



THE TRIAL COURT OF MASSACHUSETTS MASSACHUSETTS PROBATION SERVICE



Standard Operating Procedure for Emergency Evacuation for The Massachusetts Probation Service Training and Operations Building

Updated October 2022

CONTENTS	
	<u>STATEMENT OF INTENT</u>
	<u>POLICY</u>
	<u>EMERGENCY COORDINATORS</u>
	<u>BUILDING INFORMATION</u>
	<u>BUILDING MAP</u>
	<u>WHAT TO DO IN AN EMERGENCY</u>
	<u>WHO WILL DETERMINE IF/WHEN BUILDING IS TO EVACUATE</u>
	<u>EVACUATION PROCEDURES</u>
	<u>MEDICAL EMERGENCY PROCEDURE</u>
	<u>FIRE EMERGENCY PROCEDURE</u>
	<u>PUBLIC HEALTH EMERGENCY PROCEDURE</u>
	<u>HAZARDOUS CHEMICALS AND GASES PROCEDURES</u>
	<u>EXTREME WEATHER CONDITIONS</u>
	<u>POWER FAILURE</u>
	<u>THREATS</u>
	<u>BOMB THREAT STANDING OPERATING GUIDELINES (SOG)</u>
	<u>MTOC LOCK DOWN PROCEDURE</u>

INDEX OF APPENDIXES	
APPENDIX A	<u>CRITICAL INCIDENT REPORT</u>
APPENDIX B	<u>BOMB THREAT CHECKLIST</u>
APPENDIX C	<u>EVACUATION CHART</u>
APPENDIX D	<u>ANNUAL MPS COMMITTEE EVACUATION PLAN REVIEW FORM</u>

STATEMENT OF INTENT

All emergency situations in Trial Court buildings require preparation on the part of all court employees; the safety of Trial Court employees and visitors is of paramount importance. Therefore, please read this policy carefully and familiarize yourself with whom your Emergency Coordinator is, where alternative exits are located and what you should and should not do to assist the investigation or evacuation effort should an emergency occur at MTOC.

WHAT THIS POLICY COVERS

The Trial Court Emergency Procedures policy covers medical emergencies, fire emergencies, public health emergencies, extreme weather conditions, threats, active shooter, explosions, and hazardous chemicals and gases.

FACILITY PROFILE

MPS Administration

CONTACT	PHONE	E-MAIL
Building Emergency Coordinator Dianne Fasano	(617) 557-0293	Dianne.fasano@jud.state.ma.us
Building Main Contact Lisa Cruz*	(978) 368-7192 x5068	Lisa.cruz@jud.state.ma.us
Information Services Division Kevin Riley	(978) 729-1217	Kevin.riley@jud.state.ma.us
Training Division Patricia Gavin	(978) 368-7192	Patricia.gavin@jud.state.ma.us
ELMO Contacts Daniel Pires Meghan O'Mahony*	(978) 365-2970	Daniel.pires@jud.state.ma.us Meghan.omahony@jud.state.ma.us
Administrative Supervision Unit Matthew DeVeau	(857) 303-0030	Matthew.deveau@jud.state.ma.us
Victim Service Unit Corinn Nelson	(617) 557-0242	Corinn.nelson@jud.state.ma.us
Warrant Management Unit Ethel Ryan-Gomes	(978) 368-5100	Ethel.ryangomes@jud.state.ma.us

You can find an updated list of all MTOC personal via courtyard [here](#)

