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WELCOME

Welcome and congratulations on passing the screening process prior to training as a citizens' patrol volunteer, and we thank-you for volunteering your time. You are now a part of a network of programs that is doing something about reducing crime and the fear of it in many communities in our province.

You have met the following requirements:

- the age criteria for your program.
- you are a resident, own or operate a business or you're a student in the community you serve.
- you passed a security screening, and for driving positions obtained a Drivers Abstract (Both should be required every two years).
- during your interview you demonstrated a genuine commitment to the deterrence of unlawful activity in the community.
- you are of good character.
- you are willing to abide by the rules and requirements of the Municipal Police Department or RCMP Detachment you serve.

The BC Crime Prevention Association (BCCPA) and BC Citizens Patrol Network (BCCPN) have developed this in-depth training manual for citizens' patrol volunteers.

This manual is presented solely as a best practices guideline. The information contained within this document is an accumulation of best practices that have been adopted by Citizens Patrol programs throughout the province. **It is written in two parts: first, the Orientation and Overview, and second the Training Topics and Appendices.**

This manual was initially developed under the direction of a steering committee composed of citizens' patrol police liaison officers and experienced citizens' patrol volunteers in our province. It has now been updated by many of the same members with some new contributors.

It is not intended to replace or supersede any policies or guidelines being used by any citizens' patrol group. It's only for the purpose of assisting any group in developing their own policies and procedures.

Ultimately the police agency or detachment sponsoring any volunteer group is responsible for setting the policy and procedures for that group.

It is suggested that local trainers augment this basic training manual to relate to their local program and continue to share experiences and initiatives so that the manual can be updated regularly. Please forward any suggestions to the BC Citizens Patrol

Network's Advisory Committee through the BC Crime Prevention Association's via email to info@bccpa.org

The Association will also endeavour to provide additional training in specialized areas of interest to citizens' patrol volunteers and we urge you to take advantage of local courses offered in your community. We wish you good luck in your important community service.

Please note that throughout the manual the program is referred to as Citizens Patrol, whereas in some communities the same program may be called Citizens on Patrol, Crime Watch, Citizens Crime Watch, Citizens Crime Watch Patrol, Vandal Watch, Community Volunteer Patrol (Foot and/or Bike Patrol), etc. There is no standardized title - each program name is recognised.

"The community are the police and the police are the community. The only difference being, the police are paid to give full time attention to something which is the responsibility of every citizen." (Modern version)
Sir Robert Peel

As a Citizens Patrol volunteer you are expected to act in a professional manner, as well as consider your own personal safety, at all times.

You are responsible for reporting activities or situations of a criminal or suspicious nature to the police. Your primary duty is to act as additional "eyes and ears" for your police department.

Citizens Patrol volunteers have no special authority to contravene any section of the Criminal Code, Motor Vehicle Act or similar Regulations. **You are not to intervene directly in any situations that you may encounter while on patrol, unless authorized by the police.**

We are confident that utilizing this manual as a part of your program's initial training will help serve to make you an effective and competent Patroller. We will be reintroducing an open book exam following the introduction of this revised manual. It is suggested that all members take part in this open book exam at a regular group meeting. Answers will be available to the training team at that time.

The BC Citizens Patrol Network website link at www.bccpa.org is recognized as an effective tool for volunteers, police and support staff to access information.

PART 1 – ORIENTATION AND OVERVIEW

This section deals with how the program and you as a volunteer will be required to conduct the business of the program. It provides basic guidelines, security, confidentiality, safety and the do's and don'ts of how to patrol and the expectations of you in a professional setting.

A. Volunteer Rights and Promises

1) What We Promise You as a Volunteer

- To be treated as a co-worker
- To have a meaningful and suitable assignment with consideration for personal preference, education, and skills
- To sound guidance and direction
- To appropriate orientation and to initial and ongoing training where necessary
- To a written and supervised position description
- To be provided with the philosophy, values, and principles underpinning the organization
- To a work place (where required to complete assigned tasks)
- To be heard
- To have input in goal setting and planning
- To have respect shown for honest comments and opinions
- To regular evaluations regarding work progress
- To day to day appreciation for efforts made
- To recognition and acknowledgement for his/her contributions
- To have an opportunity for greater responsibilities
- To a safe and secure work environment

2) What You as a Volunteer Promise Us

- To be sincere when offering service to the organization
- To fulfill his or her commitment
- To be loyal to the organization
- To maintain the dignity and integrity of the organization
- To seek out, be amenable to, and request clarification about assignments
- To carry out duties and complete obligations promptly and reliably
- To be willing to take part in ongoing orientation or training programs provided by the organization
- To take part in meetings and committees as necessary
- To accept direction and/or decisions from the Volunteer Program Coordinator
- To maintain a professional working relationship with others
- To stay within the bounds of the volunteer position and assignment description and program and organization policy
- To maintain confidentiality
- To understand the role and function of your municipal police or RCMP.

B. Citizens Patrol Guidelines

1. As a volunteer you should be aware of your program's dress code while on patrol and, unless otherwise authorized and approved by your local police, you should refrain from displaying any clothing or pins that obviously indicates your police affiliation.
2. Any change in personal status, such as a new address, phone number, marital or common status that would affect a security check. These must be reported to your program coordinator.
3. Typically if a volunteer doesn't go out on patrol for 3 consecutive months, or neglects to notify the coordinator or chairperson of a cancellation of a patrol commitment, they will no longer hold a valid membership.
4. Confidentiality may be required with respect to base radio location, radio channels, identity of patrol volunteers and activities while on patrols. This is for the protection and security of all volunteers, equipment and the program represented.
5. You should be supportive of the police and policing programs at all times. If there is a concern/problem let your coordinator know.
6. Due to the close environment of a vehicle, volunteers should show consideration by refraining from smoking and excessive use of cologne/perfume.
7. In order to protect the information in your manual, it will be necessary to sign an acknowledgement letter which states that you have accepted the manual and other equipment and that you understand the training manual and the requirements of the volunteer position.

C. Security Clearance

The standard for RCMP volunteers is – are they volunteers in a position to see/hear/overhear sensitive information. If they attend the detachment or Community Policing Office, if they are spending time with or around police radios, or if they are in any other position to overhear sensitive information, then an RRS (RCMP Reliability Status) would be required.

If the volunteers are not doing any of those things, then they need only be cleared to the basic level, the CRC (Criminal Record Check). The volunteer ID tags (as discussed below) require the volunteer to be cleared to the level required by their volunteer position.

To summarize, they must be an active RCMP volunteer cleared to the level required by their volunteer activities in order to possess one of these identification cards.

D. Citizens Patrol Identification

Volunteers are issued ID cards by their respective police force. These are to ensure that the volunteers are in line with the policies of their force as to security. As a volunteer, you will be governed by either a Municipal Police Service or the RCMP.

If you volunteer with a Municipal Police Service, you will be issued ID tags relative to the individual police jurisdiction and their guidelines.

If you volunteer with the RCMP, your ID card will be in line with National and Divisional policies. These policies apply to all active RCMP volunteers within COPs/CW Patrol groups and bears a photograph, program name, detachment name, unique ID number, and will be updated/reissued every 5 years. The card will be affixed to the official RCMP Volunteer lanyard (yellow in color). (Refer to National Policy OM 38.4 Volunteer Program and "E" Div OM 38.4 – Division Volunteer Program Policy).

