

MASSACHUSETTS TRIAL COURT COURT OFFICER ACADEMY



STUDENT COURT OFFICER MANUAL

Student Court Officer Manual
Massachusetts Trial Court Officer Academy

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FUNDAMENTAL TRAINING VALUES

The Massachusetts Trial Court Officer Academy utilizes fundamental training values of just and fair, understanding, safety, trust, integrity, competency, and equality. The JUSTICE model is integrated into all formal and informal training. The model is applied as follows:

Just and Fair: The Massachusetts Trial Court Officer Academy is designed to instill a “spirit of public service” and a “just and fair” method of dealing with the public and custodies in Student Court Officers. Student Court Officers will understand that they are training to become public servants responsible for addressing the concerns of the public in a professional manner, and to provide care and custody of custodies in a just and fair approach.

Understanding: Student Court Officers will exhibit the ability to understand the concerns of the public and custodies when dealing with them in their day-to-day interactions. Student Court Officers will work with the public and custodies without judgment or opinion. Training will emphasize and reinforce always treating everyone with respect and dignity.

Safety: Training will reinforce the importance of attention to detail. The necessity for self-control and incident specific demeanor will be an integral part of all instruction and all interactions throughout the Academy.

Trust: Student Court Officers will understand they are entrusted with great responsibility. They are responsible for the safety of others. Student Court Officers are never to take advantage of their position. They work to earn the trust and respect of those they work with, for and provide a service to, in the Commonwealth of Massachusetts.

Integrity: Student Court Officers will conduct themselves in a manner that exhibits “excellence in character” and adherence to a strict ethical code. Student Court Officers will conduct themselves in a polite, courteous, and professional manner at all times.

Competency: Student Court Officers will have the physical, mental, and educational capability to be prepared to manage any situation that may arise.

Equality: Student Court Officers will model and reinforce an attitude that fosters uniformity, impartiality, and equality.

MASSACHUSETTS TRIAL COURT ACADEMY HONOR CODE

“Student Court Officers are persons of rectitude. They lead by example. They do not lie, cheat, or steal, and have no tolerance for those who do.”

- Student Court Officers are required to abide by the Honor Code at all times during the Academy in order to become a Massachusetts Trial Court Officer.
- The purpose of the Honor Code is to reinforce the fundamental qualities Student Court Officers will need in order to service the public safely, effectively, and with great honor.

The qualities essential to Court Officers include:

Integrity, Honor, Competency, Courage, Pride, Leadership, Truthfulness, Discipline, Professionalism, Fairness, Just, and Commitment to Ethical Conduct.

- A key objective to the educational process at the Massachusetts Trial Court Officer Academy is to instill the ideals of integrity, honor, and courage in all Student Court Officers. A challenging environment will be provided to Student Court Officers where they are given opportunities to develop the highest standards of public safety professionalism there is.
- Integrity is defined as the quality of being honest and fair. Student Court Officers must maintain their integrity when faced with challenges of adversity or temptation.
- Honor is defined as someone having good quality or character as judged by other people, high moral standards of behavior. Student Court Officers will be expected to always carry themselves as professionals to gain the respect of the public as well as their peers.
- Courage is defined as having the ability to do something that you know is difficult or dangerous. Student Court Officers will find moments in their careers when they are required to act in dangerous situations. Courage will lead them to make the correct decisions, as opposed to the easy ones.

Any violations of the Honor Code and failure to take appropriate action are considered serious offenses under the Massachusetts Trial Court Academy Disciplinary Code. Any Student Court Officer, instructor, or staff person becoming aware of any violation of the Honor Code, is required to bring forth information of the incident. Student Court Officers in violation of the Honor Code are subject to disciplinary action, up to and including dismissal from the academy and termination of employment.

MASSACHUSETTS TRIAL COURT CUSTOMS AND COURTESIES

- As a public safety organization, the Massachusetts Trial Court Officers observe courtesies and traditions that set it apart from civilian life. These practices are necessary for the preservation of the morale, esprit de corps, discipline, and training. Court Officer customs and courtesies are practiced between superiors and subordinates to express respect for each other.
- Massachusetts Trial Court Officers are held to a high standard. They are expected never to bring shame to the Massachusetts Trial Court through their actions in, or outside of work. As public officials who have taken an oath of office, they are expected to be nothing less than people of great integrity and adhere to the laws set forth in our Commonwealth and throughout the United States at all times.

MASSACHUSETTS TRIAL COURT ACADEMY MISSION STATEMENT

- The Massachusetts Trial Court Officer Academy provides Student Court Officers with the foundation of knowledge, skills, and abilities to provide the highest level of professionalism and service to the judiciary and public, treating all stakeholders with dignity and respect.

PHILOSOPHY OF TRAINING

- Professionalism is the keystone of the Massachusetts Trial Court Officer Academy. Professionalism is essential to ensure an effective training environment where new Student Court Officers can develop their leadership, critical thinking skills and fine-tune their abilities to deal with stressful situations, which they will encounter. It is mandated that all Trial Court Academy Staff and Instructors exhibit the highest professional values and standards of the Massachusetts Trial Court, as role models and mentors for Student Court Officers. It is required that all those involved with training the Student Court Officers, led by example at the Academy, and outside of the Academy.
- Training methods that conflict with the training philosophy of the Massachusetts Court Officer Academy will not be tolerated. Any act that demonstrates a lack of respect for human dignity is strictly forbidden.
- The preferred method of influencing Student Court Officer performance and behavior is through the use of positive reinforcement. When necessary, Trial Court Academy staff will instill corrective action through the application of an appropriate progressive discipline system, as outlined in the respective Student Court Officer handbook. All other methods of discipline are forbidden.

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- An essential element to the successful completion of the Massachusetts Trial Court Officer Academy is teamwork. The Massachusetts Trial Court utilizes classroom lecture, skills assessments, and scenario training to prepare Student Court Officers to work together as a team. It is vital that Student Court Officers can meet the challenges of the job in an organized and unified approach. It is critical that Student Court Officers learn to recognize rank, follow orders, and become familiar with techniques necessary to effectively respond to incidents. Student Court Officers will learn to control their emotions during the performance of their duties, while under stress, which prepares the Student Court Officer to respond appropriately in any given situation.
- During the Academy, Student Court Officer behavior will be monitored and guided in order to foster high performance and increase professional development. As training progresses, Student Court Officers will be able to develop problem solving skills, self-reliance, and leadership abilities.

OATH OF OFFICE

All sworn members of the Massachusetts Trial Court shall take and affirm an Oath of Office prior to the initial performance of duties.

Oath of Office

I, do solemnly swear, that I will bear true faith and allegiance to the Commonwealth of Massachusetts, and will support the Constitution thereof, so help me god.

I, do solemnly swear and affirm, that I will faithfully and impartially discharge and perform all the duties incumbent on me as a Massachusetts Trial Court Officer: according to the best of my abilities and understanding, agreeably, to the rules and regulations of the Constitution, and the laws of this Commonwealth, so help me God.

I, do solemnly swear, that I will support that Constitution of the United States.

(Reference: M.G.L. c. 22C, §15)

MASSACHUSETTS TRIAL COURT MISSION STATEMENT

The Trial Court is committed to providing equal access to justice for all who use the Commonwealth's courts; to the efficient and effective administration of justice and the fair and impartial resolution of disputes; to the protection of constitutional and statutory rights and liberties; to prompt and courteous service to the public by committed and dedicated professional employees utilizing best practices in a manner that inspires public trust and confidence.

MASSACHUSETTS TRIAL COURT SECURITY DEPARTMENT MISSION STATEMENT

The mission of the Massachusetts Trial Court Security Department is to provide safety and security for all those who work, conduct business, are processed, or visit our courthouses. The Security Department seeks to provide a seamless transition of justice while maintaining a professional environment of order, honor, decorum, and peacefulness in the courts. Using a robust training regime and procedures, coupled with the implementation of state-of-the-art security system technologies, the department will strive to ensure public safety, access to justice and the highest customer service in the courts of Commonwealth.

The Court Officer Academy is structured with the Massachusetts Trial Court's mission statements as a guiding force. The principles outlined in the mission statements are reinforced through all areas of instruction during the academy. It is stressed to Student Court Officers at all levels, the professionalism required to successfully be a Massachusetts Trial Court Officer.

