

<p style="text-align: center;">STATE OF VERMONT AGENCY OF HUMAN SERVICES DEPARTMENT OF CORRECTIONS</p>	<p style="text-align: center;">Associated Policy #127</p>	<p style="text-align: center;">Page 1 of 8</p>
<p style="text-align: center;">Field Staff Safety Standard Operating Procedure</p>		
<p>Security Level: "A" – Only Department of Corrections staff may have access to this document.</p>		
<p>Effective Date: 12/18/2024</p>	<p>Supersedes: Field Staff Safety SOP, dated 12/18/2024</p>	

GENERAL PROCEDURES

The Department of Corrections (DOC) supports a safe environment within probation and parole offices by: controlling access; ensuring staff locations are known at all times while on duty; maintaining the safety of staff work areas and public areas; establishing fire prevention, safety, and evacuation protocols; and implementing training. DOC also provides dispatch services to field staff performing out-of-office contacts with supervised individuals in the field. These services enhance safety by tracking the location of field staff performing contacts with supervised individuals outside of their assigned office location.

A. Dispatch Services – Generally

1. The staff performing the dispatch function shall primarily be Community Correctional Officers (CCO). Staff performing dispatch services are referred to as the On-duty Desk Officer for the Day (CCO-D).
2. Dispatch services are provided by the Burlington Probation and Parole Office (BUPP) for on-duty field staff across the state [REDACTED].
 - a. Additional dispatch services may be provided outside these hours, at the discretion of the BUPP District Manager (DM), or designee.
 - b. In the event BUPP cannot provide dispatch services when scheduled, the BUPP DM, or designee, shall notify all probation and parole offices that they are required to provide local dispatch services.

3. All field staff shall follow dispatch procedures when performing work in the community, including the use of the authorized staff safety monitoring system. This system allows location tracking and communication with the CCO-D, including notifications and emergency alerts.
4. BUPP shall develop local procedures to identify and determine which staff will perform dispatch services.
 - a. The BUPP DM may authorize other trained field staff to cover dispatch services.
 - b. Unless otherwise required by the DM, at minimum, there must one staff member performing dispatch services for second shift staff on-duty.
5. The CCO-D may not end their shift until all field staff contact with supervised individuals is concluded, other than staff dispatched after hours by their local DMs for special circumstances such as transports.
6. The BUPP DM, or designee, is responsible for providing updated cell phone numbers for all CCO-D to field staff.
7. The DM, or designee, of each field site is responsible for providing updated lists of the following:
 - a. Staff names and contact numbers for their respective office;
 - b. Contact numbers and times of operation for all area law enforcement agencies and alternative law enforcement operated dispatch centers within their respective areas;
 - c. Identified staff on “standby” status;
 - d. Who to contact, with contact information, if the DM is unavailable; and
 - e. Security Vehicle information used by their office.
8. Staff using state vehicles that are attending trainings, court, or any other use that does not involve direct contact with supervised individuals, shall email the dispatch alias prior to vehicle use. They will not be required to check in with dispatch services.
9. The CCO-D shall maintain a running dispatch log throughout their shift and save these shift logs to the designated location, at the closing of their shift. The BUPP DM, or designee, shall ensure that the shift logs are saved in the “Statewide Dispatch” folder.

- d. Field staff shall notify the CCO-D of any potential safety issue they feel necessary.

- [Redacted]

- f. For transports during the normal dispatch operational hours, field staff shall provide the following information:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

For transports outside normal dispatch operational hours, field staff shall coordinate with their local DM, or designee, upon the start and completion of the transport.

- [Redacted]

- [Redacted]

- [Redacted]

- 2. The CCO-D shall log the contacts identified above and include all information.

- [Redacted]

C. Failed Check-in Dispatch Procedure

Staff shall follow the procedure below if a field staff member fails to check-in with dispatch as expected:

2. The CCO-D shall actively monitor vehicle locations using the location map contacts from field staff, to assist in determining the safety of staff during their shift.

- [REDACTED]

- b. Safety concerns may include:

- [REDACTED]
- [REDACTED]
- [REDACTED]

3. When there is a change in CCO-D, the CCO-D on duty shall provide a verbal end-of-shift transition report to the oncoming CCO-D, including:
 - i. Current teams in the field;
 - ii. Active situations and statuses;
 - iii. Potential concerns; and
 - iv. A summary of the shift and relevant information.
4. The CCO-D shall log out of the system prior to end of shift.

E. Field Staff Safety in the Community

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

F. Probation and Parole Office Safety and Security

1. All DOC probation and parole offices shall have local procedures that, at a minimum, require the following:
 - a. Controlled access by clients and members of the general public;
 - b. A staff sign-in and -out procedure that requires entries of expected time of return and location of destination. This procedure shall be specific enough to locate staff if necessary;

- c. Staff work areas that are separated from the public entrance area by doors that are kept locked, wherever possible;
 - d. Controls to monitor and control movement within the secure areas of the work place, to the extent possible;
 - e. Fire prevention, safety, and evacuation processes and procedures; and
 - f. Officer or worker safety procedures, including the following topics:
 - i. Seat belts usage
 - ii. Duty bags, equipment and training; and
 - iii. Daily inventory of safety equipment.
2. Staff who work an extended workday, or on weekends, may find that they are the only staff member in the office. For the personal safety of all, the following guidelines are recommended:
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
3. DMs shall provide information of available counseling or support services for staff who are impacted by work related traumatic events.
- a. This includes the DM, or designee:
 - i. Personally speaking with or debriefing the impacted staff;
 - ii. Providing a list of service providers, if appropriate;
 - iii. Making the request for safety planning, if requested;
 - iv. Making referrals to peer support; and
 - v. Following-up with the impacted staff.
 - b. The Director of Field Services shall document any exceptions in writing.
4. Field staff shall successfully complete and maintain proficiency with all mandated safety training, in accordance with the policy on staff training.

G. Vehicle and Personal Safety Equipment

1. All vehicles used by field staff performing out of office contacts with supervised individuals shall be equipped with a duty bag containing the following:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

2. CCOs shall conduct a daily inventory to ensure that all duty bag equipment is present and in working order. Missing, unserviceable, or damaged equipment, shall be replaced upon discovery. CCOs shall notify their CCPS of any equipment problems.
3. In addition, vehicles used by field staff performing out of office contacts with supervised individuals shall contain the following equipment:

- [REDACTED]
- b. Road flares;
- c. Tire changing tools;
- d. First aid kit;
- [REDACTED]
- f. Flashlight;
- g. Fire extinguisher;
- [REDACTED]
- i. CPR mask; and
- j. Blanket.

4. Trained field staff shall carry naloxone and administer the medication when necessary, in accordance with the policy on opioid overdose intervention.
5. Field staff may choose to wear body armor.
6. The DM, or designee, shall designate a staff member responsible for maintaining vehicle equipment. The designated staff member shall conduct an inventory of the vehicle equipment once each week and record the inventory in a log.