*Designated Action Marshal

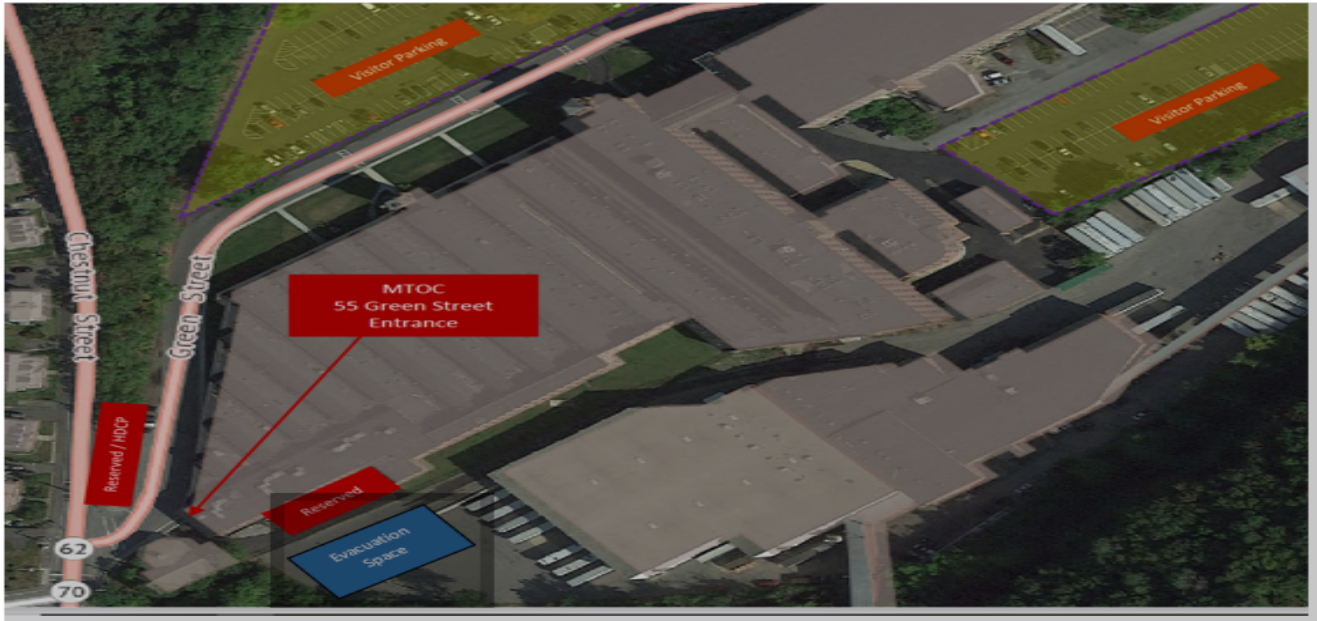
Emergency Agency Contacts

CONTACT	LOCATION	PHONE
Clinton Police Patrolman Albert Bedard	176 Chestnut Street Clinton, MA 01510	(978) 365-4111
Clinton Fire Department Captain PJ Chamberlain	555 Main Street Clinton, MA 01510	(978) 612-0015