FACILITY INFORMATION

The Massachusetts Trial Court Security Department (MTCSD) Court Officer Academy is located at the Southbridge Hotel and Conference Center, MPTC 2nd Floor, Southbridge, MA. There is no photography or videography permitted at the Academy without prior approval of the Director of Security or the Chief Court Officer.

OUTSIDE CONTACT

Visitation

Student Court Officers are prohibited from having visitors while attending the Massachusetts Trial Court Officer Academy. In extenuating circumstances only, an exception may be authorized by the Director of Security or the Chief Court Officer.

Telephone Use

Student Court Officers will be allowed the use of the telephone during off duty hours. A staff member may authorize expanded use of the telephone for personal and family emergencies. Cellular phones shall remain secured in Student Court Officers' rooms or vehicles, unless otherwise authorized. Only emergency calls or calls of an urgent nature will be received for Student Court Officers. Emergency or urgent calls may be placed to the Group Liaison cell phone at (413)310-6093.

DUTY HOURS / TRANSPORTATION & PARKING / LEAVE

Duty Hours

The training week will commence Monday through Friday at 0800 hours and conclude at 1600 hours unless otherwise stated by the training schedule. Student Court Officers are not to arrive any sooner than 0730 hours, and no later than 0800 hours. Student Court Officers will be dismissed daily at 1600. Training will resume at a time designated by the training schedule on the next business day. Student Court Officers will ensure the following tasks are complete prior to the commencement of the training day:

- Student Court Officers will comply with the personal appearance standards section of this manual.
- All Student Court Officers residing at the hotel will maintain a neat and orderly room.
- All Student Court Officers will ensure their water bottles are full.
- All Student Court Officers will be in the proper uniform for the next block of instruction.

Student Court Officers will report to the training area designated by the Academy Staff no later than 0800 hours or at a time dictated by the training schedule.

Transportation & Parking

- Personal vehicles will comply with all provisions of the Massachusetts Motor Vehicle Laws, i.e., registration and inspection. Unoccupied vehicles will be secured at all times. Vehicles will be in sound working order. If vehicles are not in compliance with motor vehicle laws, they are subjected to being towed and/or fines imposed under the law.
- Members of the Academy staff will direct Student Court Officers on the first day of training to the designated parking area.
- Student Court Officers who are dropped off will retrieve all necessary gear and take a seat in the vehicle of another Student Court Officer, until established reporting time. During the first week of training, Student Court Officers are encouraged to identify other Student Court Officers who live in close proximity, for the purpose of carpooling.
- Persons who will be picking up Student Court Officers on Friday are instructed to park in the parking lot and remain in their vehicles pending dismissal of the Student Court Officer Training Class.

Daily Dismissal

Student Court Officers will be dismissed daily at 1600, the conclusion of the training day. Any information regarding equipment or attire for the next training day will be conveyed at this time. Student Court Officers will ensure the following have been completed prior to daily dismissal:

- Student Court Officers have searched the classroom and common areas to ensure the areas are in order.

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- Student Court Officers will utilize restrooms not classrooms or parking lots to change into alternative attire.
- Student Court Officers will immediately exit the academy campus upon dismissal and not linger in any area of the facility.

Friday Dismissal

The Student Court Officer Class will be dismissed Friday afternoon. Final weekend leave information and instructions will be passed on by the Academic Coordinator. Student Court Officers will be dismissed for weekend leave after all administrative matters have been completed. Student Court Officers will ensure the following have been completed prior to Friday dismissal:

- Student Court Officers will search the classroom and common areas to ensure the areas are in order.
- Student Court Officers will search their residential rooms and common areas prior to checkout.
- Student Court Officers will utilize restrooms not classrooms or parking lots to change into alternative attire.
- Student Court Officers will immediately exit the Academy campus upon dismissal and not linger in any area of the facility.

Leave

Student Court Officers will conduct themselves in a manner consistent with Massachusetts Trial Court Policies and Procedures/Rules/Regulations while on leave. Student Court Officers will not bring the reputation of the Massachusetts Trial Court into disrepute. Student Court Officers are required to report any interaction involving official police contact that occurs while attending the Student Court Officer Academy. This includes any contact or interaction with any police agency for any violation of criminal or civil law, including motor vehicle infractions and any detention or questions relating to any civil or criminal matter, whether or not the Student Court Officer has reason to believe they are under investigation.

Contact with friends or relatives who are police officers does not need to be reported. Contact with police while a passenger should be reported. If in doubt, report any contact with the police.

Student Court Officers will report any such incident via a To/From letter to the Group Liaison. Failure to report any matter immediately following the incident or immediately upon return to the Academy will be recognized as a violation of the Academy Disciplinary Code.

**MASSACHUSETTS COURT OFFICER STUDENT COURT OFFICER
ARRIVAL PROTOCOL**

- Student Court Officers will abide by all Academy rules and regulations while on the premises.

INCLEMENT WEATHER POLICY

When severe weather is forecasted during the Monday morning commute, Student Court Officers will be directed, via phone or email, what time to report to the Academy and any other pertinent information. Leniency will be granted to those Student Court Officers arriving after the designated time. Ensure that you operate your vehicle in a safe manner at all times.

Student Court Officers are required to do the following if inclement weather is predicted, if the Governor has declared a State of Emergency, or if any other conditions exist that could interfere with the Student Court Officers Monday morning commute.

- I. Student Court Officers are required to call the Group Liaison cell phone (413) 310-6093 for instructions.

No Student Court Officers will report early unless authorized by the Chief Court Officer or the Group Liaison

ATTENDANCE & PARTICIPATION STANDARDS

Attendance Policy

Attendance throughout the Student Court Officer Academy is mandatory. Student Court Officers may not leave the Academy complex or other training location/facility during duty hours without prior approval of the Academy Director or the Chief Court Officer,

- If an emergency should arise requiring immediate leave and the above listed officers are not available, the Group Liaison may approve a request for leave.
- All requests for additional leave will be forwarded to the Group Liaison for approval. The request will be submitted via To/From and will specify the reason for the leave.
- Student Court Officers required to attend court for any reason, will try to schedule for another day following graduation. If the event the case cannot be changed, the Student Court Officer will request leave to attend court via a To/From.
- In all cases of leave, the Student Court Officer will submit a Leave Request Form to the Group Liaison to document the missed hours. Upon return to the Academy, Student Court Officers will check in with the Group Liaison, who will log the leave.
- In the event a Student Court Officer is granted leave from the Court Officer Academy, remedial instruction may be made available for the hour(s) missed for each course. It is the responsibility of the Student Court Officer to obtain all materials and information missed due to their absence, necessary to achieve the required proficiency or skill level. Student Court Officers who miss a sum total of twenty-two and a half (22.5) hours of training may be subject to dismissal.

Participation Standards

Participation is mandatory in all aspects of the Court Officer Academy. It is understood that some Student Court Officers may need a modified duty status for any number of reasons, including injury or illness. All injuries and/or illnesses must be reported immediately the Massachusetts Trial Court Academy staff.

A Student Court Officer will be credited with completion of an activity when there is both participation and benefit:

- Participation is defined as the capability of executing a skill or activity at the required intensity level.
- Benefit is defined as the achievement of the desired physical or conceptual skill as a result of completing the activity.

Any Student Court Officer who fails to participate in, and benefit from, twenty-two and a half (22.5) hours of training, as determined by the Trial Court Academy Chief Court officer, may be subject to dismissal from the Court Officer Academy. Student Court Officers that fail or are unable to complete any exam or certification test will be given one re-test opportunity to attain a passing score. If any Student Court Officer does not pass any exam or fails any required certifications in the Academy, such as CPR/First Responder or Defensive Tactics, they may be subject to dismissal from the Court Officer Academy.

PERFORMANCE ASSESSMENT AND TESTING / EXAMINATIONS

Performance Assessment and Testing

Successful completion of the Academy is a condition of employment for Court Officers. The Chief Court Officer will be responsible for developing performance assessments and testing procedures to evaluate the attainment of course goals and objectives. As part of this process, a series of academic exams and performance assessments will be administered to test the comprehension level of Student Court Officers. Comprehensive academic exams will be scheduled by the Academic Coordinator, who will ensure that sufficient notice is provided. Non-scored quizzes may be scheduled by a course instructor at their discretion.

If a Student Court Officer has a learning disability, they are required to produce medical documentation describing the learning disability to the Academic Coordinator in order for the Academy, in consultation with the Trial Court Human Resources Department, to determine the ability of the Academy to provide the appropriate support and assistance for academics. Failure to report a learning disability to the Academic Coordinator prior to the beginning of the academic curriculum may result in dismissal from the Academy.

