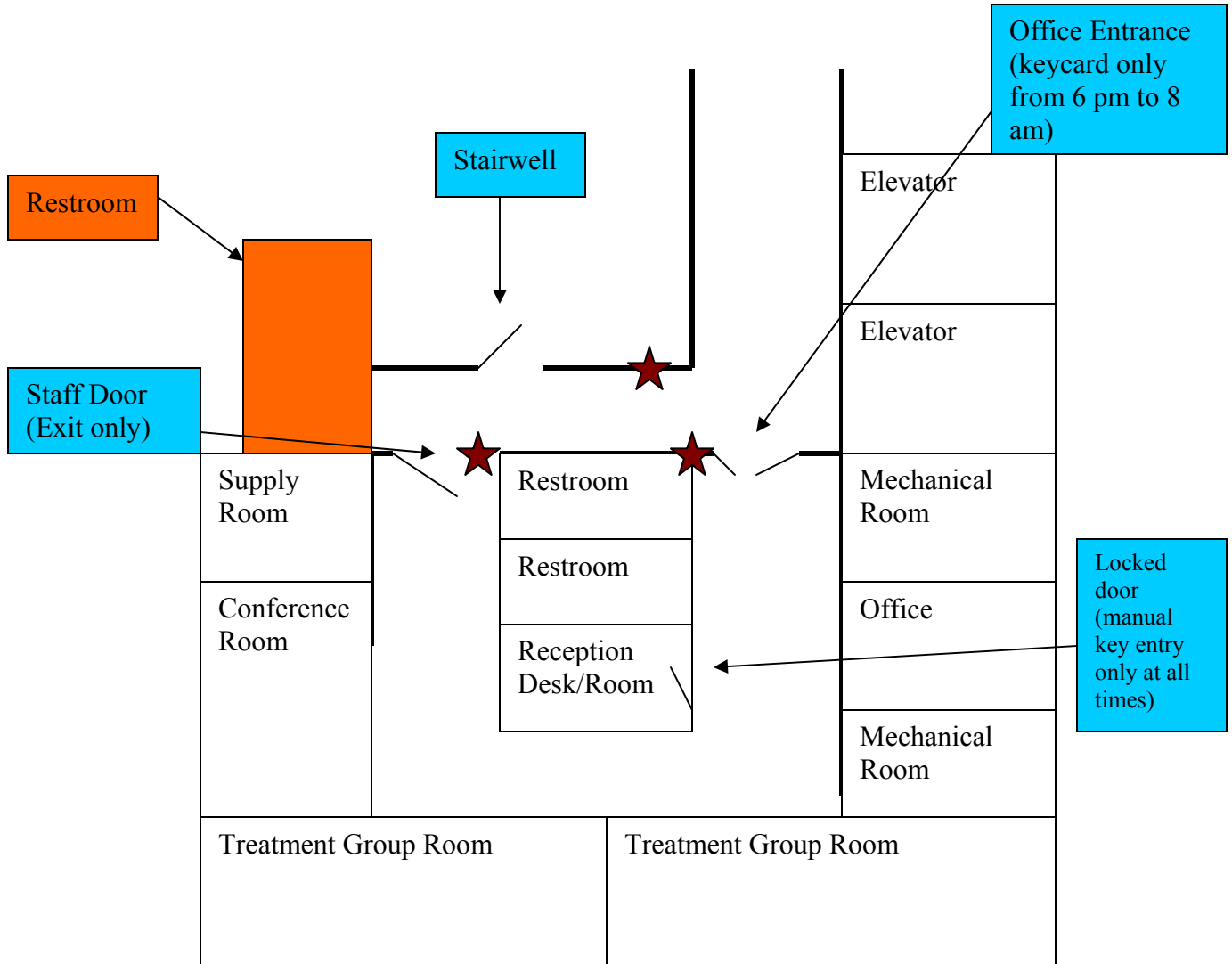
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to all duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 or 220-5326.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance, the staff entrance, and the emergency stairwell.

633 Indiana Avenue
10th Floor Suite 1020
SBTU and HISP



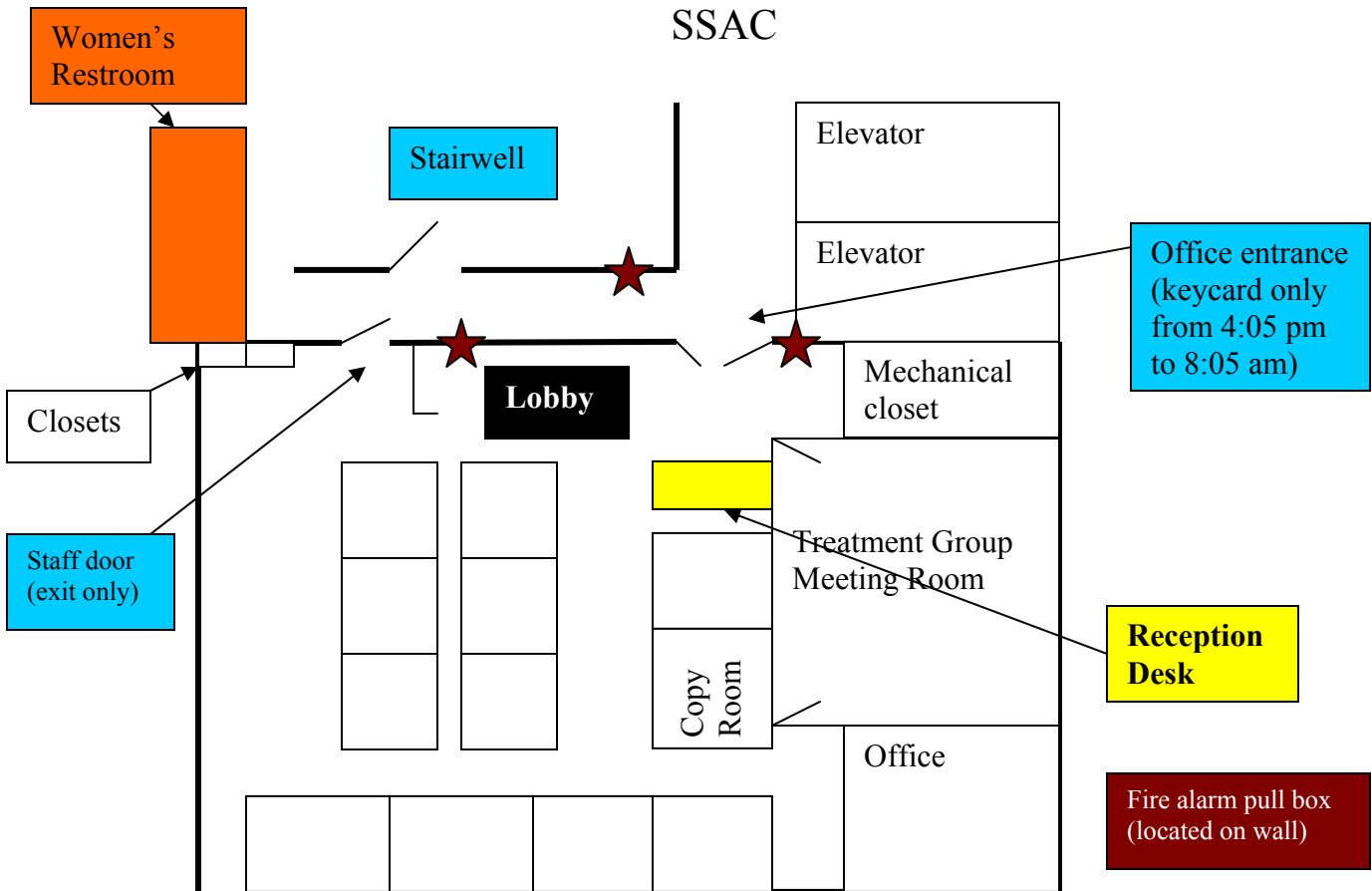
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to all duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 or 220-5326.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance, the staff entrance, and the emergency stairwell.