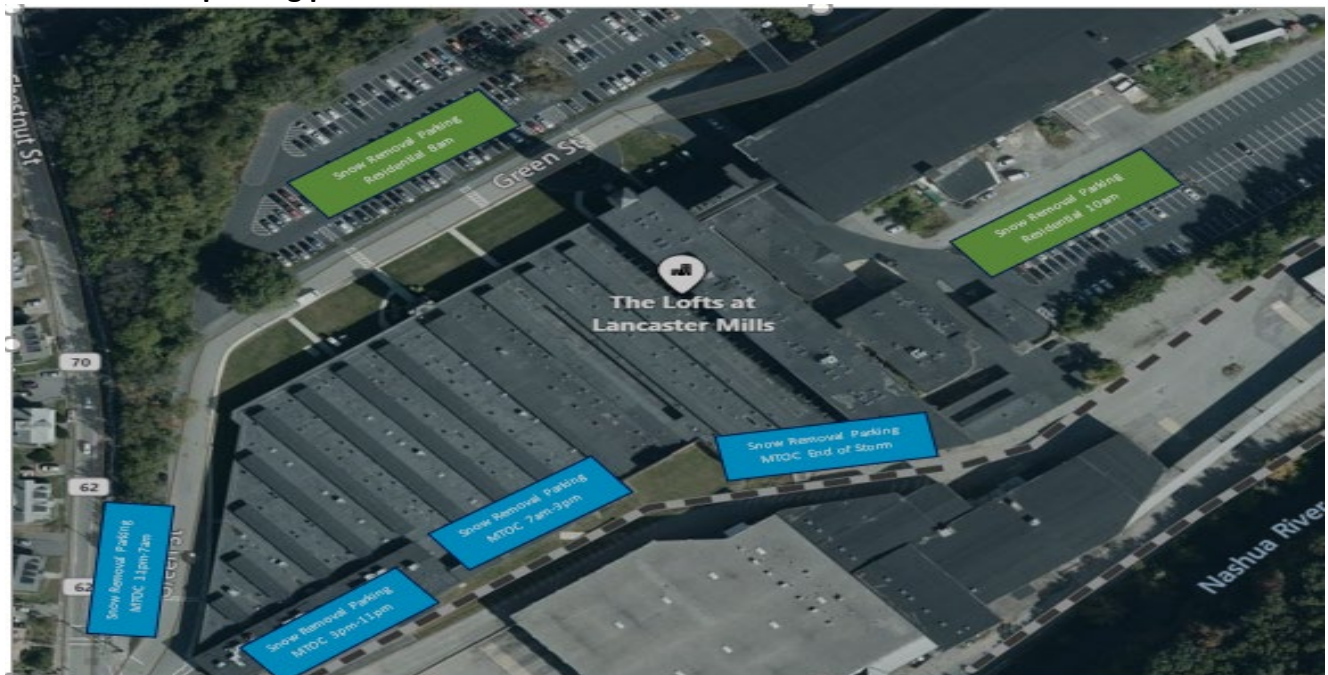
BUILDING INFORMATION

55 Green Street
Clinton, MA 01510

Parking: On-site parking is available within the parking lot located down and across the street of the facility (Note sign reads: Parking for Lancaster Mills Only), please do not park in other reserved lots. Five handicap accessible parking spaces are available within the "HDCP" parking area located near the MTOC entrance.



Snow removal parking plan:



BUILDING MAP

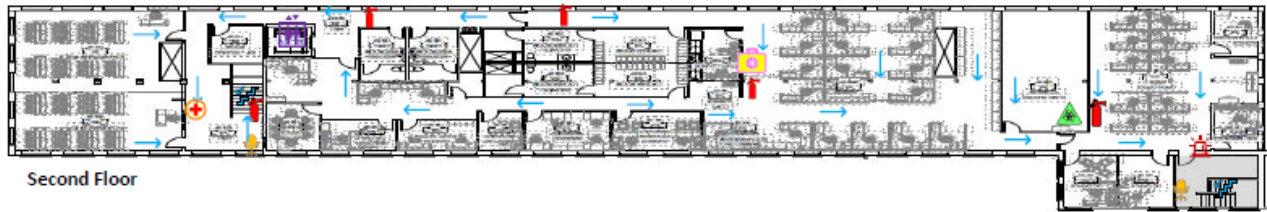
- Icon Key
- AED
 - Elevator
 - Evac-chair
 - Evacuation route
 - Exit
 - Fire Alarm
 - Fire Extinguisher
 - First Aid Kit
 - Staging Area
 - Stairs



Outdoor Evacuation Space



First Floor



Second Floor

WHAT TO DO IN AN EMERGENCY

All emergency situations should be reported immediately to the Emergency Coordinator in your building **AND** to your immediate supervisor. Do not assume that any medical emergency, fire, weather emergency or bomb threat is something that should be disregarded without notifying the designated Emergency Coordinator and your supervisor without delay.

Additional Emergency Considerations:

- Take trauma into account when emergencies occur in the building.
- When someone has experienced trauma, he or she can be re-traumatized if emergency responders are not aware of and sensitive to the possibility of re-traumatization.

WHO WILL DETERMINE IF/WHEN BUILDING IS TO EVACUATE

The Emergency Coordinator shall make the decision. The Emergency Coordinator shall determine what sections of the building should be evacuated. Furthermore, if the entire building is to be evacuated, the Emergency Coordinator shall enact the Evacuation Plan. See Appendix D.

