

Approved by Director: Dr. Guy Vallaro

A. PURPOSE:

Court monitoring is a tool used to aid employees so that they can improve how they present themselves and the case facts when they testify, and to ensure that laboratory personnel are appropriately representing the laboratory in the legal environment.

B. RESPONSIBILITY:

Analysts (however titled): supply courts with court monitoring forms when they testify.

Section Supervisor: review completed court monitoring forms and address issues revealed in forms. When possible and appropriate attend court to observe employees as they testify.

Quality Manager/Section Quality Manager: review completed Witness Evaluation forms, maintain a log of court monitoring forms, consisting of the individual, court where testimony was given, date of testimony and the overall rating.

Director and Deputy Directors: support the court monitoring process and provide guidance as required.

C. PROCEDURE:

1. Court monitoring can be performed in three ways.

- a. Witness Evaluation form: this is the most frequent way testimony will be reviewed, although it is recognized that this is not as good as direct observation. In all cases the analyst will provide the courts with a laboratory Witness Evaluation form. This can be given to the judge, prosecutor and the defense attorney. It is the option of those individuals to complete the forms. This is used as a mechanism for our customers to give the laboratory feedback in how analysts present themselves and the case materials. (See forms GL17:1).
- i. The individual testifying is required to provide the courts with witness evaluation forms. These may be provided to the court inspector/investigator to be distributed to the prosecutor and defense attorney. When the form is received by the laboratory the section Supervisor will review the information, and indicate the process by dating and initialing the form, The individual who was reviewed will initial and date the form (thereby indicating review) and will receive a copy of the form, if requested. The original will be maintained by the Quality Section, recorded and filed. Initialing the form by the analyst indicates that they did receive the feedback.

Electronic notification may be used in lieu of paper notification. When paper notification is used, the form will be scanned and emailed to the individual being reviewed and the section Supervisor, both will be required to respond with read receipts or other similar electronic receipt.
- ii. Witness Evaluation forms will be given to the judge, prosecutors and defense when possible. It is recognized that a witness evaluation may be affected by the reviewers opinion of the factual content of the testimony and/or the outcome of the case. If a poor review is given and it appears

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that this has occurred a note will be placed with the review by the Deputy Director, Supervisor, and/or Quality Manager/Assistant Quality Manager. The, Deputy Director, section Supervisor, Quality Section or Director can require remedial training (e.g. moot court or other instruction) based on the review of the monitoring documents.

- b. Telephone Contact with attorneys: this approach will be infrequently used due the inconvenience it may cause the reviewers. When used, contact will generally be made by the section Supervisor or Deputy Director. Feedback regarding the quality of the testimony, specifically asking where improvements are needed will be requested.
 - i. The person contacting the attorney should use the witness evaluation form (GL-17.1) to document the review.
- c. Direct Observation: this approach will be infrequently used due to the time required to monitor all employees. Whenever possible the first time an employee testifies a representative from the laboratory will be assigned to observe the testimony. Preferably this will be the Section Supervisor or a member of the Quality Section but it can be another individual competent in the field. Additionally direct observation will be used for moot court testimonies and in cases were there is a significant complaint about an individual's testimony.
 - i. When direct observation is used the monitor will complete a Witness Evaluation form (GL-17.1). If the monitor is not the Section Supervisor, the monitor will review the information with the section supervisor and the testifying analyst. The form will be forwarded to the Quality Section when the proper review documentation is obtained.

2. Review and Feedback:

- a. All reviews, whether obtained through direct monitoring, feedback from the courts or interview with the courts, will be directed through the Quality Section. All such monitoring documents will be reviewed by the Section Supervisor and the testifying analyst. Reviews which are not favorable may require further training; this will be assessed by the Supervisor with the Quality section and Deputy Director for appropriate follow-up.
- b. Witness Evaluation forms or notes of direct observations will be maintained with the Quality Section for a period of no less than 10 years. Employees need not officially maintain their copies of the Witness Evaluation forms.
- c. Section Supervisors/Leads may choose to hold post testimony interviews with section employees to evaluate/address any concerns the employee or the supervisor may have concerning specific case testimony.