633 Indiana Avenue
 9th Floor Suite 981
 Satellite Drug Testing Unit



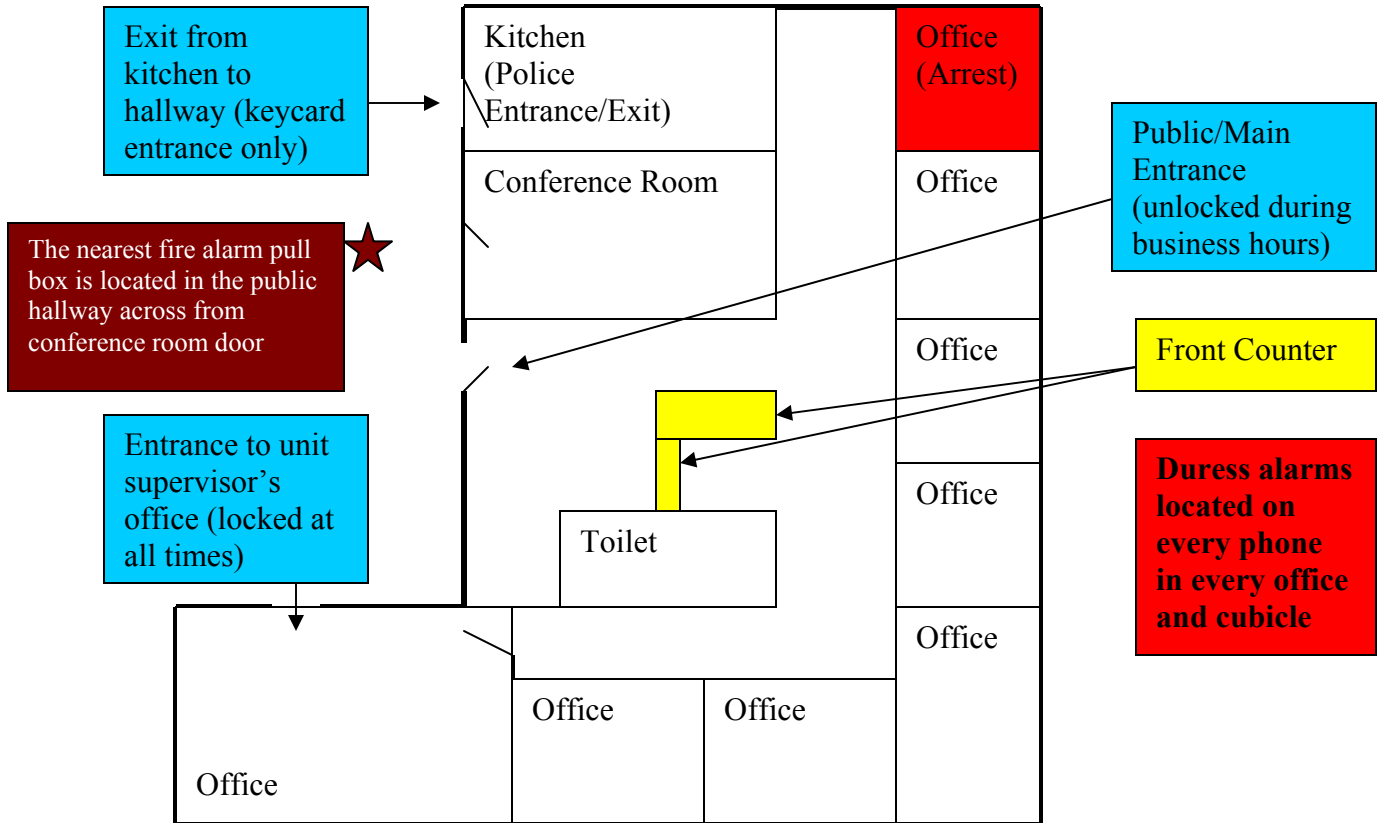
- Duress alarms are located on the phones in the reception desk, the conference room, the treatment group rooms, and the office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to all duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 or 220-5326.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, the office may be exited through the main entrance or the staff exit.