MPS shall designate an emergency Action Marshal in each floor would be responsible for fire and emergency actions in his/her respective floor to include a written chain-like notification procedure which would ensure everyone is directly informed of emergencies and receives instructions on what to do.

Unless otherwise ordered, all MPS employees and visitors, without exception are to evacuate the building immediately when an evacuation is ordered. The Evacuation Plan for each Trial Court location shall include protocol as to how each group is notified and evacuated. Confidential files should be secured only if you are specifically informed that you have time to do so. The safety of our employees is of greater concern than unanswered telephones or unattended computer terminals or other documents.

Emergency fire officials or police bomb squad personnel will be called to the premises to extinguish the fire or search for the bomb, retrieve the object or otherwise investigate the emergency matter.

EVACUATION PROCEDURES

Evacuation Instructions:

- If a determination is made that the building needs to be evacuated, the Action Marshal will sound the alarm.
- Anytime the alarm sounds, all MPS personnel should immediately evacuate the building and proceed to the designated Safe Location. No one is to remain in the building once the alarm sounds. The designated safe location is colored in “blue” on the building map, near the back entrance, along the fence.
- The Action Marshal shall designate coordinators for each floor of the building who shall be responsible for quickly and completely evacuating the floor over which they have responsibility and will assist with physically challenged or mobility-impaired personnel.

Evacuation Routes:

Evacuation routes should be the **quickest** route out of the building. Please familiarize yourself with the **building map**, the location of each **exit** and the **designated safe location**. Suggested routes for the following areas are:

Training: exit through the front door and head to designated safe location.

ISD: exit through the back door and head to designated safe location.

ASU: exit through the back door and head to designated safe location.

ELMO call center: exit through the back door and head to designated safe location.

Other ELMO employees: exit through the front door and head to designated safe location.

Large Training Room: exit through the front door and head to designated safe location.

Small Training Room: exit through the back door and head to designated safe location.

If a building search is necessary, the staff which have been designated to search their area are to report to the Emergency Coordinator in front of the building and receive their instructions for re-entry of the building. After you have searched your area, you are to return to the Emergency Coordinator and report that your area is clear and /or report if there is a problem and where it is located. It should be noted that all personnel should remain at designated areas until all personnel have been accounted for by the Emergency Coordinator.

MEDICAL EMERGENCY PROCEDURE

In case of emergency situations requiring **medical** attention call **911**. Also notify the receptionist. The Paramedics will be directed to the front entrance.

Additional Medical Emergency Response Considerations

- Having volunteer employees positioned at strategic intersections and/or doorways to act as a guide to responding personnel will improve response time considerably.
- Make sure someone is assigned to an office phone, able to take and place calls.
- If possible, have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

A critical incident report (see appendix) must be filed, include names of all witnesses, if the medical emergency is the result of an accident or injury.

Please see the building plan for locations of **AED, Automatic External Defibrillators**, and **First Aid Kits**.

FIRE EMERGENCY PROCEDURE

In the case of **fire**, call **911** and give the operator the following information: address, floor, room number (if available), tenant, and location of fire or smoke if known. You should familiarize yourself with the location of emergency fire extinguishers, and fire alarm boxes. You should also familiarize yourself with the location of exit stairways and other egress routes since **elevators must not be used**

unless a person is mobility-impaired during a fire emergency. In case of **fire**, you should use all exit doors including those that have alarms that sound when opened. The Emergency Coordinator should be notified immediately. Procedures for notifying others in your building should be followed based on the local emergency notification procedures which includes an all clear from the residential end from CFD panel.

Additional Fire Response Considerations:

- Physically challenged or mobility-impaired personnel **should** report to the **stairs**. Evac Chairs have been placed at the top of each stairwell. An Action Marshal will assist down the stairs. **IF** an elevator **MUST** be used one marshal will stay with them while another stands at the door to alert emergency responders there is someone one at the elevator, emergency personal will have to use their key to get the elevator to run.
- All others should proceed carefully down the stairs using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.
- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to lower level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the “all clear” command is given. Under no circumstances return to an evacuated floor or building except as directed by Fire Department personnel.
- When exiting your office area take only coats, wallets and handbags and close, but do not lock all doors.