It is important to remember that the ID card will not be issued until the volunteer has been officially cleared to the level required by their position. It is normal for the cards to be signed out and signed back in once the volunteer is no longer active – they remain the property of your respective police force.

Volunteers are required to wear their ID in a clearly visible place and at all times when in the detachment or conducting official duties as part of their program. Misuse of an ID card may result in the expulsion from their volunteer position.

E. Membership Termination

Termination of membership will be at the discretion of the program coordinator and/or police liaison officer. Patrol membership may be revoked if membership is not maintained, the volunteer is disruptive to the program, or is found to be involved in any criminal behaviour. Any member leaving the program is required to advise the coordinator and chairperson by letter and must return any material or equipment belonging to the program.

To help ensure that you as a volunteer and your police department's coordinator are treated in as fair a manner as possible, the following guidelines concerning resignation and dismissal from the program are recommended:

1. Resignation

If you make a decision to resign from your program, you may be required to provide your program coordinator with the following:

1. The effective date of your resignation.
2. The reasons leading to your decision to resign. This is particularly important in cases where the administration or operation of the program has contributed to that decision.
3. It would be appreciated if the reasons to resign were in writing.

2. Dismissal - Criteria for:

The program coordinator may terminate any volunteer in the Citizens Patrol program who:

1. Commits any criminal act.
2. Acts in any manner likely to discredit the Citizens Patrol program, the Municipal Police Department or RCMP Detachment.
3. Acts in contravention of any of the rules governing the conduct of volunteers of the Citizens Patrol program, including but not limited to, failing to maintain a minimum level of participation in the activities of the program and/or any contravention of the program's rules.
4. Fails to maintain the required security clearance.

3. Investigation prior to Dismissal

Upon receiving information concerning the inappropriate activities of any volunteer of the program, and where the allegation is of a nature serious enough to warrant dismissal from the program, the program coordinator and/or police liaison officer may be responsible for conducting such investigations as may be required to prove or disprove the allegation.

F. Program Security and Confidentiality

Personal safety relies on all members of the Citizens Patrol program being responsible for ensuring that the security of your program is not breached. To achieve this, volunteers will not discuss the following subjects with those persons not directly associated with the Patrol or a police department:

- The exact hours/days of operation
- The identity of volunteers including names, addresses, phone numbers, vehicles etc.
- The location of the base station
- Specific details of the Patrol's operation
- Police briefing information or other transitory information.

As part of the interview process, you as a RCMP volunteer will be asked to sign two forms; one named "Contract of Confidentiality" and the other "Membership Requirements". These forms when signed by both parties govern the conduct of each volunteer and what is required.

G. Limitations

Citizens Patrol is not a vigilante organization. It is a group of concerned citizens who volunteer their time to assist in the fight against crime in the community. Volunteers of the Patrol have no special powers or authority bestowed upon them. Volunteers should be aware of and abide by the limitations of their actions; therefore, volunteers:

1. Will at no time carry weapons or be armed in any way.
2. Will not harass or chase anyone.
3. Will not chase or follow police vehicles or emergency vehicles of any kind.
4. Will obey all laws.
5. Will not conduct any form of investigation such as checking doors or searching areas on foot unless authorized by police.
6. Will not stop and speak to any pedestrians or occupants of any vehicle, unless authorized by police or indicated by your program.
7. Will not violate any traffic regulations.
8. Will not consume alcohol on the day of patrol.
9. Will not perform or interfere with any function done by private security, unless authorized by local police or program.
10. Will not leave their vehicle to check any suspicious occurrence unless requested to do so by police.
11. Will not impersonate a police officer. Doing so is a criminal offense.
12. Will not arrest or take any police action unless a police officer requests your help and you feel safe taking on the task.

Volunteers within RCMP jurisdictions are prohibited from involvement in traffic control duties while some other organizations or municipalities may choose to allow it. The exception to RCMP policy is if a volunteer comes across an emergency situation; then actions can be taken to ensure protection of life and to prevent injury or death.

If an RCMP volunteer is also a member of another association and when operating under that associations policies, the volunteer may not wear any item of clothing or identification that includes any RCMP identifiers such as but not limited to the RCMP official crest, RCMP Horse and Rider, RCMP Volunteer visual identifier, or use the words 'RCMP', 'GRC', or 'Police'.

H. Safety

When making patrols:

Remember – your safety and the safety of others comes first – NEVER put yourself or others at risk.

The following are basic safety guidelines:

- You will always patrol in pairs.
- At no time will you pursue any vehicle that you think suspicious or driven by an impaired driver, should that vehicle start to speed or disobey any rules of the road.
- Remember you are not an emergency vehicle, and as such you must obey at all times the Motor Vehicle Act of British Columbia and the Criminal Code of Canada.
- If at any time on your patrol you drive by a group of youths causing any type of a disturbance, do not stop at that point, but continue on until you are in a safe area and take the proper action with regard to reporting the information.

*If you don't feel comfortable doing something,
DON'T DO IT!*

I. Equipment

Approved Equipment:

Only Patrol volunteers will use that equipment which is required for their safety and effectiveness and has been authorized for use by their coordinator.

Authorized Use:

Except where an emergency situation exists, citizens patrol volunteers will not permit the use of any equipment owned by or under the control of their program by unauthorized persons.

Care:

Everyone is required to exercise reasonable care in the handling of any equipment, materials and supplies that may be issued.

Loss, Damage, Malfunction:

Everyone is responsible for the immediate reporting of any loss of, damage to, or malfunction of any equipment, material or supplies.

Maintenance:

Everyone is responsible to ensure that all equipment is maintained in good operating order; although, *no one may undertake any repairs or maintenance of equipment without authorization from the program coordinator.*

J. Private Vehicles

Insurance Coverage

It is the responsibility of the *driver* of any vehicle used for patrol purposes to ensure that the vehicle is properly and sufficiently insured for such use. (No special type of insurance is required as long as it is insured, e.g. business, pleasure, or both.)

Maintenance of Vehicles

Volunteers are responsible for ensuring that any vehicles they may use in the performance of their duties as a citizens patrol volunteer are maintained in a safe condition and conform to all the provisions of the Motor Vehicle Act of British Columbia and any regulations made under that Act.

Road Service

While you are patrolling, you are covered by our Network as to vehicle operation. If you require assistance because your vehicle has stopped, has a flat tire etc., we have an open account with the British Columbia Automobile Association for your use. Your coordinator will have the procedure to follow upon request.

K. Training Program

It is suggested that new volunteers be required to attend initial patrol training utilizing applicable modules in this manual and its open book test, along with any additional training required by your program. There is no precedent for who carries out the initial in-class training. It may be that a police officer solely, a police officer and member of the Executive, or members of a committee of volunteers from the group will undertake this training.

It is important that a file be kept on each volunteer which would contain his/her record of each ride-along patrol until proficiency is reached. When comments are made on a volunteer, it is important that the volunteer acknowledge these comments in writing showing whether they agree or disagree with comments.

Suggested training program topics:

1. Orientation
2. Rules of the Patrol.
3. Your role with the police and in the community.
4. Proper department.
5. Observation techniques.
6. Note taking.
7. Proper radio and/or cellular phone procedures.
8. Mandate of the program.
9. Incident reporting procedures.
10. Proper report writing.
11. Safeguards.