Physical Fitness

The Massachusetts Trial Security Department conducts a physical fitness assessment prior to the beginning of each Academy Class to ensure that Student Court Officers have a reasonable level of physical fitness in order to safely and fully participate in the Academy. There are four components that compose the Physical Fitness Assessment (PFA). They include a timed mile and half run, a timed 300-meter run, and a timed sit-up and push-up test. Standards for successful completion of this assessment are based on data prepared by the Cooper Institute from a longitudinal study related to physical fitness levels. The Trial Court utilizes the 30th percentile as a passing criteria for the assessment.

This assessment will normally occur during the orientation for the Academy, or at a time in accordance with the Academy schedule as directed by the Academy Director. The purpose of this assessment is to determine that Student Court Officers have a sufficient fitness level to safely and regularly participate in the Academy physical training regimen without undue risk of injury or inability to fully participate in the Academy.

Student Court Officers that do not meet or exceed the 30th percentile standard shall not be admitted to the Academy but remain eligible for reinstatement to a future Academy class at the discretion of the Director of Security.

Student Court Officers must fully participate in a minimum of 70% of physical training sessions to meet the physical fitness requirement for Academy graduation. Modifications and non-participations are determined by the lead physical training instructor for that day and will be recorded on the Nonparticipant/Modified PT Record.

Non-participation is defined by the following conditions:

- a. The Student Court Officer is assigned to alternate exercise due to illness or injury.
- b. The Student Court Officer is absent from the Academy for any reason.
- c. The Student Court Officer displays less than full effort in daily exercise routines.

Non-participation days cannot be made up. A determination of modified or non-participation status may be appealed by a Student Court Officer by submitting a To/From Memo to the Group Liaison within 24-hours of the training session in question who forwards it to the Assigned Regional Director. The decision of the Regional Director is final.

The Massachusetts Trial Court Security Department is committed to providing a safe training environment, and that Student Court Officer safety and well-being is the principal focus for all Academy Staff.

Student Court Officers should be prepared for up to daily workouts to consist of, but not limited to, High Intensity Interval Training (HIIT), weightlifting, and running. Runs will average 30 minutes and vary in design to include;

1. Long Distance Formation Runs
2. Individual pace runs
3. Short distance sprints

4. Formation interval sprints (ladder sprints)

Examinations

Student Court Officers must achieve a score of seventy percent (70%) or higher to pass an examination.

Student Court Officers who achieve a score less than 70% will be required to take a remedial examination.

- Failure to receive a passing score of 70% or higher on the remedial examination will be cause for a recommendation for dismissal from the Court Officer Academy.
- Failure on any two (2) examinations may be cause for a recommendation for dismissal from the Court Officer Academy. Any Student Court Officer who fails to achieve a minimum passing score on any first-time exam may receive remedial training, prior to the administration of a remedial exam.
- Provided the Student Court Officer passes the remedial exam, the average of the initial exam score and the remedial exam score will be used in calculating the Student Court Officer's overall academic score. Both scores will be kept on file.
- Student Court Officers will be offered academic remediation after each test failure and at any time Trial Court Academy Staff Instructors identify a need. The purpose of academic remediation is to identify obstacles to success and develop corrective strategies. Academic remediation may include both verbal and written assistance. All remediation sessions will be documented by the Academic Coordinator.

Make-up Examinations

Student Court Officers who miss an examination due to an authorized absence will arrange for a make-up examination through the Academic Coordinator or immediately upon return to the Academy.

Other Testing

All quizzes, scored reports, practical exercises, or any other scored event must be completed to the satisfaction of the instructor. Student Court Officers must pass practical exercises or skills testing to graduate from the Court Officer Academy. The following practical's, skills and scenarios are scored as Pass/Fail:

- Defensive Tactics Proficiency
- Handcuffing
- Ground Defense
- OC Spray
- CPR Skills
- First Responder Skills
- Screening Station

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- Suicide Prevention and Intervention
- Applied Court Procedures

Student Court Officers failing to perform satisfactorily will be offered remediation and will be retested. Failure to perform satisfactorily may be cause for dismissal from the Academy.

**A STUDENT COURT OFFICER MUST SUCCESSFULLY COMPLETE ALL TRAINING
AND TESTING TO GRADUATE FROM THE COURT OFFICER ACADEMY**

Final Average and Class Standing

The final overall average determines class standing of each Student Court Officer and determines seniority within the class post-graduation and successful completion of the Field Training Program.

The final average is determined utilizing the following formula as outlined below:

An equal weight of examination final scores in the following subjects:

- Weekly Exams
- Final Exam
- CPR Exam
- First Responder Exam
- PREA Test
- OC Exam
- Use of Force Exam

Medical Deferments

Student Court Officers attending the Court Officer Academy may be granted a deferment to a future Academy by the Director of Security in the event the newly appointed Student Court Officer is incapable of participating in or completing all aspects of the Academy due to a medical condition. In the event a Student Court Officer voluntarily withdraws or is dismissed from the Academy and their appointment is rescinded by the Trial Court due to the inability to complete training requirements for medical reasons, the Student Court Officer may apply to the Director of Security for deferment and reinstatement in a future Court Officer Academy. Student Court Officers will be awarded no more than one (1) medical deferment.

A medical deferment may be approved by the Director of Security in cases where the dismissal or voluntary withdrawal is due solely to a medical condition that is supported by documentation from a licensed medical provider.

To qualify for a medical deferment, the individual must provide the office of the Director of Security medical documentation from a licensed medical provider within 3 business days to include the day of dismissal. Initial medical documentation must first document the medical condition preventing the officer from participating in the academy. To be considered for

reinstatement subsequent medical documentation must indicate that the individual is capable of performing the functions of the court officer position to include all facets of the training curriculum. This documentation must reference that fact that the medical provider has reviewed the job description and Academy curriculum to include the health and wellness guide that governs the physical training regimen. These materials are available on the Trial Court Security Department website. Medical documentation indicating the individual is physically capable of completing all aspects of the Academy must be received by the Trial Court Security Department prior to any offer of reinstatement. Reinstatement is contingent on the requester's successful completion of a PFA prior to assignment to an Academy Class. Like all Student Court Officers, individuals assigned to an Academy class under this policy must participate in and successfully complete all aspects of Academy training in its entirety for graduation and retention as a court officer.

Reinstatement by medical deferment is at the discretion of the Director of Security and may be denied for any reason. Applicants are advised that consideration for reinstatement may be delayed due to the unavailability of a scheduled training class. Where reinstatement has been approved by the Director of Security, rehire and placement in an Academy may be subject to delays and limitations by such factors as manpower hiring limits, the availability and location of existing vacancies, administrative processing requirements, and Academy class scheduling and size constraints.

Documentation can be scanned/sent to security.training@jud.state.ma.us and a number available to call for assistance or notification of any issues pertaining to the medical deferment process is (617)788-8584.

Personal Deferment

1. Student Court Officers may submit a formal written request to the Director of Security for consideration for a deferment to a future Academy class if they encounter a personal hardship during Academy training that would result in them violating participation standards. The Student Court Officer is required to meet with the Group Liaison for assistance in this matter as soon as possible. An example for consideration would be a Student Court Officer suffering from the loss of an immediate family member during the Academy in which bereavement leave would extend beyond what is permitted within the parameters of participation standards.
2. All approved deferments require Student Court Officers to repeat any and all phases of training, as well as the current hiring process in place at the time of reinstatement.
3. Reinstatement by personal deferment is at the discretion of the Director of Security and may be denied for any reason. Where reinstatement has been approved by the Director of Security, rehire and placement in an academy may be subject to delays and limitations by such factors as manpower hiring limits, the availability and location of existing vacancies, administrative processing requirements, and academy class scheduling and size constraints.

DISCIPLINARY PROCEDURES

The Massachusetts Trial Court Officer Academy Disciplinary Code exists to maintain order and discipline within the Court Officer Training Class. The system is designed to be developmental and corrective in nature. Student Court Officers attending the Court Officer Academy are subject to the disciplinary procedures outlined in this manual. Academy Staff personnel and guest instructors will read and familiarize themselves with the Academy Disciplinary Code. This process utilizes a system of progressive discipline tools, which includes verbal counseling/correction, and more formal disciplinary measures. Instances of Student Court Officer misconduct, either on or off duty, will be grounds for disciplinary action up to and including termination from the Court Officer Academy.