633 Indiana Avenue
10th Floor Suite 1080
SSAC



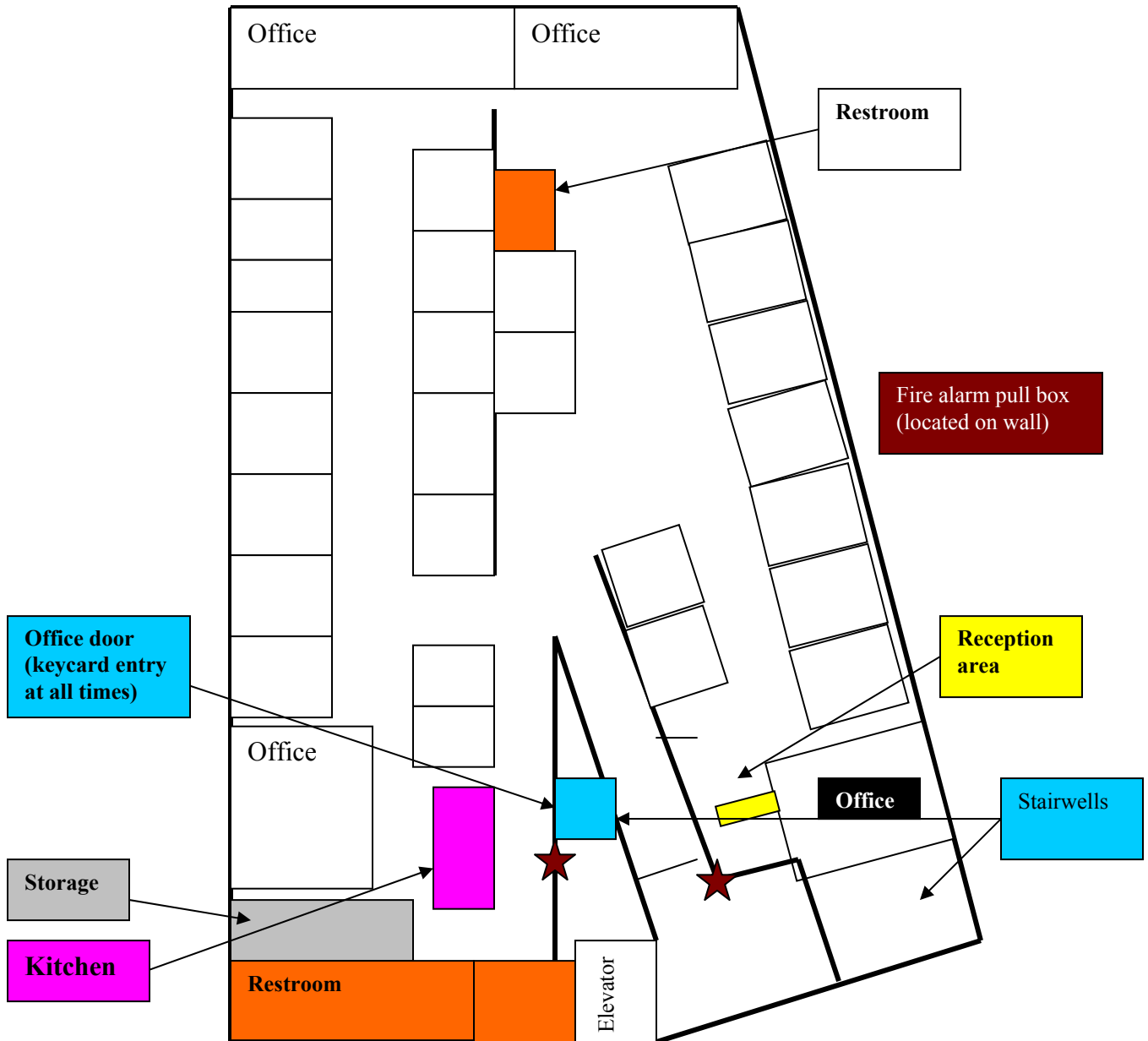
- Duress alarms are located on the phone in every cubicle, office, and the treatment group meeting room. The buttons, marked "Emergency", are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to all duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 or 220-5326.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance, the staff exit, and the emergency stairwell.

D.C. Municipal Building
300 Indiana Avenue
Suite 1136
Specialized Supervision Unit



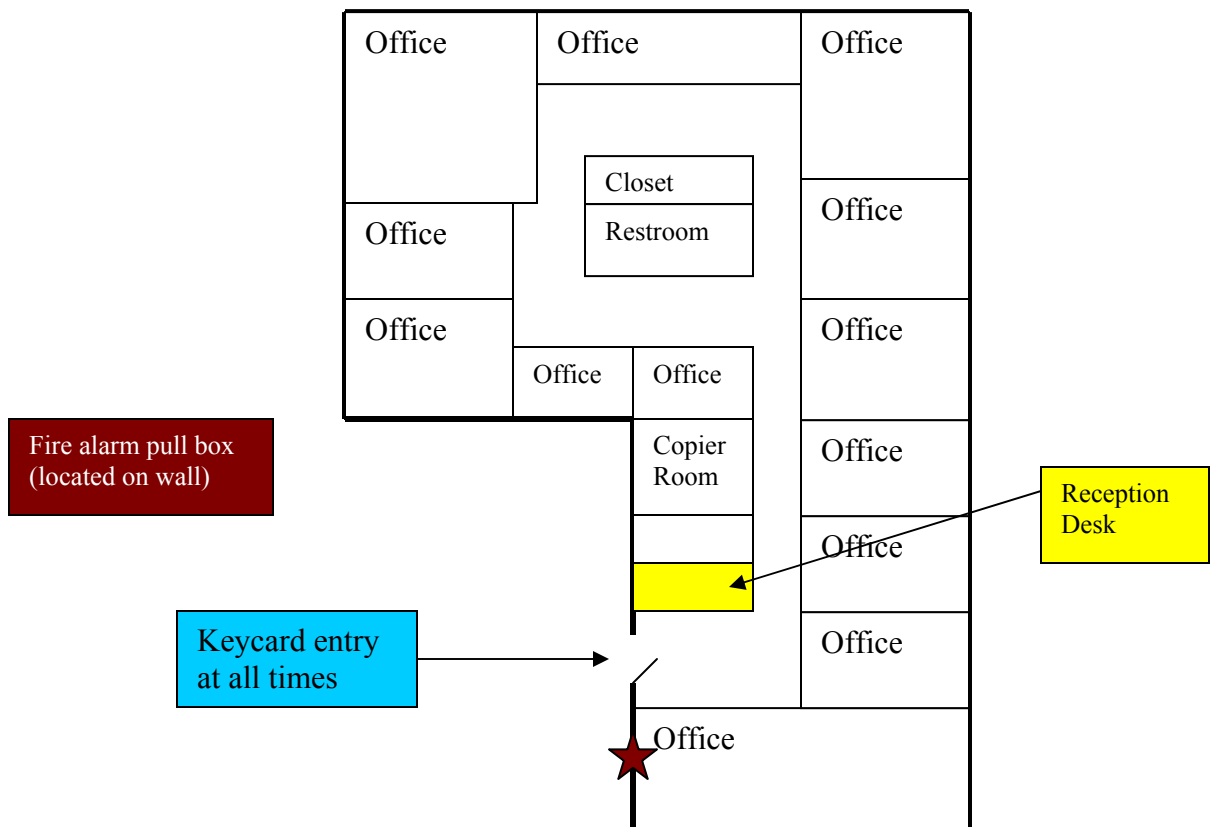
- Duress alarms are located on every phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is activated, an audible alarm sounds at the security kiosk on the 2nd floor, main entrance to the building. In addition, an alert notification prompts on the computer screen at the kiosk that identifies the location (room number) where the alarm was activated.
- Private security officers (contracted through the Metropolitan Police Department) respond to duress alarms. Metropolitan Police Officers are also available to respond as needed.
- The security kiosk may be reached at 727-2713 or Hawk One Security can be reached at 724-5085.
- Duress buttons that have been activated are reset by the 2nd floor security staff at the kiosk.
- In case of emergency, the office may be exited through the main entrance, the supervisor’s office or the kitchen area.