At the completion of the in-class training, new volunteers should be scheduled with experienced Patrollers where they will receive practical on-the-job training in the use of radio or cellular phone, actual report writing, effective patrol methods, observation techniques and overall Patrol procedures (as defined by a group's policy and/or procedures).

Patrollers may be subject to an assessment by the program coordinator at any time but an evaluation after each patrol should be made so that any deficiencies may be noted and rectified on the next patrol.

L. Organization

Each Citizens Patrol program will organize its volunteers into specific positions to manage the responsibilities of the program. This will depend on the number of patrollers, the number of shifts covered and the type of program operating. It's important to have a formal structure with clearly identified leadership, to share responsibilities and to facilitate communication and decision-making.

For both the Driver and Observer, the following are vital to your success:

1. Cover the designated area or zone.
2. Report into the on-site Coordinator or Base Operator on a predetermined basis – usually 15 to 20 minutes.
3. Keep a clear concise log of your activities as they might form the basis for future prosecution.
4. Maintain your notebook or duty log on a continual, consistent basis.
5. Avoid following police and do not interfere with their operations but render assistance when requested by police.
6. Obey all traffic laws. You are responsible for your driving behaviour.
7. If for any reason you lose radio/telephone contact, follow procedures as set by the program.
8. Use your discretion on all calls; evaluate the situation, **stop and think**.
9. Make every effort to keep accurate notes and give as complete a description as possible of any suspicious activities.
10. Take appropriate care of the equipment you are issued, as it is very costly to replace. Report any malfunctions, damage, etc.
11. If asked questions while on duty, answer briefly and do not give out too much information. Depending on the situation, you do not want to be giving out any confidential information or anything that might impede an investigation.
12. If you come across a crime scene, do not disturb anything. Follow proper reporting procedures and maintain security of the scene until police arrive. It is the nature of people to be curious but if you allow your curiosity to take charge, you may succeed in contaminating a crime scene.
13. If you find a recent motor vehicle incident (MVI), report any injuries and damage and maintain security and protect the scene until police arrive. Where programs permit, you may be trained and equipped to render assistance to injured persons and emergency services personnel to the best of your ability.
14. Patrol should be scheduled and/or authorized.
15. Single patrols should not be permitted without the express authority of the program coordinator or the chairperson.

Remember that just because a police officer is asking you to perform a duty does not mean that you should do it. Not all police officers are familiar with the volunteer programs such as COPS/CW so they may not know your program roles and responsibilities.

When you do become involved with a police officer, note his/her name in your notebook in case of any follow-up. If the name is not readily available, note the vehicle license plate or detachment vehicle number.

PART 2 – TRAINING TOPICS

This section deals with how the program operates. It provides specific topics in detail on how to conduct yourself in general and certain situations, being effective when on patrol, communication, and the stolen auto recovery program (LOAC).

It also deals with more specific topics such as emergency situations, critical incident stress, and other kinds of patrols that may be relevant to certain communities.

We have also provided a comprehensive Appendix which contains topics of interest as they pertain to you and which are references throughout the manual.

A. BEING EFFECTIVE ON PATROL

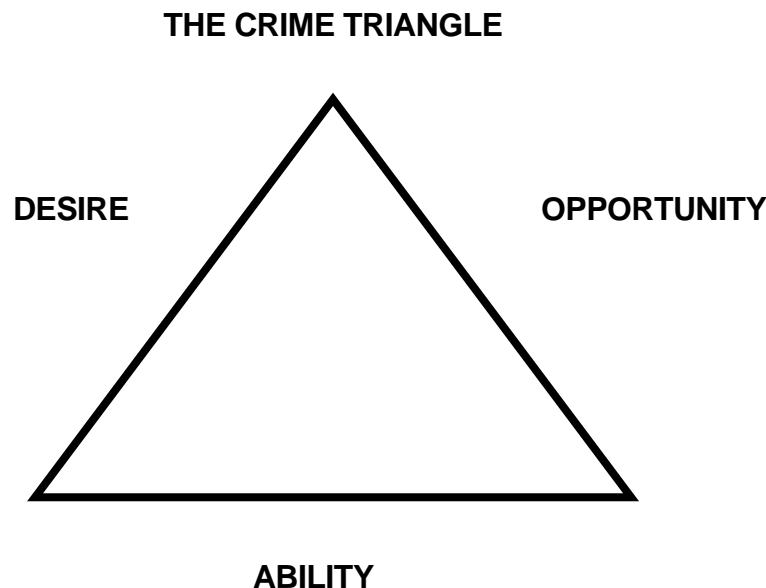
The one concept that constantly needs to be revisited is how to be effective when you patrol. Because there are many scenarios that will come before you, it is necessary to understand each one before you begin your patrol.

*It is important to remember that being effective on **Patrol** is not merely driving around. Although a guideline can be provided of what to watch for on **Patrol**, it is equally important to understand the components of crime. **It is** also necessary to reinforce that many crimes occur because opportunities are presented to the offender.*

1. The Crime Triangle

It is important to understand the Crime Triangle to know how crime happens. For a crime to occur, all three elements of the Crime Triangle must be present. The three parts of the Triangle are:

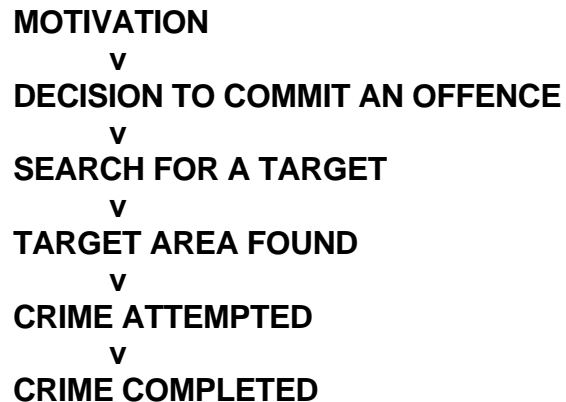
1. Desire - a conscious impulse toward an object or experience that promises enjoyment or satisfaction in its attainment.
2. Ability - competence or skill, a natural talent or acquired proficiency.
3. Opportunity - a favourable combining of circumstances.



Crime prevention emphasizes the analysis of a victim or object's susceptibility to criminal attack. This analysis is viewed from a criminal's perspective, no matter what the crime!

2. Anatomy of a Crime

The cognitive process involved before a crime is committed:



3 Observation Guidelines

Volunteers are reminded that their primary duty is to watch and listen for any suspicious, nuisance, or criminal activities and, where appropriate, report such activities to the police. In order to assist the volunteers in determining what activities may be considered suspicious or criminal in nature, the following guidelines have been developed:

1. Persons removing accessories, licence plates or gasoline from vehicles may be committing a theft.
2. Persons peering into parked vehicles may be planning to steal the vehicle or articles left inside.
3. Persons entering or leaving business premises after normal working hours may have committed a Break and Enter.
4. The sound of breaking glass, screams or other sounds may indicate that a crime is in progress.
5. Person(s) loitering after dark in parks and secluded areas or in business areas may be contemplating the commission of an offence.
6. Person(s) forcing entrance into buildings or other structures may be committing a Break and Enter.
7. Person(s) running, particularly if carrying valuable property, may have committed an offence.
8. Vehicles prowling an area after dark with the headlights out may be looking for a victim.
9. Any occupied vehicle parked in a business area after dark should be considered suspicious.
10. Person(s) loading vehicles with property after dark. *Remember* professional thieves often disguise their vehicles to look like legitimate service companies.