During any investigation during the Academy, or upon conclusion of the Academy where a complaint or incident may have been brought forward or learned of, Student Court Officers are required to fully cooperate and participate in the investigation. Failure to cooperate in the investigation may result in dismissal from the Academy.

Serious infractions of a criminal nature may require the referral of these incidents to a law enforcement organization with appropriate jurisdiction. Any Training Staff member or guest instructor who identifies a Student Court Officer who has committed an infraction of the Academy Disciplinary Code may recommend to the Chief Court Officer, in writing that action be taken against that Student Court Officer. The Chief Court Officer may require the Student Court Officer as well as the Training Staff member or guest lecturer to submit a To/From.

Any Training Staff member, academic instructor or guest lecturer who becomes aware of any violation of either the Staff or Student Court Officer Operations Manual(s) will report the infraction to the Chief Court Officer, forthwith. This includes violations committed by the Training Staff, academic instructors, guest instructors, or Student Court Officers. Documentation of violation of the Academy Discipline Code is imperative to the integrity of the Disciplinary System.

Only the highest standards of integrity, discipline, conduct, and professionalism are acceptable. Student Court Officers belonging to a collective bargaining agreement follow MTC policies and procedures progressive discipline system.

Student Court Officers are subject to the rules, regulations and procedures outlined in this manual as well as the ability to consistently meet training performance expectations, and the rules and regulations of the MTC Security Department. Further, overarching guidance for employee conduct and the disciplinary process is outlined in the Trial Court Personnel Policies and Procedures Manual.

Student Court Officers are reminded that they are employed in a probationary status. Probationary employees may be terminated at the sole discretion of the appointing authority if the performance of an employee is deemed unsatisfactory. Successful completion of all training requirements, adherence to the Academy rules, and behavior consistent with expectations identified in the Policy

and Procedures Manual is required to achieve successful performance during the academy training phase.

Violations of policies and procedures outlined in these references may result in corrective or disciplinary action. The Trial Court Security Department and Training Staff uses a system of progressive discipline. Verbal counseling and correction is the most common form of action required to improve performance or change unacceptable behavior. Repeated violations or unacceptable behavior may result in a written warning or other forms of progressively severe discipline. Repeated violations of the policies and procedures, or any violation of the honor code or Policy and Procedures Manual, and any action by a Student Court Officer that brings discredit to the Trial Court are grounds for disciplinary action that includes termination of employment.

A. VERBAL REINFORCEMENT/COUNSELING

The preferred method of influencing Student Court Officer performance and behavior will be through the use of positive verbal reinforcement. This can be best accomplished by providing verbal advice, guidance, or correction to the Student Court Officer.

B. OBSERVATION REPORTS

Student Court Officers may be issued Observation Reports. Observation reports can be issued for positive and negative behaviors. Observation reports will remain in the Student Court Officer's training file.

C. TO / FROM LETTERS

Any Training Staff member may order a Student Court Officer to submit a To/From letter to address an infraction or improper behavior. Whenever a Training Staff member orders a Student Court Officer to submit a To/From Letter, the Training Staff member will advise the Student Court Officer of the subject of the To/From letter. The Student Court Officer will note the subject of the To/From letter in their pocket notebook. The Student Court Officer will address the letter to the issuing Training Staff member and will follow the proper To/From format. The Student Court Officer will turn in the To/From on the next training day. Training Staff may extend the due date of a To/From as warranted. Discrepancies in the To/From letter may be grounds for an order that a second To/From letter be written, at the discretion of the Academy Staff. All acceptable To/From letters will be filed in the Student Court Officer's official records file. If the To/From is time sensitive the Training Staff member will forward an uncorrected copy to the addressed party and return the original to the Student Court Officer for corrections.

Academic work assignments may be issued contemporaneously with a To/From in collaboration with the Group Liaison. Academic work assignments include but are not limited to, report writing, complaint applications and affidavit writing assignments.

D. VIOLATION SYSTEM

The Chief Court Officer or designee is responsible for maintaining a log of all issued To/From letters. At the end of each training day, each Training Staff member reports all issued To/From Letters to the Chief Court Officer or designee. When a Training Staff member issues a To/From, they will immediately advise the Student Court Officer of reason(s) for issuance. The issuing Training Staff member will fill out information in their violation notebook. The Student Court Officer will record the violation in their pocket notebook and will submit a To/From letter regarding the incident in accordance with the To/From letter format. The Chief Court Officer or designee will review the To/From letter to be placed into the Student Court Officer's official training file, along with any other pertinent documentation and reports. The Training Staff member may recommend further corrective or disciplinary action, if necessary. If further action is warranted, the Training Staff member and Student Court Officer will be notified by the Chief Court Officer or designee, who will oversee and document any further action(s). Arbitrarily issuing To/From letters to an entire group of Student Court Officers is prohibited.

E. SERIOUS VIOLATION

A serious violation involves Student Court Officer behavior severe enough to warrant the possibility of their dismissal from the Academy.

Any Training Staff member or guest instructor who becomes aware of a Student Court Officer's behavior or conduct of a serious nature shall personally report the circumstances of the incident to the Chief Court Officer, forthwith. The Chief Court Officer will request a To/From letter documenting the incident from the person making the report. The Student Court Officer may be required to submit a To/From letter documenting the infraction, in accordance with the To/From letter format. Upon receipt of the necessary documentation, the Training Staff member will forward all information to the Chief Court Officer with his/her recommendation(s).

The Chief Court Officer will review the recommendation for content, accuracy, and veracity. After review, the Chief Court Officer shall forward any recommendation(s) to the Director of Security or a final decision. The Director of Security may accept, deny, or remand the recommendation for further investigation. When a serious violation is issued, the Student Court Officer will receive written notification, a copy of which will be placed in his/her training file.

The Chief Court Officer is responsible for ensuring consistency in the application of discipline by Training Staff members. Training Staff members will utilize only those methods of discipline outlined herein. **All other methods of discipline, including physical training for punishment, are prohibited.** Any member of the Training Staff who becomes aware of a violation of this order will report the infraction immediately to the Chief Court Officer. Infractions of this mandate are considered serious violations of Academy Disciplinary Code.

Student Court Officers who receive To/From's for several violations may be considered for dismissal from the Court Officer Academy. The accumulation several violations may be a

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symptom of an underlying behavioral or disciplinary problem. The Chief Court Officer will ensure that all recommendations for dismissal include sufficient documentation to warrant consideration. Recommendations for dismissal will be forwarded to the Academy Director for review and appropriate action.

The Academy Director makes a determination and may forward a Student Court Officer's name for dismissal to the Director of Security. The reasons supporting a recommendation for dismissal include, but are not limited to the following inappropriate behaviors/actions:

- Violations of the Student Court Officer Training Manual.
- Violation(s) of the Academy Disciplinary Code.
- Violation(s) of the Honor Code.
- Possession of any weapon, tobacco, alcoholic beverage(s) and/or non-prescribed controlled substance(s).
- Insubordination.
- Absent without leave.
- Criminal behavior.
- Sexual harassment.
- Discrimination.
- Violations of good order and discipline.
- Failure of any academic examination, followed by failure on the remedial exam.
- Failure of any two (2) academic examinations.
- Failure to achieve performance standards.
- Failure to maintain attendance standards.
- Inability to fully participate in the health & wellness program.
- Lack of ability to perform in a manner consistent with the Academy.
- Demonstrated lack of ability to successfully complete any aspect of the Academy.
- Conduct which has the potential for bringing the Massachusetts Trial Court into disrepute or reflects discredit upon the Student Court Officer as a member of the Massachusetts Trial Court, or that which has the potential to impair the operation, efficiency, or effectiveness of the Massachusetts Trial Court.
- Failure to successfully complete CPR, First Responder, or Defensive Tactics certification.
- Cheating, Copyright, and Plagiarism.

- Horseplay.
- Use of foul language.
- Violations of MPTC rules.

G. HAZING

The MTC Academy strictly adheres to Massachusetts General Law Chapter 269: Section 17. Hazing; Organizing or Participating Academy staff are expected to carry themselves in a professional manner at all times and treat all those attending the Academy with respect. All activities of the Academy must serve a purpose directly related to the job of being a Court Officer. Any activity and / or task that is implemented by any Academy Staff that does not serve a training purpose is strictly prohibited. Any Student Court Officer at any time who feels that they are a target of hazing, is expected to immediately report said actions to the Chief Court Officer, Group Liaison, or a Regional Director of Security.