601 Indiana Avenue
10th Floor
Court Representatives Unit (includes expansion in December 2007)



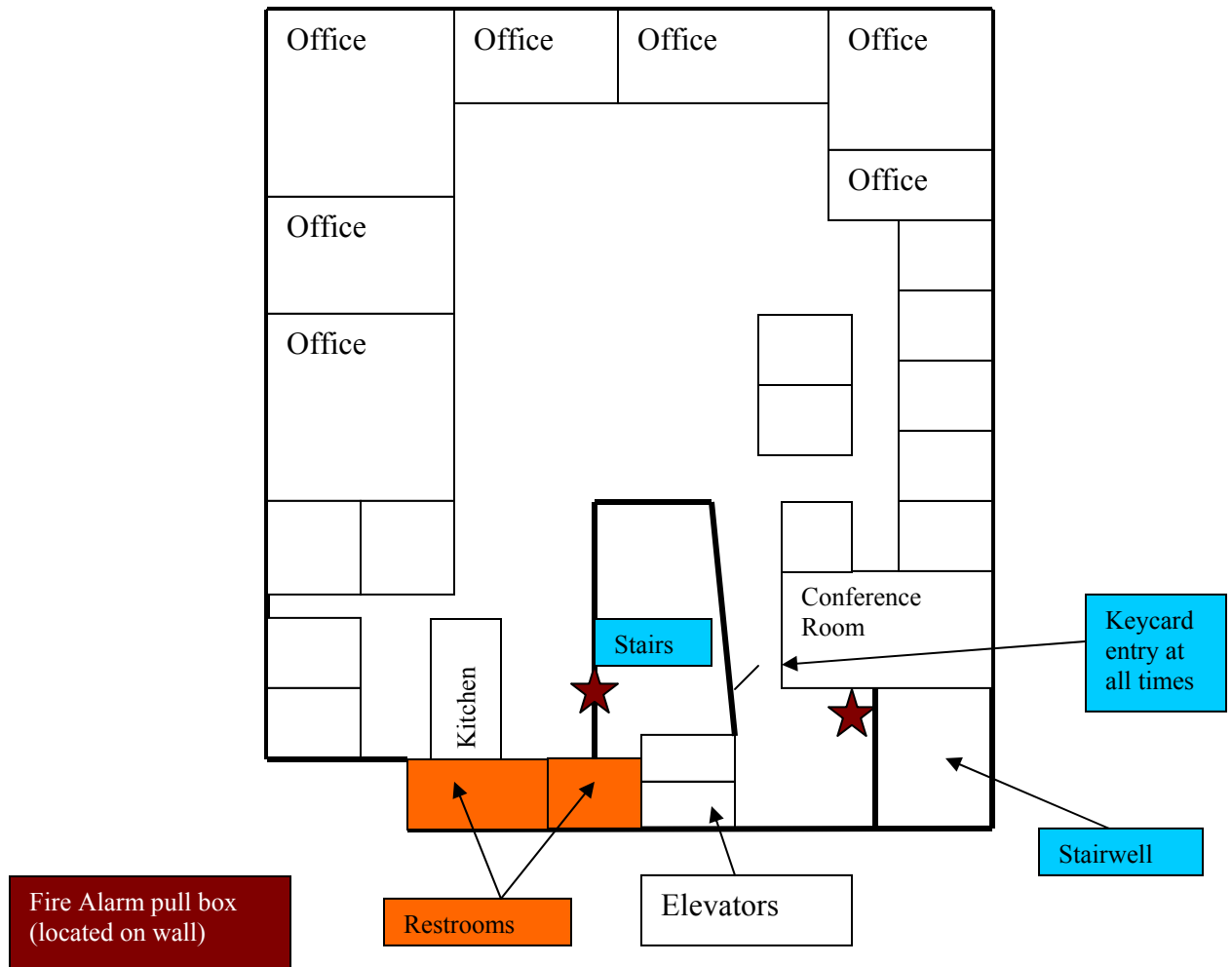
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the 2nd floor security desk rings. The monitor displays the location where the alarm was activated. If the phone on the 2nd floor is not answered after 3 rings, the line rolls over to the 4th floor security desk (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The security desk may be reached at 585-7956. The phone ring at the 2nd floor security desk.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