11. An apparently abandoned vehicle may have been stolen.
12. Open or broken doors and windows or gates to compounds or storage areas may indicate that a crime has occurred or is in progress.
13. Persons apparently being forced into vehicles against their will may indicate that abduction is in progress.
14. Person(s) leaving one vehicle and immediately entering another may be abandoning a stolen vehicle or one that has been used in a crime.
15. Smoke or flames coming from a building.
16. A vehicle being driven in an erratic manner may indicate an impaired driver.
17. Someone going door to door in a residential area. Especially suspicious if, after a few houses are visited, one or more of the subjects goes into a back or side yard. More suspicious if another remains in the front when this occurs.
18. Person(s) or vehicles waiting in front of a house or business, particularly if owners are absent or if the business is closed.
19. Accumulations of large or unusual property in private garages or storage areas.
20. Property in vehicles when it is property not normally found in vehicles such as TVs, stereos, tape decks etc.
21. Continuous repair operations at a non-business location could signal stolen property being stripped, repainted, etc.

4. What to look out for while on patrol

a. Vehicles (mobile)

- No lights (side streets/alleys)
- Excessive speed (side streets/alleys)
- Slow moving
- Expired plates - no decal
- Truck plates on cars or vice-versa
- No plates
- Plates wired on
- Plates over other plates
- Conflict between front and back plate numbers
- Very young drivers
- Impaired drivers
- Windows smashed out
- Clean car with dirty plates
- Dirty car with clean plates
- Vehicle does not suit driver

- Rental vans in rich areas
- Overloaded vans.

b. Vehicles (abandoned/stolen)

- Check parking lots
- Unlicensed / expired plates (streets / alleys)
- Dirty or dusty vehicles (licence)
- Damaged
- Windows open / broken
- Tires low or flat
- Improperly parked
- Excessive garbage or shrub growth under vehicle
- Engines left running.

c. Premises

- Look up
- Wires cut
- Windows smashed out
- Doors / windows insecure
- Trucks backed up to doors / windows
- Garbage bins or other large objects obstructing front entrance
- Ladders against premise
- External fire escapes
- Flashlights or other lights in premise
- Persons observed inside appear to be out of place
- People working late.

d. People

- Suspicious body language and movements
- Looking into vehicles / buildings
- Clothes out of place
- Bags, backpacks with what appear to be sharp corners inside
- Carrying suitcases or large boxes
- Going into underground parking lots
- Arms held funny concealing something
- Hiding in shadows
- Following vulnerable persons
- People observing your movements.

B. OBSERVING FROM A VEHICLE

1. How to pick a good spot to observe from

1. Go out during the day and check the “Target” area to be patrolled. Be aware of lighting.
2. Try to be discreet when doing this, go in a small group and, if possible, have a police officer go with you.
3. Confirm and check all roads and pathways that service the area. Of particular note should be dead end alleys and streets.
4. In the case of buildings, check all points of entrance and exit.
5. Look for a parking place in the immediate area that has an unobstructed view of the area to be observed.
6. If possible, get background information about criminal activity in the area (Property owners and their reliability, are tenants suspected of being involved in illegal activity, are the abnormal users of the area involved in gang or drug related activity, etc).
7. Is permission required to drive through / park in this area after dark?

You may have to set up more than one vehicle to gain an unobstructed view of the area to be observed. Each of the noted steps should be followed prior to patrolling a Hot Spot at night.

Prior to going on patrol, you should get to know the area you will be patrolling. Plan in advance.

2. How to move in and out of a Hot Spot

1. Be aware of what is happening in the Patrol area and its use by normal users (i.e. residential area, business area, industrial area - main times people are coming and going); thereby recognizing suspicious people.
2. If possible, make your arrival and departure fit in with the surrounding activities, thus you will not draw attention to your activity.
3. Try to enter and exit your area via an entrance that is not exposed to the area being observed. Ensure there are two ways in and out of the area. Don't allow your vehicle to become boxed in.
4. Act naturally. It's important to behave in a manner that is normal for the environment you are in. Think of yourself as just another person in the area going about your business.

3. How to set up the interior of a vehicle

1. Use the least amount of equipment to make it comfortable, the less you bring in the less attention you draw to your activities.
2. Ensure your mirrors are set up to make full use of your sightlines, thereby reducing the ability of someone approaching your vehicle unnoticed.
3. Tinted windows may obstruct your visibility.
4. Ensure anything reflective, such as high visibility vests or jackets, are covered or kept in your trunk. Dark clothing, plain ball cap and gloves are suggested.
5. When conducting observer duties, keep your movements to a minimum, this makes you harder to detect.
 - Keep movement in and out of the patrol area to a minimum.
6. Get set up, and then have someone look from outside to ascertain how well your vehicle blends into the area.
7. Remember to be discreet when in a Hot Spot, so as not to draw attention to your purpose in being there.
8. Basic equipment required: Cellular phone (Note: 911 calls may be made in some areas with old inactive phones) and/or two-way radios (extra batteries), notebook with contact numbers, small flashlight, binoculars, water and food.
 - If your radios and cellular phones can be “monitored”, work with recognized police 10-Codes to describe your activities when communicating on them (See 10-Codes Explanation).
9. Nice to have equipment: tape-recorder, spotlight, camera/assorted lens, video camera, and night vision.

Note: Recording devices are valuable in recording events without transcription errors.

Use of camera equipment can be very confrontational.
Ensure you have permission from police prior to its use.

4. Counter Observation

Counter Observation can be defined as: The act of attempting to detect if other persons are monitoring your group's activities.

There are numerous ways subject(s) will attempt to detect if they are being “watched”. Prior to committing a criminal act a subject may utilize some of the following methods:

1. Drive through an area numerous times to see if the police or security persons check them.

2. Walk through an area in a very suspicious manner to see if the police or security persons check them.
3. Break a window in a business or home and hide a short distance away in order to observe and time any security or police response.
4. Look in windows of surrounding buildings to ascertain if anyone is inside.
5. Look in windows of parked vehicles to ascertain if anyone is inside.
6. Cut wires to building alarms to ascertain if police will respond.
7. Appear to break into a building, but not gain entry on purpose to ascertain if police respond.
8. Strike parked vehicles to see if alarmed. If so, to see what the response is.

(Basically the list of methods is almost endless.)

The main point being if/when your citizen patrol group becomes involved with a specific file it is a very good idea to get to know the subject(s) of interest better than they know themselves.

5. Radio Communication

It is important that radio communication is kept to a minimum so that you can hear outside the vehicle any noise of concern or importance. If you have your own two-way radio system with a base dispatcher, ensure that you notify the operator that you are static at a location (never divulge over the air the address or street in close proximity where you are located – radio channels may be used by others or be open to others listening). The location(s) where you have decided to concentrate should be given a number or letter at your pre-patrol meeting and used in any communication where surveillance will be undertaken. Once you are in place at your location, turn all radios to the lowest volume so as not to alert any passers-by or suspects.