Please see the building plan for locations of **fire extinguishers** and **fire alarms**.

PUBLIC HEALTH EMERGENCY PROCEDURE

In case of a public health emergency (ex. COVID-19) which will require personal to be evacuated, contact the Supervising Manager **immediately**. Below is the reporting hierarchy to determine the best case scenario for these emergencies.

Supervising Manager
Department Head (ELMO/WMU, Training, and ASU)
First Deputy Commissioner
OCM HR/Facilities

Once all of the above have been notified a decision will be made and the Department Head will set guidance on operations (WFH, Phone Message, Email Correspondence, Return etc.).

HAZARDOUS CHEMICALS AND GASES PROCEDURES

Secure in Place Instructions:

In the event of a chemical spill, vapor cloud, plume or other emergency situation outside the building, it may be necessary to secure employees and visitors within the building or evacuate to a remote location. This type of situation will be determined by the local Fire Department Incident Commander. Should this type of situation occur; the following procedure will be followed:

- Outside access doors to the building will be closed and locked.
- The Emergency Coordinator is to be immediately notified. They will close fresh air intakes and assist, if necessary, in sealing off staging areas for employees. Staging areas for employees and visitors will be as follows:

1st Floor: Defense Tactic Room 129

2nd Floor: ELMO call center

- Employees will be instructed to proceed to the nearest staging area within the building. This area will be sealed from the outside environment by ensuring all windows, doors and vents are closed and sealed as necessary. This area also should have telephone available. Employees and public will remain there until further instructions are provided.
- In some cases it may be necessary to evacuate the building to a remote location. This determination will be made by local emergency services. That location is the designated safe location is colored in “blue” on the building map, on the backside of the building along the fence.
- In the event of a medical emergency, ambulance transportation will be provided to local hospitals in conjunction with the Clinton Fire Department and Clinton Police Department.

EXTREME WEATHER CONDITIONS

During severe weather conditions, such as tornados or other high windstorms, keep away from windows when objects are blowing around outside and use caution when opening exterior doors. In the case of an earthquake, stay away from any window or furniture that might topple over, and take cover in an interior doorway or under a heavy table for protection. Do not attempt to leave the building until the Emergency Coordinator has assessed the safety of the weather situation.

In an event where the Courts are closed you can find out where you can get court closures information during emergencies or severe weather.*¹

Online

Notices of court closings because of the weather or other emergencies are posted as quickly as possible on the [Massachusetts Court System homepage](#).

Email

Subscribe by email to the [Trial Court Closure ListServ](#) for court closure announcements.

Twitter

Follow the courts on Twitter [@macourtclosings](#).

Phone message

The Executive Office will record a message at the statewide, toll-free phone number [1 \(855\) 622-6878](#) (1 855 MA COURT). The Judicial Information Services Department has made sure this number can accommodate high call volumes from court staff and users.

POWER FAILURE

MTOC is equipped with generators that should kick on as soon as a power failure is detected. If you

¹ **This does not apply to ELMO staff**

encounter no power contact Dianne Fasano **immediately**.

THREATS

Any kind of threat, including a bomb threat or one of a domestic nature, you receive should be taken seriously and reported to the Emergency Coordinator AND your immediate supervisor immediately. The Emergency Coordinator will ask you for as much information as you can provide about the nature of the threat. A "Bomb Threat checklist" is attached as part of this Emergency Procedures Policy. See Appendixes B and C.

- A. **Telephone Threats** - try to write down every word the person says and ask for specific information as to the location and nature of the bomb; ask what it looks like and why the bomb was left. Make note of any identifying voice characteristics or background noises which might help identify the caller or location of the call.
- B. **Written/taped threats** - save all materials including the envelope or mailing container; avoid handling them once a threat is identified.
- C. **Suspicious Packages** - don't try to move or even touch the package. Notify the Emergency Coordinator.