601 Indiana Avenue
7th Floor
Suite 700
Office of Information Technology



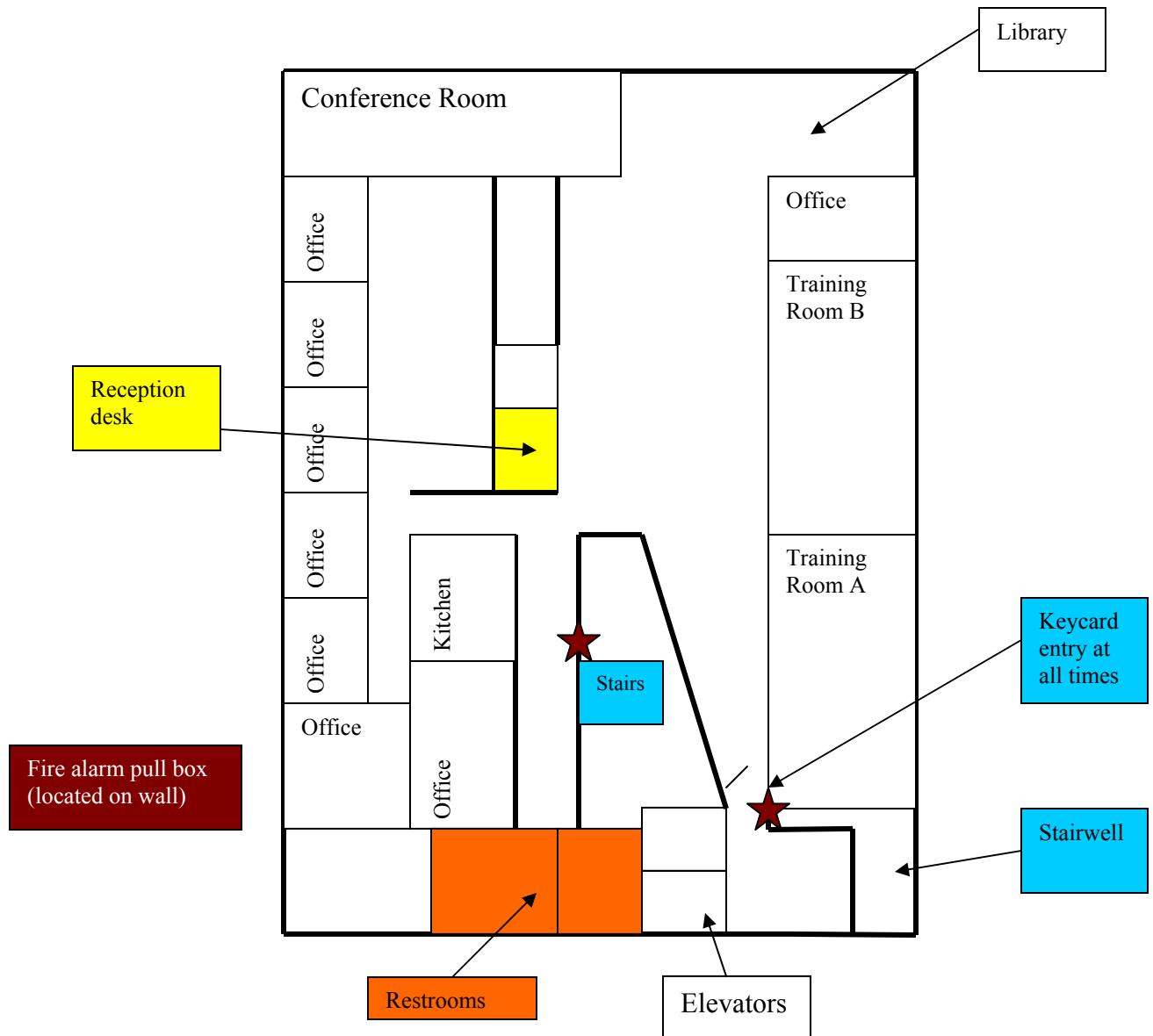
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the 2nd floor security desk rings. The monitor displays the location where the alarm was activated. If the phone on the 2nd floor is not answered after 3 rings, the line rolls over to the 4th floor security desk (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The Second floor security desk may be reached at 585-7956.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

601 Indiana Avenue
8th Floor
Office of Information Technology



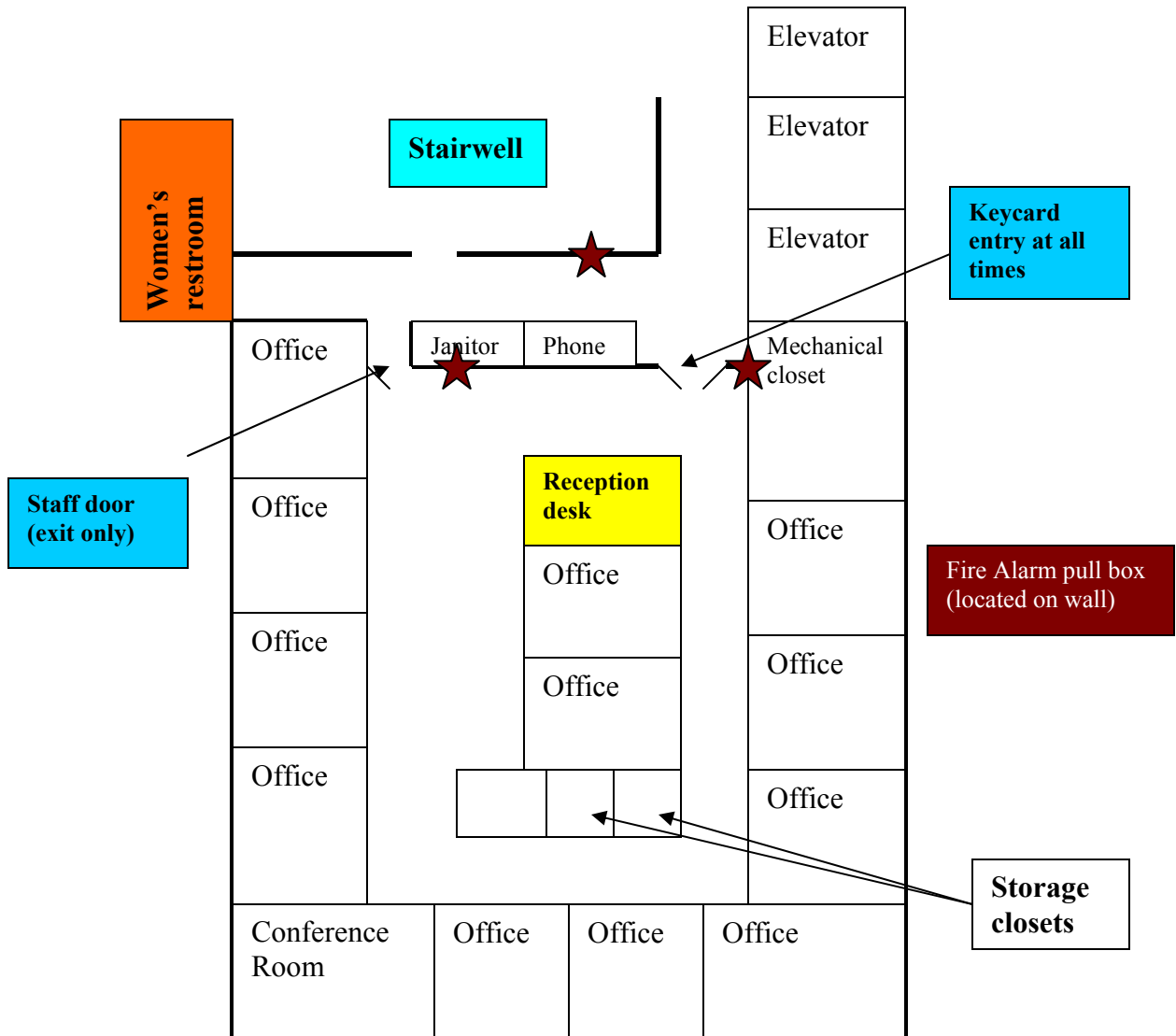
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the 2nd floor security desk rings. The monitor displays the location where the alarm was activated. If the phone on the 2nd floor is not answered after 3 rings, the line rolls over to the 4th floor security desk (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The Second floor security desk may be reached at 585-7956.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