Because you may be spotted by the suspect and/or a vehicle operated by or on behalf of the suspect, it is recommended that you have two patrols work in tandem in this situation, using radios or “Cobra” type walkie talkies. This enables two distinct vehicles to drive the street minute apart without attracting suspicion to our task at hand.

C. NOTEBOOKS

Notebooks (Memoranda) are an official document and may be used as evidence in Court. Ensure your notebook is legible, up to date, concise, and contains only your observations. Crown, Defence Lawyers, Judge or the Jury may review them. It is essential that notebooks are kept up to date and maintained.

Your Notebook

Ensure your notebook is up to date and contains only information pertaining to your Citizens Patrol program. Try to be consistent by using the same pen (black non-erasable ink). Ensure your hand style is legible and consistent. If possible try to update your notebook every hour. Fill in every line of the page. If a mistake is made cross it out with one line and initial the change. **Do not cover-up or obliterate words, skip or remove pages** as this may be questioned later if used as evidence in court. Be specific when entering information. **Never** give or lend your notebook to other volunteers to use. The information, which you enter, is your observations. Notebooks must be kept for a minimum of 6 years, by law. If you happen to lose or fill your notebook please let your coordinator know as soon as possible.

1. WHY MUST I KEEP NOTES?

A well-kept and accurate notebook will:

- Act as an aid to the Witness
- Help to maintain a clear record of events
- Help to show chronological events
- Add to the credibility of the Witness in Court
- Increase the Witness's own recollection of the events.

2. WHAT SHOULD BE NOTED?

A Notebook should **always** include:

- The days and date involved in the shift
- The time your duty starts and finishes
- Road and weather conditions and note any changes
- Lighting
- Watch and Watch Commander name
- Who the shift is worked with (your partner and the other patrollers in each vehicle)

- What vehicle was used – make , model, plate
- The assignment, zone etc.
- Information which you may need to refer to while on duty
- All the times involved (24 hr. time clock)
- Clear outlines of observations (be specific)
- Actions taken during the Patrol and times
- Arrival and departure times of Police or any other key persons you had contact with – Officers name, vehicle ID, and file number.

3. SUSPECT DESCRIPTIONS

A good suspect description includes:

- Sex
- Race
- Age
- Height, weight and build
- Hair colour, length, style, etc.
- Eye colour
- Clothing description in as much detail as possible, **especially shoes**
- Anomalies: rings, tattoos, scars, facial hair, moles, big ears, limps, etc.

Recommendation: All police detachments have members who can or have taught volunteers on the proper Handbook procedures. Ask a police officer to attend one of your monthly meetings to talk on the subject and refresh all members on its use.

4. THE VOLUNTEER AS A WITNESS

As a witness, you have become a very important participant in the Criminal Justice System. Police and the Courts can only enforce the laws of our country if we, as citizens, consider it our basic duty to come forward and testify when called, so that the truth may be known and appropriate action taken. The following points need to be understood clearly.

To provide evidence, you may have been subpoenaed and this is where your notebook will be tested. Because it contains all the facts as you understand them, you will be able to make reference to it.

If you have been subpoenaed at the request of Crown Counsel who is conducting the case, he may interview you prior to testifying. If you have any questions about your testimony or any other matter concerning the case, you should contact the Crown Counsel Office. Keep Crown Counsel advised of your current address and phone number. If you have not already provided a statement of your observations to the investigating officer, it would be helpful if you would write a statement and send it to the police, taking care to indicate the name of the case and the trial date. Although you cannot read your testimony in Court, the statement may assist you in refreshing your memory as time passes. You should retain and bring to Court any notes that you made at the time of the occurrence, including such things as locations, descriptions of persons involved, licence plate numbers and dates. Dress neatly and conservatively - tidiness is key.

At the opening of the trial of your case, there will often be an "Order of Exclusion of Witnesses", requiring all witnesses to leave the courtroom so that they may not hear each other's testimony. After this order is made, you will then leave and wait outside the courtroom until your name is called. Once your name is called, come into the courtroom and go up into the witness box. As a Crown witness, you will first be questioned by Crown Counsel regarding your involvement in the matter. When he or she has concluded questioning, the Defence Counsel will question you about your testimony. The Judge will then excuse you, and, in most cases, you are free to leave or you may sit in the courtroom, if you wish. If you leave the court do not discuss your evidence with any witness yet to testify. Refer to the Judge as "Your Honour", and direct your answers towards him/her. Speak more loudly than you normally would. If you are late, please go to the trial courtroom and tell the Sheriff in that courtroom your name and the case you are a witness on.

The court is interested in what you have to say about the case before it; therefore, you need to be as clear as possible about your evidence. If you are not sure that something did happen, or if you do not feel qualified to answer a question, simply say so. On the other hand, if you are sure that something did happen, make that clear. If you do not understand a question, ask that the question be repeated, as it is very important you understand what is being asked.

Take your time. Be sure of the date, time of day and location of your involvement with the circumstances before the court. Prior to giving your testimony, carefully think about your involvement in the matter before the court. Review the order in which the events happened and try to remember particulars such as: the exact words stated in conversations, the number of people present, lighting, weather conditions, distances, speed, licence numbers, colours, etc.

Your testimony will often require you to relate the actions of another person. If the identity of that person is an issue in the trial, you will be asked to describe that person as he/she appeared at the time of the events you have related in your testimony. You will be questioned on that person's height, weight, hair colour and length, clothing and estimated length of time that you observed this person. You will then be asked to point out that person if he/she is in the courtroom. Indicate by pointing, and describe the clothing that person is wearing today.

As a general rule, you may not relate in court what someone else has told you.

Please inform Crown Counsel before court if there is any reason you do not want to state your address in court.

You may be eligible for some payment of expenses. As of October 1992, witness fees were no longer being provided; however, if you must travel in excess of 30 miles (or 50 km.) to attend court, your mileage will be reimbursed. In this case, you would contact Crown Counsel for the necessary forms and documentation.

Recommendation: At a COPs/CW conference or at your local training sessions, you should invite a police officer to conduct a session on this topic. It can be vital to a case to be presented by police to court.

D. COMMUNICATIONS

1. Communicating with Another Patrol Vehicle or Your Base Station

Whether you have a base station or not, clear and concise communication is important. You need to be able to establish protocol when using any of the variety of radios. For example, when talking, you call the person or base you are calling first, then your call sign. They will respond with a “go ahead...your call sign”. Be very clear as to what you are intending to say. With many radios, hold the mike down for 2 seconds before you talk so that the transmitter and the radio can connect. Letting the mike go too early is a root cause of having to repeat some messages.

Not all COPs/CW groups have their own radio system. Some may use cell phones to talk to each other with a team leader in one of the patrol vehicles. Others may have their own radio system and dispatcher who coordinates all patrol vehicles. The dispatcher is in charge of the shift and all communication is directed to that person. In all cases, requests for police involvement must go through the dispatcher who has contact with the radio room at the detachment. The only time that it is expedient to bypass the dispatcher initially is a 911 call. In this case, it is prudent to call 911 on your cell giving all details then call your dispatcher and tell him/her of the same information and its current state. This might happen when your patrol is first on the scene, prior to fire, police, or ambulance personnel.

Discussion as to the best type of radios to use on patrol can be found at the end of this section.

2. Communicating with Police Dispatch

The main goal is to enhance communication between your patrol's Base Operator and/or Team Leader and the Complaint Taker, or when required between you and a 911 Operator.

