



ARIZONA COURT SUPERVISOR'S PROGRAM Worksheet



Name: _____ Title: _____

Court: _____ Phone number: _____

Course: _____ Date Completed: _____

Total time spent completing unit (Self-paced FEMA Course, Court Security Video and worksheet): _____

After viewing the following resource please complete and submit this worksheet. Note this Worksheet requires that you meet with your manager to discuss the COOP questions in Part Two below.

PART ONE: COURT SECURITY – ACTIVE SHOOTER SELF-PACED ONLINE FEMA COURSE

1) Click on the link below to access a self-paced course sponsored by FEMA.

<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-907>

On this Web page is a link labeled “Interactive Web Based Course”, this will take you directly into the online class. Complete the class.



2) After you have completed the course, please select what options you might take in following up with your staff:

- a. I will use the “How to Respond” handout, cover the active shooter alternatives with my staff.
- b. I will encourage my staff to complete the online program as part of their COJET training.
- c. I will review my workspace and determine the best options in an active shooter situation evacuating or hiding out.
- d. Other _____

PART TWO: COURT SECURITY AND CONTINUITY OF OPERATIONS PLANNING (COOP)

Parts Two through Four are based on the Court Security video and handouts located at:

http://www.azcourts.gov/clia/Supervisor/ACS_Curriculum.aspx#SECURITY

Questions in parts Three & Four are best answered while viewing the video. Questions in Part Two should be discussed with your manager after viewing the video.

1) What are your evacuation procedures? (Discuss the same questions below for lock-down situations.)(Where possible – list specific individuals within your division or department.)

a. Who can decide when to evacuate?

b. When do you communicate to staff?

c. What are your specific responsibilities in evacuations?

d. What staff has keys or access to other control areas?

e. How do you clear the building?

f. Who communicates to public?

g. How do you test/practice evacuation?

h. Do you have clearly marked escape routes, safe areas? For large or complex buildings, do managers have floor plans?

2) What are your emergency contact notification processes?

a. To notify law enforcement, fire or other emergency response personnel?

b. To notify local area hospitals?

c. To notify staff or their emergency contacts as applicable? Do managers have personnel lists with phone numbers and access to daily schedules?



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PART THREE: COURT SECURITY – BOMB THREATS

View the “ACS: COOP and Court Security - Edited” video and answer the following activity questions during the video.

1) One of your staff just handed you the phone saying that there is a bomb in the building and the caller is on the line. List the first steps you would take and what you might say to, or ask the caller. **OPTIONAL** Question: Listen to the bomb threat audio tape on the video and write a better response to the bomb threat and list the first steps you would take in that situation.

2) What are your three options if there is a bomb threat?

3) a. How is your mail screened?

b. What signs do you look for to identify suspicious packages?

c. If there was a suspicious envelope or package what would be your next steps?

PART FOUR: COURT SECURITY – WORKPLACE VIOLENCE

View the “ACS: COOP and Court Security - Edited” video and answer the following activity questions during the video.

1) What percentage of workplace violence originates with the following groups of people?

- a. ____ percent of workplace violence comes from former employees
- b. ____ percent of workplace violence comes from bosses
- c. ____ percent of workplace violence comes from co-workers
- d. ____ percent of workplace violence comes from strangers
- e. ____ percent of workplace violence comes from customers

2) During the first video observe and list what actions or statements the employee made that contributed to the negative interaction.

3) The presenter suggests actions that can be taken to deescalate violence. Complete the missing actions below:

1. Project calmness, move and speak slowly, quietly and confidently.
2. _____
3. Acknowledge the person's feelings
4. _____
5. Point out choices, break big problems into smaller ones.
6. _____
7. Avoid sudden movements and maintain 3-6 foot distance.
8. _____
9. Use delaying tactics to give the person time to calm down, such as offering a drink of water.
10. Ask for small, specific favors such as asking the person to move to a quieter area, or to move outside.
11. _____

4) The presenter covers 10 warning signs for potential workplace violence. Complete the missing signs below:

1. Discussing weapons or bringing them to workplace.
2. Displaying overt signs of extreme stress, resentment, hostility, or anger.
3. Making intimidating statements.
4. Having a romantic obsession with a co-worker who does not share that interest.
5. _____
6. Sudden or significant deterioration of performance.
7. _____
8. History of interpersonal conflict; domestic problems, and/or unstable, dysfunctional family.
9. _____
10. Brooding, strange behavior or "time bomb ready to go off."

I certify that I spent _____ hours completing this unit not including breaks.

Participant Signature

Date

Original worksheet is to be returned with ACS program checklist upon completion of all ACS requirements. A copy may be sent to your training coordinator if you wish to receive COJET credit.