601 Indiana Avenue
9th Floor
Training and Career Development Center



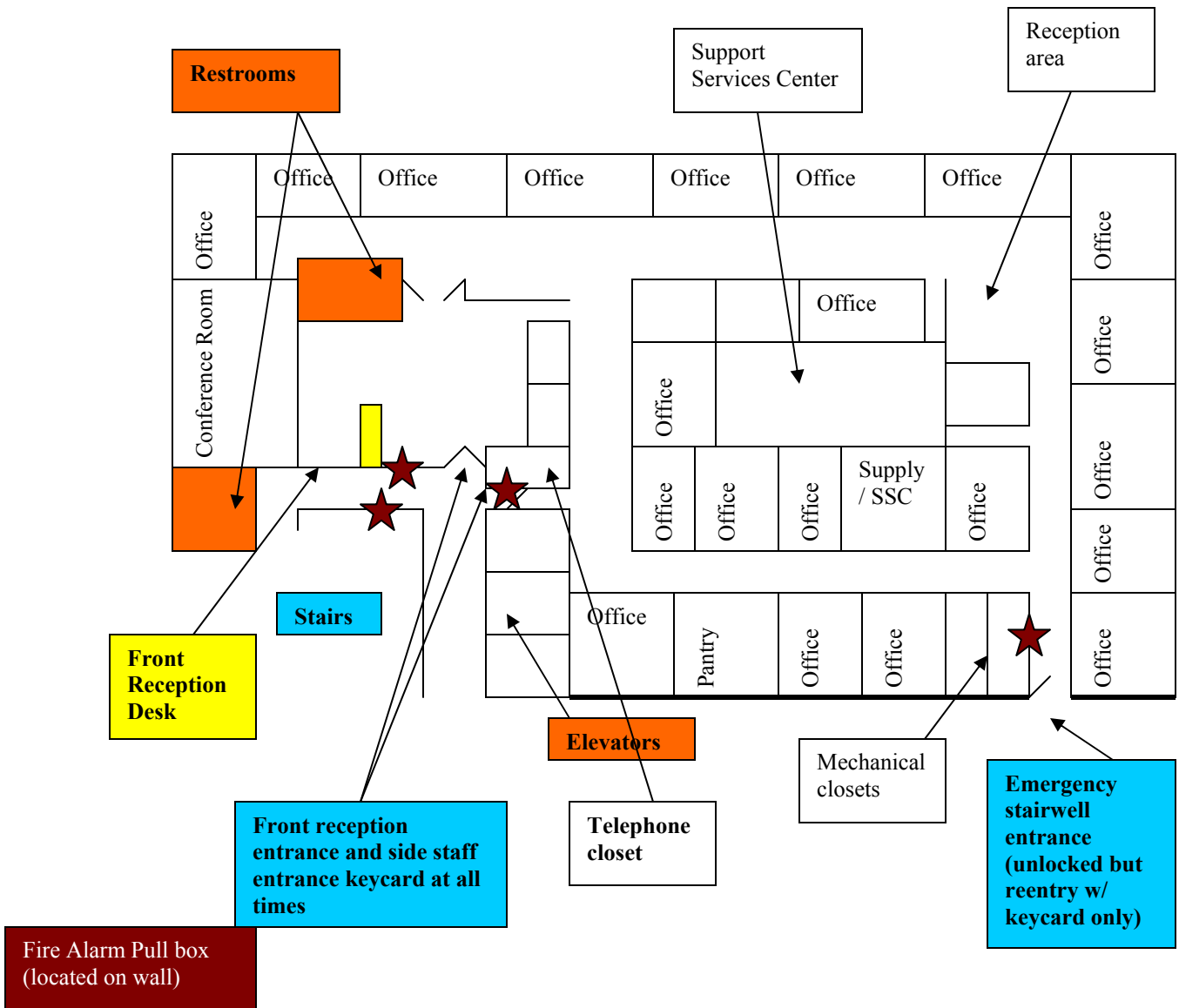
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the button is pushed, the phone at the 2nd floor security desk rings. The monitor displays the location where the alarm was activated. If the phone on the 2nd floor is not answered after 3 rings, the line rolls over to the 4th floor security desk (CSOSA offices). The phone duress alarms can be used 8:30 am to 5:00 pm Monday – Friday. Between 7 am and 7 pm staff may call the main security office at 633 Indiana at 220-5327. At all other times, the security office may be called but the office on duty has roving duties and may not always be there to answer. Staff is to call 9-911 for extreme emergencies.
- The Protective Service Officer assigned to the 2nd floor security desk responds to alarms activated in the building and is equipped with a pager and cell phone if assistance is needed.
- The Second floor security desk may be reached at 585-7956.
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the interior stairwell.