Although General Law Chapter 269, § 17, 18, and 19 does not apply to Academy training, see Perkins v. Commonwealth, Appeals Court (2001), the Massachusetts Trial Court does not tolerate or permit Academy personnel and/or Student Court Officers to engage in hazing activities.

H. CLASS CONDUCT

Students shall always conduct themselves with professionalism. It is imperative that Student Court Officers work as a team to accomplish the goal of each training exercise. They shall treat each other with dignity and respect and will not use any form of harassment or speech, public or otherwise, to bring humiliation, shame, or ridicule against a fellow Student Court Officer. Student Court Officers will not engage in any speech containing obscene or sexually explicit language, or images, acts or behavior that would reasonably be considered reckless, irresponsible or unprofessional, regardless of the intent to malign, disparage, threaten harm or otherwise express bias against any race, any religion, or any protected class of individual.

RESIGNATION FROM THE COURT OFFICER ACADEMY

Resignation from the Court Officer Academy

When a Student Court Officer has made the decision to resign from the Student Court Officer Academy, they may approach any member of the Trial Court Academy Staff and notify them of their decision. The Student Court Officer will be escorted to the MTCSO office, the Group Liaison, the Chief Court Officer, and the Regional Director of Security will be notified. The Group Liaison will discuss the reason(s) why the Student Court Officer wishes to leave and will discuss options the Student Court Officer may have, if any. If following the discussion with the Group

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Liaison, the Student Court Officer still wishes to resign, they will proceed to the exit interview process.

Student Court Officers who make a decision to resign during weekend leave shall report to the Academy on Monday morning to complete the exit interview process. Student Court Officers wishing to resign on Monday morning should contact the Chief Court Officer by 0700 hours, or the Group Liaison expressing their desire to resign from the class.

Exit Interview Process

All Student Court Officers who request to voluntarily resign from the Court Officer Academy will be directed through the exit interview process. The purpose of the exit interview is to gather information relative to the reason(s) the Student Court Officer has chosen to resign and to obtain specific information which might be useful to future Court Officer Academy's.

The Group Liaison conducting the exit interview will explain the reason for the exit interview process and will give the Student Court Officer the opportunity to discuss their reason(s) for resignation. The Student Court Officer will personally complete and sign the exit interview form provided by the Group Liaison. All exit interviews may be electronically recorded.

Following the exit interview, a Trial Court Training Staff member will escort the Student Court Officer to their hotel room, if necessary, to retrieve personal belongings. All Massachusetts Trial Court issued equipment/property will be inventoried and accounted for prior to discharge of the Student Court Officer.

The Trial Court Training Staff member will escort the Student Court Officer to their vehicle or assist the Student Court Officer in making arrangements for transportation. It is the responsibility of the Student Court Officer to provide for their own transportation.

DISMISSAL FROM THE COURT OFFICER ACADEMY

Dismissal from the Court Officer Academy

The Trial Court Academy Chief Court Officer may recommend to the Director of Security that a Student Court Officer be dismissed from the Court Officer Academy. The reasons supporting a recommendation for dismissal are included in their report for consideration. If at any time the Chief Court Officer feels that a Student Court Officer threatens the life, safety, or well-being of any Training Staff or fellow Student Court Officers, or commits a criminal act, the Chief Court Officer is authorized to suspend a Student Court Officer from the Academy. The Chief Court Officer may forward a Student Court Officer's name for dismissal to the Director of Security. Finalization of any decision to terminate a Student Court Officer from the Academy is contingent on review and approval by the Director of Security.

CLASSROOM ETIQUETTE

Classroom Etiquette

- Student Court Officers will file into the classroom in an orderly manner.
- Student Court Officers will ensure there are no distractions or signs of disrespect exhibited towards the instructor.
- Disruptive sounds or activities will not be tolerated. If a Student Court Officer has a cough or similar problem, the Student Court Officer will quietly walk to the back of the room and address the concern. If a Student Court Officer feels sleepy, then the Student Court Officer will stand at the back of the room.
- Sleeping in class is a violation of the Academy Disciplinary Code.
- When a Student Court Officer desires to speak or ask a question, the Student Court Officer will raise their hand. When acknowledged by the instructor, the Student Court Officer will remain seated and will identify themselves by stating their name prior to asking a question. This identification need only be done the first time the Student Court Officer asks a question of a specific instructor.
- When a Student Court Officer is called upon by an instructor to answer a question or give a recitation, the Student Court Officer will remain seated and precede their response with, Chief, Assistant Chief, Instructor, etc. The presentation will be delivered clearly, in a voice loud enough to be heard by all members of the class.
- Student Court Officers will remain respectful of the instructor at all times. Student Court Officers should be engaged in the class by asking questions of the instructor and participating in class discussions and activities. Student Court Officers should take this opportunity to gain the vast knowledge and experience of their instructors.

Outdoor Classroom

- The class will form in an orderly manner at the designated location under the direction of the Training Staff member.

Class Dismissal

- The instructor will advise the class when the lesson is over.
- If there is down time in the classroom while waiting for the next instructor, Student Court Officers will utilize this time to study their materials, manuals, and policies.
- Student Court Officers may not use this time to socialize.

NOTEBOOKS

Pocket Notebooks

- Each Student Court Officer will be required to maintain a pocket notebook. This pocket notebook will be carried on the Student Court Officer's person at all times. Performance of this activity teaches the Student Court Officer effective note taking that is necessary for the production of reports or the future recollection of details.
- All entries will be neatly handwritten in black ink only.
- The pocket notebook will be used as a reference for daily assignments.
- When a Student Court Officer's pocket notebook is full, they will be issued a new one upon request.
- All completed notebooks will be stored with the Student Court Officers gear.

Academic Notebooks

Student Court Officers are required to maintain an academic notebook. Academic notebooks will include notes from all academic classes taken during the Academy. All class notes taken during the week will be, placed in the academic notebook. Academic notebooks may be in outline form.

PERSONAL APPEARANCE

Personal Appearance Inspection

Student Court Officers will, at all times, conform to the personal appearance standards consistent with Chapter 10 of the Court Officer manual.

Personal Appearance Commuting

While commuting to and from the Academy complex, all issued uniforms and equipment will be kept out of public view.

Personal Appearance

Student Court Officers will conform to the following personal appearance standards while at the Academy:

- Maintain proper oral hygiene.
- Maintain proper body hygiene.
- Ensure fingernails and toenails are clean and trimmed.

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- Makeup or cosmetics will not be worn/allowed.
- False eyelashes will not be worn.
- Fingernail polish will not be used.

Hair will be groomed and maintained as follows:

Hair will be neatly cut, groomed, and maintained as not to create a training hazard. Student Court Officers will be clean-shaven (no facial hair). Hair must be pulled back neatly into a bun if applicable (braided/unbraided acceptable) off the collar with a black, plain, elastic type, hair tie), or cut short enough not to touch the collar. Hair will be tied back so it does not at any time cover the Student Court Officers face. Bobby pins are authorized to be worn; no decorative hair pieces permitted. Student Court Officers will not color their hair an unnatural color.

Due to safety considerations, jewelry, pins, necklaces and/or bracelets will not be worn, with the exception of:

- Conservative wristwatches (smart watches are prohibited).
- Medical alert bracelets.
- Wedding rings (no large protruding stones; only bands permitted.)
- Religious necklaces and medals worn beneath the shirt and out of view. (One (1) medallion is authorized for wear and must be concealed underneath clothing for safety reasons during training. The necklace/chain must not be so thick or of a material that would not break if caught or pulled).

Uniforms

Uniforms will be clean, freshly pressed, and will present a professional appearance.

LIVING QUARTERS REGULATIONS

Living Quarters Regulations

- Student Court Officers are responsible for the maintenance and upkeep of their assigned rooms and common areas. Notify the hotel front desk if maintenance is required.
- Student Court Officers will be fully clothed whenever moving between their assigned room and other areas of the facility. Fully clothed is defined as wearing footwear, undergarments, pants/shorts, and shirt/t-shirt.

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- Academy Staff will not enter a Student Court Officers room unless it is deemed an emergency.
- The MTC will be responsible for the hotel room, breakfast and lunch charges not to include alcohol. Student Court Officers are responsible for dinner and any additional incidentals while staying at the hotel.