In order to do this; first of all be assured that the complaint taker or dispatcher does not take your information lightly. Every bit of information that is received in a communications centre is recorded, logged and written down.

It is easier if you know what questions the complaint taker is going to ask you when you call the radio room. You can be prepared.

3. Be Prepared

Generally, a radio room is divided into separate functions, two of them being the complaint taker and the dispatcher. The dispatcher is used primarily for that role so it will most likely be the complaint taker that will take your call. Each of these persons has been fully trained and knows the specific questions to ask to help the police officer on the road. Remember the operator is the lifeline to the member on the road so each question has a purpose.

Again, generally, the complaint taker will answer all of the non-emergency and emergency 911 calls. The complaint is then electronically sent or handed to the dispatcher to dispatch. Because it is now almost a third person complaint, the complaint has to be worded so that the dispatcher will understand without having to ask any questions. Can you imagine the havoc if the dispatcher had to ask the complaint taker about every complaint on a very busy night?

4. The 5 W'S

The most important information we need from you when you call in a complaint is the answer to the 5 W's:

WHO, WHAT, WHERE, WHEN AND WEAPONS

An example of the complaint in one sentence is:

“FIVE MALES ARE FIGHTING BEHIND THE CITY HALL RIGHT NOW WITH BATS.”

The questions that a complaint taker would ask you after this would be very limited.

If the 5 W's are not initially answered the complaint taker will take control of the conversation, ask the appropriate questions so that the complaint is taken in some sort of a sequential order. Having the operator take control saves time. Also keep in mind that 911 emergency calls take priority so don't be offended if you are put on hold once or a few times. When a call is coming in the operator has no idea what type of call it is, so it has to be answered and then prioritized.

Another example of a common call is a possible impaired. In this case the complaint taker needs to know:

- The location and direction of travel
- Time lapse if it's not happening now
- Plate number and vehicle description
- How many occupants in the vehicle
- Why you believe that the driver is impaired.

Note: Medical issues could cause a person to appear impaired.

Another important aspect is how to give vehicle and persons descriptions. These are extremely valuable to the police officer on the road. If it is a possible impaired or a B&E suspect vehicle, the vehicle description becomes very important. When giving a vehicle description first we need the plate. The operator will ask for a further description because the plate and vehicle description may not always match on the computer. You will need to know the colour, make/model, body type, and other distinguishing features such as primer spots and how many occupants are in the vehicle.

When giving the description of a person, always work from head to toe. What race is the person? How tall is he/she? Build of person, thin/fat? Colour of hair and length/style? What is the person wearing and the colours of these items: cap, shirt and/or jacket, pants, shorts, and footwear? Also, is the person carrying anything?

The clothing description becomes important to the police officer on the road because, for an example, you have called in a complaint of mischief to vehicle and the suspect has left, running down the street, the description should be relayed to the member in case the suspect is noted on the way to the scene.

5. Dispatch Prioritizing

Before a complaint is dispatched it has been prioritized. Initially the complaint taker has prioritized the complaint but the dispatcher has the final say. For example, very urgent, or **Priority 1 calls**, complaints would include armed robbery/hold ups, hostage or barricaded persons or extremely serious crimes that have just occurred. Urgent **Priority calls 2** become bomb threats, domestic/family calls or a B & E in progress. **Priority 3 calls** are stolen property calls, B & E not in progress, thefts, runaway juveniles, etc. Some of our complaints need no further action so they become **Priority 4 calls**. These are stolen wallets and information for the member's briefings at shift change.

Most complaints are dispatched over the radio but with all of the new technology, computers in the police cars and cell phones, dispatching becomes very diversified. If you happen to be listening on a scanner or have a police radio, don't be discouraged that your complaint wasn't dispatched; it probably was, using another method.

Some points to remember when you call the radio room:

- Stay calm
- Remember the 5 W's (WHO, WHAT, WHERE, WHEN & WEAPONS)
- If the complaint changes in any form (escalates or the suspect leaves) ensure that you let the radio room know immediately
- Always write down your information during or right after the incident. This includes the officer's name who attended and a file number.
- Remember:
 - The phonetic alphabet, 10- Codes, 24-hour clock
 - Compass points: North, South, East & West

Recommendation: Have your program coordinator request a tour of a police radio room. Tours have also been a practice of recent COPS/CW conferences and have been proven to be a benefit in understanding a complex system.

6. Communication Equipment

A Citizens Patrol program's communication system is the most important equipment Patrollers will ever use. Understanding the limitations and advantages of different types is very important to the success and safety of a Patrol.

Patrollers require a dependable communication system to communicate with others on Patrol and to their Base Operator or police dispatch.

There has been a lot of discussion on which is the most efficient form of basic radio communication systems for use by a Patrol. There are many factors that fall into play to be able to answer this.

VHF Radios

The most efficient system used is a VHF (very high frequency) radio system that operates in the FM (frequency modulation) mode. The VHF spectrum is the choice because of its ability to cover an area of a few miles from one mobile to another mobile, and of course, further from a base to mobile, depending on the height of the base antenna. Height is very important but a car antenna can only be practical at a height of around two meters, so at least 30 watts of transmit power should be considered to compensate for the lower antenna height of a mobile. FM is the mode of choice because the audio quality is much better than that of AM or SSB modes that are used in CB Radios.

CB Radios

CB radio uses a much lower frequency than the VHF spectrum called HF or high frequency. One advantage of using a CB for Citizens Patrol patrols is the lower cost of radios and licenses; however, the drawbacks far outweigh the cost. CB sets are prone to local and distant interference, due to local users on the channels and atmospheric conditions that can render the radios completely unusable in high "skip" conditions. There are channels available for licensing above the regular CB 40 channels that may reduce local man made interference, however, "skip" conditions can still cause problems and results can be very unpredictable and unfavourable.

UHF

Using frequencies above the VHF band (called UHF or Ultra high frequency) can be favourable if your citizens' patrol is in a very small and dense area. UHF doesn't travel as far through the air or as well as VHF. UHF does have better building penetration than VHF does. Best in urban areas, UHF frequencies may be more readily available for assignment than VHF due to high commercial use of the lower frequencies.

Licensing

Both VHF and UHF frequencies and the frequencies above CB require licenses from Industry Canada, which regulates licensing for radio communication. The other consideration on the VHF/UHF assignments is the fact that commercial services usually dominate most of the VHF/UHF spectrum and unless your patrol area is very rural, you may be required to “share” a frequency with another service. If this happens, make sure the service you are sharing with operates only during the daytime so as not to interfere with your night-time operation. A sub-audible tone may be required to “squench out” the other service but is not recommended due to the nature of our business.

Cell Phones

The question of cell phones has been brought up many times. The positive side of cell phones is that they can be acquired easily and everyone knows how to use them. The drawback is that the Patrol’s Base Operator or police dispatcher knows what’s going on but Patrollers will have trouble interacting with each other during a situation. There should never be more than 15 minutes without contact with a Patrol volunteer, which is really not practical with cell phones unless your patrol is a very small group. Cell phones can be a good supplement to the radio communication in your car.

Observation Radios

The general public may purchase UHF portable radios for personal use. These radios can be used for camping, hiking, etc., however the range is very limited (typically no more than two kilometres), as they are only available as portable hand-helds and have very low power limitations.

