

Erie County FJC

SECURITY PLAN

In an effort to provide a safe and secure environment, the following security procedures shall be maintained by the FJC.

Identification Badges

All persons within the secure area of the FJC are required to wear an appropriate identification card.

Staff, partners, and volunteers at the FJC are required to wear their identification card in a visible location above the waist at all times while on the premises.

All visitors are required to display their visitor identification card in a visible location above the waist at all times while on the premises.

If anyone is seen without a visible identification card, the administrative FJC staff or on-site partner staff is required to stop such person and ensure that s/he obtains or displays the proper identification card immediately.

The FJC recognizes the following photo identification cards as valid FJC identification cards:

- Buffalo Police Department
- Baker Victory Services
- Catholic Charities
- Child and Family Services
- Crisis Services
- Erie County District Attorney
- Erie County Probation Department
- Family Justice Center Visitor ID
- Hispanics United of Buffalo
- International Institute of Buffalo
- Neighborhood Legal Services
- YWCA

Visitor Policy

All clients and visitors must check in with the Receptionist on the 14th floor at the FJC. A *visitor* is “an individual seeking service”, or an individual or group meeting with FJC staff or an on-site partner. 03/06/2006 22

Visitor Policy – cont'd

If the visitor has a scheduled appointment, the Receptionist shall:

1. Verify appointment with roster of appointments for that day. If client is expected to present with pseudonym, it should be indicated as such on day roster
2. For clients presenting by name, verify the identity of the visitor with valid photo identification.
3. Notify the appropriate partner of the visitor's arrival.
4. Issue the visitor a "VISITOR identification badge" and instruct the visitor to wear it visibly, above waist level.

If the visitor does not have a scheduled appointment, the Receptionist shall:

1. Determine the nature of the visit.
2. If the person is a potential client, refer to the **Client Flow Plan** above.
3. If the person is an unscheduled visitor for the FJC staff or an on-site partner, contact that staff member or partner to report to the reception area.
4. Reminder: the client may offer a name or pseudonym at this level.
5. Issue the visitor a VISITOR identification card and instruct the visitor to wear it visibly, above waist level.

At the conclusion of all appointments, visitors must return the ID badge to the Receptionist.

Access to Secure Areas

Access to the secure areas of the Family Justice Center is restricted. No public access is allowed, except under those circumstances specified in this policy.

FJC Staff and Partner staff are given a Proxcard® access card pertinent to the scope of their duties. 03/06/2006 23

1.8 FAMILY JUSTICE CENTER
EMERGENCY EVACUATION PLAN

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Annual Fire Drill

As requested by building management, the FJC will participate in an annual fire drill. This annual fire drill is a requirement for every tenant of the Main Seneca Building.

Fire Evacuation Procedure

In the event of a fire (*or fire drill*) at 237 Main Street, occupants are instructed to use the building stairwells. There are site maps located throughout the FJC suite, which identify the nearest route of exit and the location of fire extinguishers and pull stations. Each occupant must become familiar with the location of the emergency exits and fire extinguishers throughout the FJC.

When evacuating the building during a drill or an emergency, occupants will use the appropriate stairwell based on the location of the fire to their workstation.

Each FJC staff or partner will take responsibility for the visitors in his/her area.

The design of the building is used to quarantine smoke and fire. Upon immediate notification of the fire alarm, all doors should be closed. If the fire is not in the FJC suite, but elsewhere in the building, each Department will designate a key contact to respond to the reception area and notify the Program Coordinator. Representatives from each department should report to the reception area to determine the location of the fire and the evacuation plan to avoid entering into the fire.

If the fire is located within the FJC, immediate evacuation ensues.

In advance, each department identifies where to meet once outside the building.

Building Security Phone: (716) 856-3533

Building Management. Phone: (716) 856-3440 03/06/2006 24

1.9 FAMILY JUSTICE CENTER
SUSPECT, PRISONER, OR DEFENDANT RESPONSE PLAN
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Policy:

Suspects, prisoners, and/or defendants in cases defined as a *domestic incident* under New York State law are not permitted within the secure area of the Family Justice Center.

Procedure:

If a partner of the Family Justice Center discovers that a client is the subject of a pending criminal matter, it is the policy of the Family Justice Center to take appropriate action in the least restrictive manner possible.

The Family Justice Center's policy prohibits provision of services to perpetrators of family violence. If a client is discovered to be a named suspect of a criminal investigation, or the defendant in criminal or civil court proceedings where that client is alleged to have committed an act of violence, services at the Family Justice Center will be terminated at that time.

The appropriate partner agencies are encouraged to continue to work with such terminated clients off-site, in any manner deemed appropriate.

Terminated clients can be admitted to the Family Justice Center for services if the factors that caused the termination change. (For example, if the terminated client is cleared by a criminal investigation.) Terminated clients will only be re-admitted after a review by the Executive Director and the on-site partners. 03/06/2006 25

1.10 FAMILY JUSTICE CENTER
INCIDENT RESPONSE

INCIDENT REPOSE

Violent Incident Response

Each day during business hours, a sworn officer from one of the on-site law enforcement agencies will be designated the *duty officer*. That officer will carry a pager to respond to security concerns within the secure area of the facility. The duty officer will notify the Receptionist to notify all on-site staff when the duty officer will be out of the building. The following procedure is designed to address individuals who pose a threat to staff at the FJC:

- Activate the Panic Button – Level 1 Emergency for police response; and/or
- Call 911 immediately; and/or
- Contact the on-site law enforcement *duty officer* at internal extension 427 or 558-5291.

The building's security, at 856-3533, will be notified for less severe incidents that do not require a call to 911.

Medical Emergency

In cases of medical emergency, the FJC staff, partner or volunteer who discovers such an emergency will immediately **call 911** and then:

- Notify the Nurse Practitioner in the Forensic Medical Unit, at internal extension 505 or 558-5295 and
- Notify the law enforcement *duty officer*, at internal extension 427 or 558-5291

The partner(s) or volunteer(s) involved in the identification of and the response to the medical emergency must file a report of such incidents with the Executive Director. 03/06/2006

1.11 FAMILY JUSTICE CENTER
CLIENT EMERGENCY PROTOCOL

CLIENT EMERGENCIES

Client Verbalizing Suicidal Ideation:

If a client expresses suicidal ideation, *do not leave the client alone.*

Immediately contact the Receptionist at internal extension 104, who will notify the person designated that day, who will respond to the client.

If no one is available to make an appropriate assessment, or if there is an imminent credible threat of suicide or other harm:

- Activate the Panic Button – Level 1 Emergency
- Call **911**
- Contact the Duty Officer at Internal Extension 427 or 558-5291
- Notify *Crisis Services Outreach Program* at 834-3131
- Alert Building Security at 856-3533

In ALL cases of emergency or unusual occurrence immediately notify the *duty officer*.

To increase staff and client safety, the following procedures will be followed whenever possible:

- The person calling 911 should not be in the same room with the client.
- Remove all other clients from the effected Area.
- Staff not directly involved with the response to the incident must remain within their assigned work areas.
- A staff member or partner must be designated to advise responding police officers or other emergency personnel of the nature and facts of the incident, the floor plan, and alternative exits.
- Notify Building Security so they may direct the police or other emergency personnel when they arrive.

Once the crisis has cleared, prepare a Confidential Report of Incident to document the occurrence. (See attachment) *Editor's note: we will need to discuss at Steering Committee level to assure risk management reporting guidelines of insurance agencies for the FJC and any involved partners honors both the fiduciary responsibilities as well as the confidentiality of the client.*