INSPECTIONS

Student Court Officers are subject to inspections of their persons and both personal and issued equipment at all times while at the Academy. The purpose of this inspection is to ensure a state of readiness and instill the importance of attention to detail. Inspections may be announced or unannounced.

A Staff Instructor or designee will advise the Student Court Officer Training Class of a formal inspection. The Staff Instructor will determine the time of the uniform/equipment inspection. Student Court Officers will ensure their uniforms and issued equipment are prepared for inspection. Student Court Officers will be advised of any deficiencies of the uniform/equipment inspection and what correct, disciplinary, or remedial action will be taken.

Student Court Officers and their gear are subject to inspection at any time. A supervisory staff member may call a Student Court Officer aside whenever it is deemed appropriate to conduct an inspection. The inspection may include the Student Court Officer's person, uniform, pocket notebook, assigned equipment, or an inquiry into a Student Court Officer's knowledge of pertinent information. The Student Court Officer will be advised of any deficiencies and what corrective, disciplinary, or remedial action will be taken.

RESTRICTED AREAS

The following areas are restricted:

- *Trial Court Academy Staff Offices* – All Trial Court Academy Staff offices are restricted, unless a Student Court Officer has business with a particular staff member and is specifically directed to that office.
- *Equipment Storage* – Student Court Officers are restricted from all equipment storage areas, unless accompanied by a Trial Court Academy Staff member.
- *Living Quarters* (Occupied hotel rooms) – Student Court Officers will sleep only in their assigned hotel room.
- *Hotel Areas* – Student Court Officers are only allowed in the public areas of the hotel.

FOOD AND BEVERAGE (S)

Food and Beverage(s)

The Massachusetts Trial Court Academy encourages a well-balanced nutritional program. Student Court Officers will be provided breakfast and lunch. Student Court Officers will participate in a daily fitness program, you are permitted to bring a nutritional bar for a snack to consume during the training day if you wish.

Breakfast and Lunch

Student Court Officers will proceed to and from the cafeteria or designated area as a group. Student Court Officers will not disrupt other classes or programs in session.

Water Coolers

It is the responsibility of the Student Court Officer Training Class to keep the Academy water coolers functional. Every water cooler will have a water jug feeding the cooler with water at all times.

Once the water jug on top of a cooler is empty, it will be removed and replaced with a full water jug from the Fitness Training Area. The empty water jug will immediately be brought to the nearest water supply closet.

The water cooler tray and area will be kept clean and free of any standing water.

There are water coolers or fountains located throughout the facility. It is the Student Court Officers' responsibility to keep hydrated and their water canteen full. Student Court Officers are never permitted to allow the top of their canteen to come into contact with the water cooler or fountain spicket.

SOCIAL MEDIA / NETWORKING

Policy

The personal use of social media can have bearing on departmental personnel in their official capacity. As such, this policy provides information of a precautionary nature as well as prohibitions on the use of social media by Massachusetts Court Officers.

When using social media/networking, Student Court Officers (sworn and civilian) should be mindful that their speech becomes part of the worldwide electronic domain.

Definitions

These definitions are evolving as social media, networking, and internet usage and capabilities evolve as well.

Social Media and Networking: Are categories of internet-based resources that integrate user-generated content and user participation. They are online platforms where users can create profiles, share information, and socialize with others professionally, personally, or informally. The interface is conducted through posts or speech via a range of technologies such as computers, cellular phones, and tablets to name a few.

Social Media: A form of electronic communication through which users share information that may include, but are not limited to: personal messages, videos, phone and video sharing sites, blogs, micro blogging sites, Facebook, MySpace, Twitter, YouTube, Pinterest, Instagram, and Snapchat.

Networking: An exchange of information or services among individuals, groups, or institutions that may include, but are not limited to: the cultivation of productive relationships for employment or business, networking sites, podcasts, as well as comments posted on a site, message or discussion boards, LinkedIn, Plaxo, Jobster, Craigslist and My Workster.

Post: Contents an individual shares on a social media/network site or the act of publishing the contents on a site.

Speech: Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, or related forms of communication.

RESPONSIBILITIES OF STUDENT COURT OFFICERS

Student Court Officers using social media/networking applications shall:

- Use appropriate discretion in their reference to the Mass Trial Court Security Department (MTCSD) and not discredit themselves or the MTCSD.
- Be aware that speech and/or related activities on social media/networking sites may reflect upon them in their official capacities and/or upon the MTCSD, and act accordingly.
- Be cautioned that speech, on or off-duty, may form the basis for disciplinary action.
- Be aware that privacy settings and social media/networking sites are constantly in flux, and they should never assume that personal information posted on such sites is protected.
- Expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum may be accessed by the MTCSD at any time without prior notice.
- Not divulge information gained due to their authority.
- Not make any statements, speeches, appearance, and endorsements or publish materials that could reasonably be considered to represent the views or positions of the MTCSD without express authorization.

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Student Court Officers should use common sense in all communications, particularly on any social media/networking site. An examination of the facts could potentially result in an internal personnel investigation. Employees are responsible for anything you write or present online. Some examples of prohibited action may include, but not be limited to:

- Speech containing obscene or sexually explicit language, images, or acts and statements or other forms of speech that ridicule regardless of the intent to malign, disparage, threaten harm or otherwise express bias against any race, any religion, or any protected class of individuals.
- Speech involving themselves or other MTC personnel reflecting behavior that would reasonably be considered reckless, irresponsible or unprofessional.

Student Court Officers should exercise care if they choose to post personal information on the internet. Some activities in an employees' personal life may impact job performance, the performance of other employees, and/or interests of the MTCSD. Once information is posted, it is accessible by anyone, indefinitely, and such information may result in unintended consequences, such as:

- Limiting future career opportunities.
- Being viewed, altered, printed and redistributed by other internet users including criminal organizations.
- Manipulation by persons intent on undermining or impeaching an employee's credibility or integrity.

Student Court Officers, who choose to identify themselves as an employee of the Massachusetts Trial Court whether explicitly, implicitly, or visually, shall:

- Be considered to be publicly representing the agency in a professional manner from that period forward while still employed by the agency.
- Be responsible for all content published on their individual social media site(s).

CREATION OF MEDIA APPLICATION

The Director of Security shall approve in writing before the creation of any:

- Website, page, fan group or other application of social media using the MTCSD as the basis of such application. Examples may include, but are not limited to:
 - Creating a website or fan group dedicated to the Massachusetts Trial Court; and
 - Creating an identity using a username such as Massachusetts Trial Court, or any term associated with the MTCSD.

Student Court Officers shall:

- Not publish Commonwealth or MTCSD images of intellectual property using social media without prior approval from the Director of Security

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- Not create an identity, website, page, fan group or other application of social media using the Massachusetts Trial Court as the basis of such a creation without prior approval from the Director of Security.

Violations

Student Court Officers shall notify their immediate supervisor when they become aware of:

- Any personal identifying information of themselves on the internet in violation of this policy.
- Have knowledge of a posting and/or website in violation of the provisions of this policy.

Any sites deemed inappropriate, bringing discredit to the Department and or employees, and promoting misconduct whether on or off duty shall be:

- Investigated either through a criminal or administrative investigation.

Student Court Officer Responsibility

Student Court Officers shall:

- Consider all aspects of the training process and law enforcement information ascertained while attending the Academy as confidential information.
- Not divulge through any social media site any training procedures or confidential information acquired while attending the Academy.
- Not post any pictures, videos, etc. of academy grounds, equipment, personnel, other Student Court Officers, etc.
- Not publicly criticize or ridicule, directly or indirectly, any official action of the Massachusetts Trial Court or any member, which would be detrimental to the Department's mission and its functions.

CAMERA & VIDEO POLICY

Recording

No audio, video or photographic recording of any type shall be allowed by Student Court Officers at any time, unless specifically authorized by the Director of Security or the Chief Court Officer. This includes, but is not limited to, all facilities, grounds, buildings, and personnel. This includes all training exercises taking place at any facility. If Student Court Officers wish to Facetime, Skype, etc., it must be done in the privacy of their hotel room at hours permissible by the Academy.

Media Documentation

Student Court Officers attending the Massachusetts Trial Court Officer Academy will be photographed and video recorded for documentation and training purposes. This may include audio recording, video recording and still photography.