BOMB THREAT STANDING OPERATING GUIDELINES (SOG)

Purpose: To outline procedures and responsibilities to follow in the event of a bomb threat directed against Trial Court personnel, material, facilities, and/or equipment.

Scope: This SOG applies to all personnel located within MTOC.

Procedures:

- A. If any individual receives a telephonic bomb threat, he/she will immediately initiate the following steps:
 - 1. Remain calm and courteous -- DO NOT interrupt the caller.
 - 2. Use the Bomb Threat Checklist (*see Appendix C*). This checklist is self-explanatory and should be posted in the immediate vicinity of each phone within MTOC. The recommended placement of this checklist is taped to the bottom of each phone to ensure quick access when needed.
 - 3. Gain the attention of your immediate supervisor or someone in the immediate vicinity by some signal while the caller is still on the telephone. Upon understanding the signal, the supervisor will immediately call the Police Department at **911**. In the event of a Bomb Threat situation, Clinton Police Department shall be notified immediately. They shall dispatch a Sergeant to this building to assist in control of the incident. **Only the Clinton Police Department** will be responsible for contacting explosive detecting K9 Officers or Explosive Ordnance Disposal units as required.
- B. Prior to an order of evacuation, section supervisors will follow these steps:
 - 1. Inform personnel of the situation and instruct them to remain calm.
 - 2. Direct personnel to open all doors and windows in order to reduce the shock effect of an explosive.
 - 3. Direct designated individuals to check common use areas in the department for suspicious objects.

4. Inform personnel to visually check their individual work areas and to report any suspicious packages/devices or anything out of place.
5. Instruct personnel not to touch such objects but to immediately report them to their supervisor.

C. Section supervisors will immediately report the results of the above stated searches to the Emergency Coordinator.

Any supervisor may order the evacuation if an explosive/incendiary device is discovered. If the evacuation order is given, supervisors will follow these steps:

1. Sound the alarm for evacuation and notify the Emergency Coordinator.
2. Direct all personnel toward the nearest exit in an orderly and expeditious manner.
3. Ensure that all personnel have evacuated the area and maintain a clear distance of at least 300 feet. Supervisors must specifically tell all personnel where to meet and will account for all their employees at the stated location.
4. Prevent entry into the building or area until the responding police units arrive and have cleared the area. (Note)-The roof must be searched also.
5. Direct evacuated personnel to return to their work areas once the all clear command has been given by the official authorized to order the evacuation.

D. TESTS: Supervisors will conduct periodic bomb threat tests to ensure that all personnel are familiar with these procedures. Tests should be recorded and filed to show that such training has been accomplished.

E. All media requests will be referred to the Public Information Office, Administrative Office of the Trial Court. Telephone: (617) 557-1113

F. Following an actual incident, an after-action report will be submitted by the Emergency Coordinator. See Appendix B.

MTOC LOCK DOWN PROCEDURE

Active Shooter Protocol

1. The Massachusetts Trial Court Department has adopted the A.L.I.C.E. training program in order to respond to an active shooter incident.
2. The acronym A.L.I.C.E. does not suggest a linear response to an active shooter. The dynamic nature of an active shooter incident may require the non-linear implementation of multiple options to increase the likelihood of safety and survival.
3. Anyone involved in an active shooter incident has options to keep themselves safe depending upon where the shooter is, the physical plant, and what is available to them. These options are:
 - a. Evacuate
 - b. Counter
 - c. Barricade (Lockdown)
4. Any person who becomes aware of an active shooter event is authorized to alert all court personnel via public address system and call **911**.
5. Responding law enforcement agency(s) and other emergency first responders will take actions to manage the incident in accordance with their policies, procedures, and tactics.
6. Personnel should avoid handling any weapons from the active shooter in order not to be mistaken as a shooter themselves.

A.L.I.C.E. - Alert, Lockdown, Inform, Counter, Evacuate

ALERT: Alert is your first notification of danger. Alert is when you first become aware of a threat. The sooner you understand that you're in danger, the sooner you can save yourself. A speedy response is critical. Seconds count.