These radios have been used by Patrols, and work well for community events where everyone is reasonably close together and there is a need to stay off the main radio channel.

There are many more advanced add-ons to a basic communication system such as supplying a dial up phone service, paging options etc. available to enhance the Patrol’s safety and capabilities.

Summary

Where vehicles have both police radios and their own radio system operating at the same time, listening to and distinguishing the conversations can be a learning process. It only comes easier through patrolling. At the same time, you will need to limit your conversations in the vehicle in order to pay full attention to the radios as noted. Vehicle radios should be turned off while on patrol.

E. THE STOLEN AUTO RECOVERY PROGRAM (SAR)

1. History

For many years the Vancouver Police Citizens Crime Watch Program (VPD CCW) made use of a "hot sheet" produced by the VPD Vehicle Crime Section. The hot sheet was produced weekly and consisted of a list of licence plate numbers of cars and trucks that had been stolen in Vancouver. The hot sheet consisted of approximately ten pages of paper listing licence plate numbers.

In December 1993, the VPD CCW started developing an "electronic hot sheet" (EHS). Instead of having a list of licence plate numbers on paper, the volunteers had the ability to search for a listed stolen vehicle using laptops and Casios. A licence plate could be checked in seconds by tapping a couple of computer keys.

The VPD CCW, ICBC and RCMP CPIC OPS worked together and developed a provincial wide EHS. The EHS now consists of a list of electronically stored licence plates of all stolen vehicles and licence plates for British Columbia. The program is being used by over sixty citizen patrols throughout B.C. The SAR Program has also been adapted by the OPP and is being used all across Ontario.

CPIC and ICBC are the controlling body of this program. Although Citizens Patrol organizations may purchase and maintain their own SAR computer equipment, typically ICBC loans this equipment to the police department responsible for the program. ICBC may reclaim this property at any time.

2. Current Policy

The program starts with BCCPA who receive stolen vehicle information daily. The BCCPA computer sorts the raw information and allows crime watch groups access every day to download this data. Access to the BCCPA computer is by the internet by those authorized in writing for such access, usually two members of the COPs/CW group and a police officer.

Once the information is downloaded, it can be further downloaded to PDA's such as Palm Pilots, laptops, and notebook computers. The public can also check suspicious vehicles directly at the CPIC (Canada Police Information Center) website (<http://www.cpic-cipc.ca/English/index.cfm>).

3. Legal Issues

The data base list of stolen autos is derived from CPIC and therefore all groups must follow policy when using the stolen auto list. Only authorized persons can use the list. Each group must be authorized by a police officer responsible for the program. The electronic hot sheet list must remain secure from unauthorized use. Information on Casios must be stored on the secret side and laptops must be locked up when not in use.

4. Hits

If you check a licence plate number and it appears on the handheld or laptop, you have a HIT. If this is a stolen vehicle, stolen plate or a false HIT, confirm on CPIC.

You will need to contact your Base Operator and provide him/her with accurate details of the check. He/she will need to know the location, licence plate number & description of the vehicle in question. Another important item to broadcast is whether or not the vehicle being queried is occupied or not. Be sure to make thorough notes. Once the Base Operator has the necessary information they can contact the police for a confirmation of a stolen vehicle. If safe to do so, maintain visual observation of the vehicle until the police arrive.

5. Making Use of Special Attentions

You can also use Palm handhelds to list special attentions - a list of licence plates or locations that are of interest to the citizens' patrol and the police. You can create an electronic file that holds records of interest and stay on file until deleted by the coordinator. Instructions to create a similar file can be forwarded to your coordinator.

a. Where to Look for Stolen Autos

- Near public transportation or busy highways or streets
- Shopping malls
- Where vehicles are being stolen and/or recovered
- Local hangout areas or homes
- In areas shown to be hot spots from statistical information or pin maps.

b. Methods of Entry

- Coat hanger or plastic strip slipped down window or door post
- Punching into the door, usually next to the lock, under the door handle, with a thin knife or screwdriver.

c. Imports

- No frame around door windows
- Window is pried outward by grabbing glass with fingers and pulling the window out far enough to reach door handle or lock
- If window is pulled to gain entry you will see fingerprints usually on the front top portion of window or the door will be pulled out of shape along the top of the frame.

6. Other. If the SAR program is downloaded earlier in the day, there is a possibility that any local stolen plates may not appear at the time of your patrol. It is best, if you have access to the watch clerk at your detachment, to obtain a copy of the police listing for distribution to your patrol vehicles.

F. ASSISTING EMERGENCY SERVICES PERSONNEL

Good Samaritan Act (BC) [RSBC 1996] Chapter 172

1. Liability

a. A person who renders emergency medical services or aid to an ill, injured or unconscious person, at the immediate scene of an accident or emergency that has caused the illness, injury or unconsciousness, is not liable for damages for injury to or death of that person caused by the person's act or omission in rendering the medical services or aid unless that person is grossly negligent. **No liability for emergency aid unless gross negligence.**

The exceptions are:

- b. Section 1 does not apply if the person rendering the medical services or aid
- (a) is employed expressly for that purpose, or
 - (b) does so with a view to gain.
- c. The *Health Care (Consent) and Care Facility (Admission) Act* does not affect anything in this Act.

The following is only a basic outline for manning a barrier to traffic in the event of a road closure. Citizens Patrol groups must receive permission and more intensive instruction from police.

Permission from emergency services on scene is required for a road closure, unless otherwise authorized in writing by police.

It's only intended to give you limited knowledge of what to do and how to do it should you come upon a motor vehicle incident, structure fire, or other situation requiring a road closure, and is also applicable to manning barricades at community events such as parades. However, in non-emergency situations, remember that the police will not request or direct RCMP/non-RCMP Volunteers to engage in Traffic Control.

2. Being Prepared

Equipment necessary to safely perform this duty includes:

- A good flashlight with orange or red cone
- A reflective safety jacket/vest
- A good whistle (FOX 40 is recommended)
- Safety cuffs with reflective material
- Two reflective orange traffic cones (Barrier).

Weather conditions: If possible you should have suitable footwear and light coloured clothing for rain and/or cold weather. Clothing of this type must be topped off with a reflective jacket/vest. A hat and gloves, preferably white, are valuable for added protection from the elements. Your vest must fit properly over any extra clothing.

3. At The Scene

What to do should you come upon an MVI (Motor Vehicle Incident)? First, you must protect yourself. Position your vehicle in a safe area away from the scene, the exception being first-on-the-scene and requiring your vehicle to be used as a barrier to traffic allowing for a Scene Assessment. If there are no emergency vehicles on scene, report any injuries and damage to your base operator.

For cases of a serious nature, you need to ask: Could it be the scene of a crime? Is there a power line down? Can you smell fuel? Take time to do this thoroughly using common sense. Do this from a safe distance leaving plenty of space for emergency services vehicles to get between your vehicle and the victims. Call the exact location of the incident to your base operator or call 911. Put on your safety vest and if at night or poor visibility take your flashlight and proceed to protect the scene using your reflective traffic cones as a barrier. Make an assessment of any injuries and either call in with the information or ask someone to do it for you and report back to you. If you are radio equipped ask for clear radio time and keep the dispatcher advised. Keep traffic away from the scene until police attend and relieve you.