FRATERNIZATION

Student Court Officers are prohibited from having social contact, including social media, with members of the Trial Court Academy Staff and/or adjunct instructors. Student Court Officers are prohibited from any conduct that could be construed as unprofessional with other Student Court Officers. Student Court Officers and/or staff becoming aware of any unprofessional conduct have a duty and are required to report this to the Academy Chief Court Officer immediately.

ALCOHOL / CONTROLLED SUBSTANCES / TOBACCO

Alcoholic Beverages

Student Court Officers will not possess, consume, store, or bring any alcoholic beverage while attending the Academy.

Student Court Officers will not be under the influence of an alcoholic beverage, nor have an odor of any alcoholic beverage on their breath while attending the Academy.

Student Court Officers are strongly encouraged to limit the consumption of alcoholic beverages while on weekend leave.

Controlled Substances / Over the Counter Medications / Supplements Prescription Medication

Student Court Officers will not possess or use any illegal controlled substance(s). Student Court Officers will maintain prescription medications on their person or in a locked receptacle in their assigned dorm room. Student Court Officers are required, to advise the EMT of any medical condition, which requires the administration of prescribed medicine. Failure to do so may result in dismissal from the Academy.

Supplements

The consumption of performance-enhancing supplements, protein powders, amino acids, plant extracts, herbal supplements, and other non-food substances is perhaps the trendiest area of sports nutrition. Athletes and laypersons believe that these supplements will give them a competitive edge when, in fact, they may be harmful to both health and performance. The types of supplements used by athletes are continuously changing. There is a wide range of substances used. Substances are often marketed without any supportive scientific data to indicate the potential benefits or possible harmful side effects. Food and performance supplements are NOT regulated by the Federal Food and Drug Administration as many people believe. In fact, there is no independent or federally sanctioned agency that regulates the purity and safety of food supplements. Therefore, the use of any performance enhancing supplements is not recommended, endorsed, or encouraged unless prescribed by a licensed medical practitioner (Physician, Nurse Practitioner, or a Physician's Assistant).

Narcotics

Due to the nature of Academy training and for safety reason, narcotic medication is strictly prohibited. Student Court Officers must be alert at all times and not under the influence of any drug or narcotic medication at any time while attending the Academy.

Over the Counter Medication/Vitamins

It is recommended that you obtain the advice of a physician before taking any type of medication. Vitamins, pain relievers, over the counter medications, etc. are prohibited while attending the Academy unless prescribed by a licensed practitioner (Physician, Nurse Practitioner, or a Physician's Assistant) or authorized by an Academy staff EMT.

Athletic Supports/Braces

Athletic supports/braces are permitted while attending the Academy as long as they are prescribed by a licensed medical practitioner (Physician, Nurse Practitioner, or a Physician's Assistant).

Use of Tobacco

Student Court Officers will not smoke, use, or possess any tobacco product while attending the Academy.

Weapons

Student Court Officers are not permitted to introduce, carry, or possess weapons of any type while attending the Academy.

FIRE REGULATIONS

Student Court Officers are responsible for observing fire safety rules. Fire extinguishers are located in strategic locations throughout the Academy. Student Court Officers will familiarize themselves with the locations and operating instructions of fire suppression equipment. In the event of a fire alarm while in class, Student Court Officers will follow the directions of the instructor. In the absence of an instructor, Student Court Officers will report in an orderly manner to the predetermined muster site.

In the event of a fire alarm sounds while in the residential or other areas of the Academy or hotel, Student Court Officers will proceed by the safest and most direct route to the predetermined muster site. Student Court Officers will take accountability and report the name(s) of any missing Student Court Officers to the Academy Staff. Student Court Officers that become aware of an actual fire will activate one of the alarm boxes located throughout the Academy or hotel. If it is safe to do

so, the Student Court Officer will alert all occupants of the building and contact a member of the Academy Staff.

Fire drills may be conducted at various times during the training as determined by the Trial Court Academy Chief Court Officer.

ARREST POWERS

Student Court Officers have no powers of arrest during the Court Officer Academy.

OUTSIDE EMPLOYMENT

Student Court Officers are restricted from any employment outside that of the Massachusetts Trial Court during the period of Student Court Officer training without prior written authorization from the Director of Security.

PROFANITY

The use of vulgar, obscene, or profane language used by Student Court Officers is strictly prohibited with the exception of role-playing.

HARASSMENT AND DISCRIMINATION

The Trial Court Officer Academy promotes and maintains a training environment free from harassment, sexual harassment and discrimination.

Discrimination is defined as the unequal and unlawful treatment of persons in employment related decisions because of race, color, religious creed, national origin, sex, sexual orientation, ancestry, age, handicap or other such category protected under the law.

Harassment is defined as any conduct that denigrates or shows hostility towards an individual or individuals because of their race, color, religious creed, national origin, sex, sexual orientation, ancestry, age, handicap or other such category protected under the law that has the purpose or effect of creating an intimidating, humiliating, hostile or offensive work environment; or has the purpose or effect of unreasonably interfering with an individual's work performance.

Sexual harassment is defined as unwelcome sexual conduct such as sexual advances, requests for sexual favors, and other conduct of a sexual nature when such actions are explicitly or implicitly made terms of employment or the basis for employment decisions; have the purpose or effect of interfering with work performance; or have the purpose or effect of creating an intimidating, hostile, humiliating or sexually offensive work environment.

Any Student Court Officer who feels that they are the subject of harassment, sexual harassment, discrimination, or any type of harassment, shall immediately notify the Group Liaison who will contact the Chief Court Officer and the Regional Director of Security, immediately. If the Group Liaison is not available, the report can be made to any Academy Staff member.

Violating this policy is a serious offense and can be grounds for immediate dismissal from the Court Officer Academy.

EMERGENCIES

- If at any time an emergency arises and a Trial Court Academy staff member is not present, Student Court Officers will immediately call 911.
- Notify the Group Liaison by calling cell phone (413) 310-6093.

WEATHER REGULATIONS

The Trial Court Academy recognizes that training may be affected by weather conditions. The high temperatures and humidity of the summer or the extreme cold during winter months may create a reason to modify the amount of time that outdoor training is conducted. For this reason, a system of weather advisory placards will be displayed.

A. WEATHER PLACARD SYSTEM

Color-coded placards are used as a placard warning system to help prevent heat and cold related injuries.

These placards will be prominently displayed on the classroom wall by a member of the Health & Wellness staff.

The remaining placards will be securely stored in the Health & Wellness Unit. The standard measuring conditions for temperature are two meters above the ground and shielded from direct sunlight.

Wet Bulb Globe Temperature (WBGT) will be taken and the Warm Weather Placard System will be used, when the WBGT reading is 82 degrees or above to reduce Heat stress injuries. Otherwise, the Ambient air temperature in F degrees + plus Wind velocity will be taken and the Cold Weather Placard System will be used to reduce Cold stress.

Temperature readings will be taken hourly by a member of the Health & Wellness staff.

B. WARM WEATHER PLACARD SYSTEM: Green – Black Placards

Heat conditions are determined by the Wet Bulb Globe Temperature (WBGT). WBGT uses heat conditions to determine required water intake and work/rest cycles.

The WBGT takes into account air temperature, relative humidity, and solar radiation by measuring three temperatures:

- ☐ Air temperature is measured by a standard dry bulb (DB) thermometer.
- ☐ Relative humidity is measured with a wet bulb (WB) thermometer.
- ☐ Solar radiation is indicated by the globe (G) temperature, which is measured with a thermometer positioned inside a black metal sphere. The heat stress index is calculated as $WBGT = (0.1 \times DB \text{ temperature}) + (0.7 \times WB \text{ temperature}) + (0.2 \times G \text{ temperature}).$

When the WBGT index reaches the temperature indicated, the corresponding placard will be raised. For example, a WBGT index reading of 86 degrees F requires that a yellow placard be raised. Note if wearing body armor add 5 degrees F to WBGT in humid conditions.

i. GREEN PLACARD – Low Risk

WBGT index of 82 degrees F to 84.9 degrees F

All activities will proceed as usual; however, instructors will monitor Student Court Officers as to their physical conditions. Heavy exercises for Student Court Officers will be conducted with caution and under constant supervision. Heat cramps and heat exhaustion are possible with continued exposure.

Drink 1 quart of cool water per hour.