633 Indiana Avenue
11th Floor Suite 1170
Office of Human Capital Management



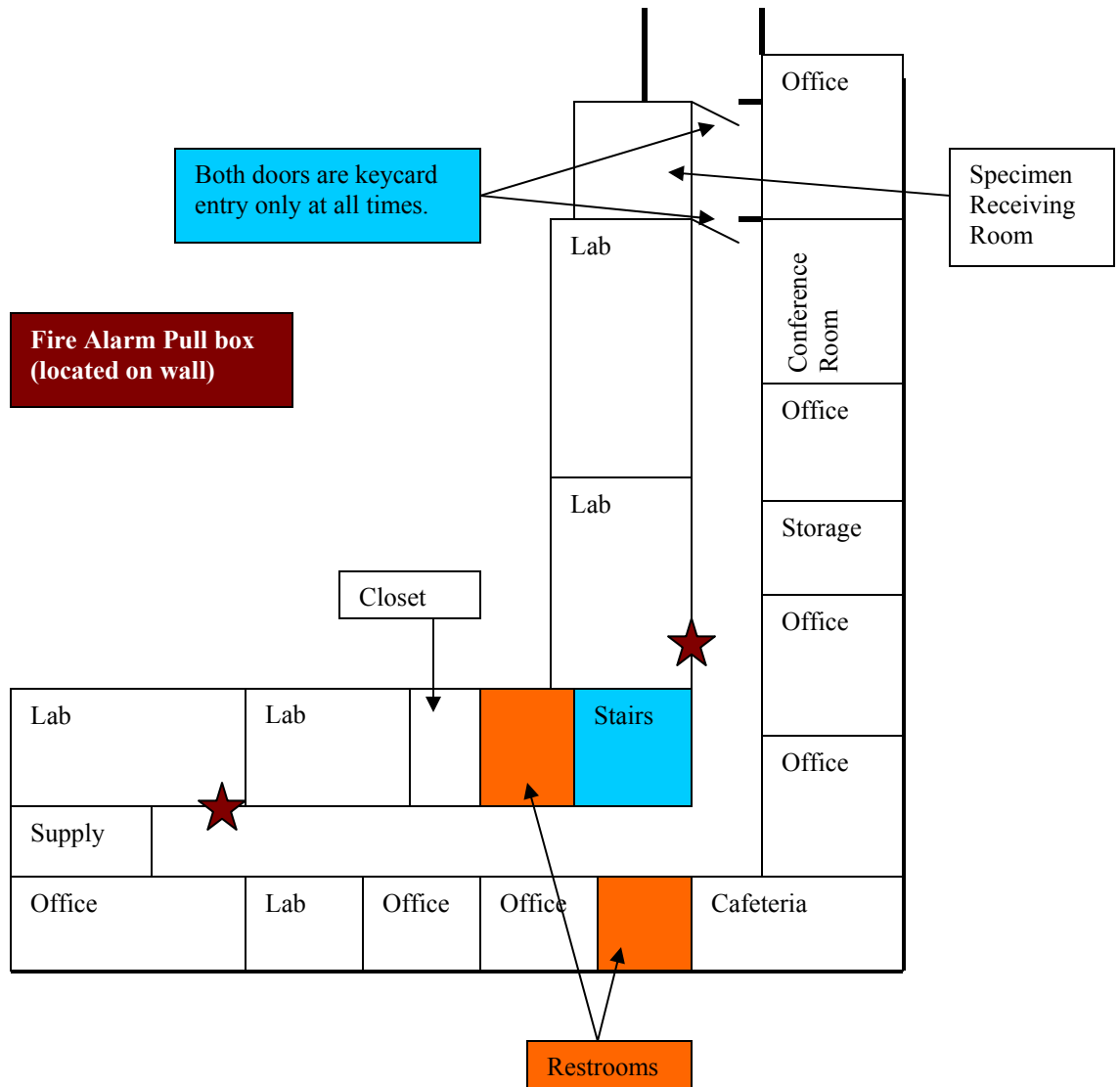
- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 (office) or 220-5326 (lobby).
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance or the staff exit.

633 Indiana Avenue
 11th Floor Suite 1120
 Administrative Offices



- Duress alarms are located on the phone in every cubicle and office. The buttons, marked “Emergency”, are found directly above the keypad on the face of the phone and are activated by being pressed.
- When the alarm is activated, an audible alarm sounds in the Security Office on the 1st floor of the building. In addition, an alert notification prompts on the computer screen in the office that identifies the location (suite #) where the alarm was activated.
- The Protective Service Officers from the 1st floor Security Office respond to all duress alarms from 7 am to 7 pm Monday - Friday. At all other times 220-5327 may be called. The officer in place after hours and on weekends has roving duties and may not always be at the security office. In the event of an extreme emergency, 9-911 should be called.
- The Security Office may be reached at 220-5327 (office) or 220-5326 (lobby).
- Duress alarms that have been activated are reset by key by security office staff.
- In case of emergency, this office may be exited through the main entrance, the staff exit, and the emergency stairwell.

300 Indiana Avenue
 6th Floor Suite 6150
 Forensic Toxicology Drug Testing Lab



- There are no duress alarms within the unit.
- Entry from the interior stairwell into the unit is controlled by keycard only.
- Private security officers (contracted through the Metropolitan Police Department) respond to duress alarms. Metropolitan Police Officers are also available to respond as needed.
- The security kiosk may be reached at 727-2713 or Hawk One Security can be reached at 724-5085.
- In case of emergency, the office may be exited through the main entrance or the interior stairwell.

Appendix C

PSA Bomb Threat Checklist

PSA BOMB THREAT CHECKLIST

(Place this checklist under your telephone)

Keep Calm Keep Talking Do Not Hang Up

Number appearing on ID screen:

Date and time of call:

Number at which call is received:

Approximate length of call:

EXACT WORDS OF CALLER:

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What will cause it to explode?
5. What kind of bomb is it?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

CALLER'S VOICE:

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal
<input type="checkbox"/> Stutter	<input type="checkbox"/> Angry
<input type="checkbox"/> Laughter	<input type="checkbox"/> Slow
<input type="checkbox"/> Lisp	<input type="checkbox"/> Rapid
<input type="checkbox"/> Slurred	<input type="checkbox"/> Squeaky
<input type="checkbox"/> Stressed	<input type="checkbox"/> Disguised
<input type="checkbox"/> Loud	<input type="checkbox"/> Accent
<input type="checkbox"/> Crying	<input type="checkbox"/> Excited
<input type="checkbox"/> Normal	<input type="checkbox"/> Deep Breathing
<input type="checkbox"/> Raspy	<input type="checkbox"/> Cracking Voice
<input type="checkbox"/> Soft	<input type="checkbox"/> Clearing Throat

Was there a distinguishable regional/ethnic or foreign accent?