LOCKDOWN: Barricade the room. Prepare to evacuate or counter if needed. If evacuation is not a safe option, barricade entry points into your room in an effort to create a semi-secure starting point.

INFORM: Communicate the violent intruder's location and direction in real time. The purpose of Inform is to continue to communicate information in as real time as possible, if it is safe to do so. Armed intruder situations are unpredictable and evolve quickly, which means that ongoing, real time information is key to making effective survival decisions. Information should always be clear, direct and in plain language, not using codes. If the shooter is known to be in an isolated section of a building, occupants in other wards can safely evacuate while those in direct danger can perform enhanced lockdown and prepare to counter.

COUNTER: Create Noise, Movement, Distance and Distraction with the intent of reducing the shooter's ability to shoot accurately. Counter is NOT fighting.

EVACUATE: When safe to do so, remove yourself from the danger zone. The Alice Training Institute provides techniques for safer and more strategic evacuations. Evacuating to a safe area takes people out of harm's way and hopefully prevents civilians from having to come into any contact with the shooter.

What occurred and how?

When and where did it occur?

Who was present?

List all attachments.

List all steps taken to date.

Location Manager's Recommendation

Is further inquiry - investigation required? YES NO

Reviewing Manager's Recommendation

Reviewing Manager has or reasonably promptly will inform the Location Manager of the resolution of the CI Report.

APPENDIX B

Bomb Threat Checklist

1. Time & date reported: _____
2. How reported? _____
3. Age of caller: _____
4. Length of call: _____
5. Sex & race of caller: _____
6. Number at which call was received: _____
7. Questions to ask:
 - A. When is the bomb going to explode? _____
 - B. Where is it now? _____
 - C. What does it look like? _____
 - D. What kind of bomb is it? _____
 - E. What will cause it to explode? _____
 1. Did you place the bomb? _____
 2. Why? _____
 3. What is your name? _____
 4. What is your address? _____
 5. Where are you calling from? _____
8. Callers Voice

<input type="checkbox"/> Calm	<input type="checkbox"/> Soft	<input type="checkbox"/> Normal	<input type="checkbox"/> Angry	<input type="checkbox"/> Loud	<input type="checkbox"/> Nasal
<input type="checkbox"/> Excited	<input type="checkbox"/> Distinct	<input type="checkbox"/> Crying	<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred	<input type="checkbox"/> Rapid
<input type="checkbox"/> Laughter	<input type="checkbox"/> Stutter	<input type="checkbox"/> Lisp	<input type="checkbox"/> Raspy	<input type="checkbox"/> Deep	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Crackling Voice		<input type="checkbox"/> Disguised	<input type="checkbox"/> Whispered	<input type="checkbox"/> Clearing Throat	
<input type="checkbox"/> Deep breathing		<input type="checkbox"/> Familiar	<input type="checkbox"/> Foreign	<input type="checkbox"/> Accent	
9. Background sounds:

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Crockery	<input type="checkbox"/> Voices	<input type="checkbox"/> Clear
<input type="checkbox"/> House Noises	<input type="checkbox"/> Static	<input type="checkbox"/> Booth	<input type="checkbox"/> Local
<input type="checkbox"/> Long Distance	<input type="checkbox"/> Factory	<input type="checkbox"/> Machinery (factory)	<input type="checkbox"/> Music
<input type="checkbox"/> PA System	<input type="checkbox"/> Office	<input type="checkbox"/> Machinery (office)	
<input type="checkbox"/> Motor Noises	<input type="checkbox"/> Animal Noises		
10. Threat Language: English: YES/NO

<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Foul	<input type="checkbox"/> Taped
<input type="checkbox"/> Deliberate	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message Read	

Other:
11. IMMEDIATELY NOTIFY YOUR SUPERVISOR & ATTEMPT TO HAVE THEM TRACE THE CALL THROUGH THE OPERATOR WHILE THE CALLER IS Still ON THE LINE.

APPENDIX C

Evacuation Notification Chart