Use 75% work and 25% rest for outdoor work (Example, 45 minutes work and 15 minutes rest).

ii. YELLOW PLACARD – Medium Risk

WBGT index of 85 degrees F to 87.9 degrees F

Intense physical activities such as endurance running (1/2 mile or longer), intense callisthenic conditioning, aerobic conditioning, fitness testing, and similar activities are to be modified to reduce sun exposure and should be strictly supervised. Heat cramps are likely. Heat stroke and heat exhaustion are also possible with continued exposure. Outdoor classes in the sun are to be avoided.

Drink 1-2 quarts of cool water per hour.

Use 50% work and 50% rest. (Example, 30 minutes work 30 minutes rest).

iii. RED PLACARD – High Risk

WBGT index of 88 degrees F to 89.9 degrees F

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All heavy outdoor physical training will be halted. Moderate outdoor physical activity will be limited to 15 minutes of activity per hour. The intense physical activities as noted under the YELLOW PLACARD are to be conducted inside or reduced in intensity and constantly supervised. Heat cramps are likely. Heat stroke and heat exhaustion are also possible with continued exposure. Outdoor classes in the sun are to be avoided. Use a buddy system and have teams monitor each other's condition.

Drink 2 quarts of cool water per hour.

Use 25% work and 75% rest. (Example, 15 minutes work with 45 minutes rest).

iv. BLACK PLACARD – Danger

WBGT index of 90 degrees F and above

All outdoor physical training will be halted for all Student Court Officers. All physical training activities will be conducted indoors. All training already occurring will immediately move indoors in which the frequency for rest and fluid replacement will increase. All Outdoor work is to be limited to critical missions only. Use a buddy system and have Student Court Officers monitor each other's condition. Heat stroke is likely with continued exposure at higher temperatures.

Drink at least 2 quarts of cool water per hour.

Use 20% work and 80% rest. (Example, 10 minutes work and 50 minutes rest).

C. COLD WEATHER PLACARD SYSTEM: Yellow – Black Placards

Four factors contribute to cold stress:

- ☐ Cold air temperatures
- ☐ High velocity air movement
- ☐ Dampness of the air
- ☐ Contact with cold water or surfaces. A cold environment forces the body to work harder to maintain its temperature. Cold air, water, snow, and excessive body sweating all draw heat from the body. Wind chill is the combination of air temperature and wind speed. For example, when the air temperature is 40°F, and the wind speed is 35 mph, your exposed skin receives conditions equivalent to the air temperature being 11° F.

While it is obvious that below freezing conditions combined with inadequate clothing could bring about cold stress, it is also important to understand that it can also be brought about by temperatures in the 50's coupled with some rain and wind.

When the Wet Bulb Globe Temperature reading is 81.9 degrees or below the Cold Weather Placard System will be used. To determine, recommended exposure times, the proper placard for the Cold Weather Placard System will be determined by the Ambient air temperature + (plus) Wind velocity.

i. YELLOW PLACARD – Medium Risk

45 degrees F to 81.9 degrees F

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All activities will proceed as usual; however, instructors will monitor Student Court Officers as to their physical conditions. Heavy exercises for Student Court Officers will be conducted with caution and under constant supervision. Caution will be taken.

Drink 1 quart of cool water per hour.

Use 100% work and 0% rest for outdoor work (Example 60 minutes work and 0 minutes rest).

ii. RED PLACARD – High Risk

32 degrees F to 44.9 degrees F

Clothing will be moderate dress to include winter coat, gloves and hat. Exposure time will be limited to no longer than two hours, weather permitting. Instructors will monitor Student Court Officers as to their physical conditions. Heavy exercises for Student Court Officers will be conducted with caution and under constant supervision. Frostbite is possible with continued exposure at cooler temps.

Drink 1 quart of water per hour.

Use 100% work and 0% rest for outdoor work (Example 60 minutes work and 0 minutes rest).

iii. BLACK PLACARD – Danger

31.9 degrees F and below

All outdoor physical training will be halted for all Student Court Officers. All physical training activities will be conducted indoors. All training already occurring will immediately move indoors. All Outdoor work is to be limited to critical missions only. If critical missions exist clothing will include thermal underwear, winter coat, boots, thermal socks, wool cap, and gloves. Use a buddy system and have Student Court Officers monitor each other's condition. Frostbite is likely with continued exposure at cooler temps.

Plagiarism & Copyright

The Academy defines **Copyright/Copyright infringement** as the use of works that are protected by copyright law without permission. This may include reproduction, distribution, display, or performance of such work. Those found to be in violation of committing plagiarism will be subject to discipline which may include recommendation for immediate dismissal.

The Academy defines **Plagiarism** as the practice of taking someone else's work or ideas and passing them off as their own. Those found to be in violation of committing plagiarism will be subject to discipline which may include recommendation for immediate dismissal.

Cheating

The Academy defines **Cheating** as acting dishonestly or unfairly to gain an advantage. Those found in violation of cheating on a written, open book or oral exam, skills proficiency, or any other

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assignment will be subject to discipline which may include recommendation for immediate dismissal.

Academy Contact Information

Massachusetts Trial Court Academy Group Liaison, Court Officer David Besse 413-310-5913

Massachusetts Trial Court Academy Chief Court Officer, Katrina Barr 617-777-3846

Regional Directors of Security:

Region 1 Paul Alvarado 857-408-1020

Region 2 Robin Yancey 508-989-0013

Region 3 Kevin Tkachuk 781-939-2907

Region 4 Gerard Fahey 857-393-4724

Region 5 Jason Dickie 617-549-3330

No Right to Privacy Policy

Usage of Academy equipment and the Academy facility is subject to a “No Right to Privacy” policy. While present on Academy grounds, personally owned vehicles and personal belongings may be subject to search.

Student Court Officer Manual
Massachusetts Trial Court Officer Academy



Massachusetts Trial Court Security Department
Standards and Training - Academy
Emergency Action Plan S.O.P.

Date: January 2023

Location: Southbridge Hotel & Conference Center, 14 Mechanic St, MPTC 2nd Floor, Southbridge, MA

MTCSD Academy Chief Court Officer: Katrina Barr – 617-777-3846

Primary & Alternate communication	Academy Cell Phone, Two -Way Radios, Staff Personal Devices
Academy Phone numbers	MTCSD Academy Group Liaison- 413-310-5913
Radio channels	Channel 1
Call signs	N/A
Emergency response personnel	MTCSD Safety Officer(s) present with class, and MTCSD Instructors
Emergency response equipment	EMT bags and Response bags present with class
Equipment shutdown procedures	N/A
Muster site	Rear Parking Lot
Supervisor in Command	Ranking Academy Staff
Non-affected personnel	Situations that pose an eventual risk, all Academy employees shall receive notification.
Notification	MTCSD Command staff must be notified for all emergency occurrences.
Additional Emergency procedure	
Weather Emergency	Shelter in Place
Violent/Dangerous Ace	Activate A.L.I.C.E. Protocols
Multiple casualty or injury	MTCSD Staff, Southbridge Police, Fire, and EMS.
Emergency Number	911

Approved by: _____ Title: _____ Date: _____

Student Court Officer Manual
Massachusetts Trial Court Officer Academy



Massachusetts Trial Court Security Department
Standards and Training - Academy
Emergency Action Plan S.O.P.
Severe Weather Emergencies

Date: January 2023

Location: Southbridge Hotel & Conference Center, 14 Mechanic St, MPTC 2nd Floor, Southbridge, MA

MTC Academy Chief Court Officer: Katrina Barr – 617-777-3846

Primary & Alternate communication	Academy Cell Phone, Two Way Radios, Staff Personal Devices
Academy Phone numbers	Academy Group Liaison - 413-310-5913
Radio channels	Channel 1
Call signs	N/A
Emergency response personnel	MTCSD Safety Officer(s) present with class, and MTCSD Instructors
Emergency response equipment	EMT bags and Response bags present with class
Equipment shutdown procedures	N/A
Muster site	Shelter indoors
Supervisor in Command	Ranking Academy Staff
Non-affected personnel	Situations that pose an eventual risk, all Academy employees shall receive notification.
Notification	MTCSD Command staff must be notified for all emergency occurrences.
Additional Emergency procedure	
Severe Wind and or Tornado Watch/Warning	Shelter in place in the inner most part of building, move food and water to shelter site, restrict outside activities and movement. Have student roster, staff sign in sheet, and emergency phone numbers available.
Sleet, snow, freezing rain and high winds	Shelter indoors and restrict outside activities and movement.
Multiple casualty or injury	MTCSD Staff, Southbridge Police, Fire, and EMS
Emergency Number	911

Approved by: _____

Title: _____

Date: _____