If voice seems familiar, whom do you think it sounded like?

Sex of Caller:

Age of Caller:

BACKGROUND SOUNDS:

<input type="checkbox"/> Static	<input type="checkbox"/> House Noise
<input type="checkbox"/> Voices	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Music	<input type="checkbox"/> Animal Noises
<input type="checkbox"/> Local	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Motor	<input type="checkbox"/> PA System
<input type="checkbox"/> Clear	<input type="checkbox"/> Street Noises

Other:

THREAT LANGUAGE:

<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Foul	<input type="checkbox"/> Taped
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by caller

REMARKS:

Appendix D

PSA Suicide Intervention Guidelines for Non-Clinicians

PSA Suicide Intervention Guidelines for Non-Clinicians

Non-Clinicians are invaluable “first-finders” in the process of making appropriate assessment-referrals to the mental health system. What follows are suggestions “to do” and “not to do” in making interaction with potentially suicidal defendants less anxiety provoking and more effective:

Things to do:

1. Provide privacy, the defendant may be embarrassed to talk about suicide.
2. Take your time, stay as calm as possible; speak softly and simply, and encourage the defendant to talk to you, using the questions which follow (see page 2).
3. Clarify the problem and the defendant’s intended solutions through these questions.
4. Be direct in addressing the defendant’s thoughts about suicide.
5. If you are concerned that acting on the suicidal impulse is an imminent possibility, do not leave the defendant alone; make arrangements for someone to be with him/her at all times; deliver (go with) the defendant to the referral you make or arrange for pick-up.

Things not to do:

1. Do not express shock at anything you hear.
2. Neither belittle nor negate the reasons for the crisis or the defendant’s experience of the crisis. (Avoid pabulum responses e.g. “Everything will be all alright.”)
3. Do not stress the shock or embarrassment that suicide would cause his/her family before you are certain that this is not exactly what the defendant wants to accomplish.
4. Do not engage in a philosophical debate on the moral aspect of suicide; you may both lose the debate and the person.
5. Do not get over-involved. Keep perspective on your limits and your competence.

When Making a Referral:

1. Communicate succinctly and directly information regarding your assessment (see Questions to Ask Pg 2) to referral (What you have been told, what you infer, reasons for this...)
2. Talk to the defendant about the referral you are making. Reduce fear by asking for their feelings and thoughts and answering questions. Demystify. Do not wait until the end of your interaction to introduce the idea of referral; make the phone call in the defendant’s presence.

Questions to Ask:

The following schema is provided as a guide when/if your intuition or information suggests that suicide might be a possible response being considered by the client in dealing with his/her problem(s).

1. Have you been thinking about taking your life?

If No: Would you tell me if you were?

If Yes:

- a. How often do you have these thoughts?
- b. How long do the thoughts last?
- c. Has something specific happened to make you think (more) about killing yourself? How?
- d. How would you kill yourself if you were to act?
- e. Do you have a plan?

If Yes:

What is it?

Do you have the means?

Have you told anyone else about your feelings or plan?

2. Have you ever attempted suicide?

If Yes:

- a. How did you do it? What did you want to accomplish then?
- b. What happened? (Elicit why the attempt "failed, "Was help received?)
If yes, from whom and was it beneficial?)
- c. What was going on in your life then?
- d. How did you cope after the attempt?

3. Has anyone in your family (or any of your friends) ever attempted or completed suicide?

If Yes:

Elicit who? Etc...

4. Do you have any thoughts about the future? Is there any other way out of this?

5. Who or what in your life is worth living for?

6. Do you have anyone you can turn to for support?

(Note: If seeing a therapist is therapy working?)

HANDLING A CALL FROM A SUICIDAL PERSON

1. **Be yourself.** “The right words” are unimportant. If you are concerned, your voice and manner will show it.
2. **Listen.** Let the person unload despair and ventilate anger. If given an opportunity to do this, he or she will feel better by the end of the call. No matter how negative the call seems, the fact that it exists is a positive sign, a cry for help.
3. **Be sympathetic,** non-judgmental, patient, calm, accepting. The caller has done the right thing by getting in touch with another person.
4. If the caller is saying, “I’m so depressed, I can’t go on,” ask THE QUESTION: “**Are you having thoughts of suicide?**” You are not putting ideas in his head, you are doing a good thing for him. You are showing him that you are concerned, that you take him seriously, that it is OK for him to share his pain with you.
5. If the answer is yes, you can begin asking a series of further questions: Have you thought about how you would do it (PLAN); Have you got what you need (MEANS); Have you thought about when you would do it (TIME SET). 95% of all suicidal callers will answer no at some point in this series or indicate that the time is set for some date in the future. This will be a relief for both of you. If the person has a plan and appears ready and prepared to harm him or her self, then notify emergency personnel immediately. Try to keep the person on the line as you do so.
6. Simply talking about their problems for length of time will give suicidal people relief from loneliness and pent up feelings, awareness that another person cares, and a feeling of being understood. They also get tired – body chemistry changes. These take edge off their agitated state and help them get through a bad night.
7. Avoid arguments, problem solving, advice giving, quick referrals, belittling and making the caller feel that s/he has to justify suicidal feelings. It is not how bad the problem is, but how badly it’s hurting the person who has it.
8. If the person is ingesting drugs, get the details (what, how much, alcohol, other medications, last meal, general health) and call Poison Control at 1/800/222-1222 or 911. A shift partner can call or you can get the caller’s permission and do it yourself on another phone while the caller listens to your side of the conversation. If Poison Control recommends immediate medical assistance, ask if the caller has a nearby relative, friend, or neighbor who can assist with transportation or the ambulance. In a few cases the person will initially refuse needed medical assistance. Remember that the call is still a cry for help and stay with him in a sympathetic and non-judgmental way. Ask for his address and phone number in case he changes his mind. If your organization does not trace calls, be sure to tell him that.

9. **Do not go it alone.** Get help during the call and debrief afterwards.

10. Your caller may be concerned about someone else who is suicidal. Just listen, reassure him that he is doing the right thing by taking the situation seriously, and sympathize with his stressful situation. With some support, many third parties will work out reasonable courses of action on their own. In the rare case where the third party is really a first party, just listening will enable you to move toward his problems. You can ask, "Have you ever been in a situation where you had thoughts of suicide?"