For cases where it is simply a vehicle collision and no injuries, police may not attend the scene if there are no injuries and alcohol is not a factor. This is a local policy so check with your police to know how they deal with this. If traffic is badly snarled, police may attend but this is a local issue. If police do not attend, drivers should exchange particulars and report in person to the police to file an incident report and receive a file number for insurance purposes. In some cases, drivers will be instructed to contact ICBC Dial-A-Claim for other procedures.

If you suspect or know alcohol was involved or there are injuries, make sure that your base operator has thorough details to pass on to police, ambulance etc. Do not try and detain the impaired driver, simply observe and record. When the police officer arrives, identify yourself and advise him/her of your observations and notes.

In larger communities, Citizens Patrol volunteers may not be required to administer first aid. This is primarily due to fire departments being reasonable close and being first responders to most calls. With permission, traffic may be diverted away from the scene by Patrollers to protect victims from the possibility of further injury. Again, local policy applies.

If permitted and you feel comfortable doing so, you may detour traffic around the scene. It should be noted however that your observations of the impaired driver are more valuable than dealing with traffic snarls. When detouring traffic use the equipment provided, wear your safety vest, and be very aware of your own personal safety. Be very cautious with use and placement of flares.

Each situation will be different. Location of the incident involved could be on a country road or at a major intersection with either traffic lights or stop sign controls. NEVER INDICATE TO A DRIVER THAT HE/SHE MAY IGNORE TRAFFIC LIGHTS, A STOP SIGN, OR ANY OTHER RULES OF THE ROAD. Again it is best to be as fully prepared and equipped with a reflective jacket or vest, flashlight with red cone, a good whistle and proper clothing for the weather.

Volunteers must have a barrier between themselves and detouring vehicles. In any situation requiring a road closure the most important things to be doing are: Stand in a safe position behind the barrier, NEVER TURN YOUR BACK TO ONCOMING TRAFFIC, be constantly alert to the possibility of an oncoming vehicle's driver not seeing you and/or ignoring the roadblock and racing into the scene. Always ESTABLISH EYE CONTACT with the driver approaching you. Make sure he/she is looking at you and slowing down to detour away from the roadblock. This is very important for your own safety as well as the driver so that further incidents do not occur. Use your whistle to aid you in getting the driver's attention. If someone else is assisting you be certain you both understand each other to avoid any snarls and holdups. These procedures also apply for other situations such as a structure fire or road washout, and community events such as parades (See Module 11: Citizens Foot Patrol / Community Events).

Remember:

- Your personal safety is always the first concern. Use common sense.
- Safety equipment, proper clothing, a reflective high visibility jacket or vest, a flashlight with wand and a whistle are essential items to carry.
- There must be a barrier between you and the detouring vehicles.
- Make eye contact and NEVER turn your back on traffic.
- Three loud blasts of your whistle alerts emergency services personnel that you are in trouble. It can also act as a 'heads-up' when a vehicle speeds into the scene.

4. Flares

These can be of great help at an incident whether it is daylight or dark. They are, however, a *very dangerous item* in the hands of the untrained. Serious injuries have been sustained by the improper use of flares. It is recommended that you contact your local police traffic personnel and get instruction in the proper handling and placement of flares. **Not all flares are the same.** Care must be used in the lighting, placement and clean up of burnt out flares. Before igniting flares; ensure the traffic line-up is checked for fuel tankers and other dangerous cargo carriers - strategically place flares until these types of cargos have passed through the incident scene or have been rerouted. They can burn clothing, cause severe burns to the person handling them and cause serious fire potential if not deployed properly.

G. DRUGS & ALCOHOL / GROW OPS

The drug problem present in our society more than qualifies police to take an active role in this issue; however, it is not the sole responsibility of police. The drug problem not only is a problem because of the dangers of drugs themselves but also because of the related crime associated with drug use and abuse. The costs of substance abuse and its related problems are costs carried by the whole of Canadian Society and therefore there should be a joint effort to keep our communities safe and provide a clean healthy environment for our youth to grow and learn.

Substance abuse has been a problem within our society for many years. It shows its face in areas of business, school, at home and in our everyday lives. Attitudes are changing in Canada as people become more and more conscious of their health and environment. Marijuana production (cultivation) and exportation continues to increase within this province and now offers profits so large that it has attracted large networked criminal organizations.

Over time, the types of drugs used have grown. The most common are listed below.

1. Drug Categories

A drug is described as any substance that, when taken into the human organism, modifies psychological and physiological reactions.

a) Cannabis

Affects, alters and damages brain cells controlling thinking, emotion, pleasure, coordination, mood and memory.

b) Alcohol

Causes central nervous system depression or decreased function.

c) Heroin

Extremely powerful analgesic (Temporary euphoria, intense pleasure and well-being).

d) Cocaine and Ecstasy

Central nervous system stimulants.

e) LSD, Magic Mushrooms (psilocybin) and Mescaline

The alteration of perception is the common action of these drugs. There is a progression from slight modifications of perception to overt hallucinations.

f) Inhalants

Breathable chemical that produces mind altering vapours.

g) PCP/Ketamine

Depressant, stimulant and hallucinogen. Strong anaesthetic, user is insensitive to pain.

h) Anabolic Steroid

Synthetic derivatives of the male hormone “testosterone” that have similar effects to the natural steroid produced in the body. Affects body mass!

2. Drug User Profile

There exist many symptoms of a substance abuser. Some of the common symptoms that you should be able to detect are the following:

- Staggering or stumbling
- Smelling of alcohol or marijuana (distinctive skunk smell)
- Vomiting
- Glassy bloodshot eyes, dilated pupils.
- Frequently wears sunglasses when unnecessary
- Impaired coordination
- Slurred speech
- Physical injuries i.e.; cuts and bruises.

3. Observing and Reporting Suspicious Activities

- Identify the problem
- Document the specifics - date, time, location, circumstances, and observations.
> Circumstances dictate the offence (charge) not the quantity!
- Call the police if a police issue
- Never ingest any suspected drug even if you think you know what it is
- Where possible take precaution not to touch the actual drug
- Always have your notebook and pen handy.

Note: Patrollers are encouraged to learn more about observing and reporting suspicious activity involving alcohol and drug use from their local police (This is especially important for Bike and Foot Patrol volunteers).

4. Recognizing Marijuana Grow Ops

With the lack of relatively strict penalties for drug offences in Canada and the production of world famous, cheap and potent marijuana grown right here in British Columbia, individuals and groups are enticed into the cultivation and exportation of the crop, especially to US markets. Sophisticated networks of organized crime groups now largely control indoor marijuana cultivation once involving only individual growers. Signs to look for to indicate suspicious activity include:

1. Blacked out windows.
2. Odour of marijuana - rotting cabbage or skunk smell.
3. Bright lights - high intensity discharge, 1000 watt lamps are normally used for indoor grows.
4. Discarded equipment i.e.; growing equipment.
5. Electrical humming -some of the electrical components in an indoor operation creates humming sounds, which can sometimes be heard from the neighbour's property.
6. Beware of Dog Signs or Guard Dogs - sometimes used to deter trespassers to protect against theft or detection.
7. Rental Accommodations - almost all grow operations utilize rental property to avoid damage to their own property. Additional vents and additions to the property.
8. Condensation - humidity inside a grow operation is approximately 60% with temperatures ranging between 80 to 95 degrees Fahrenheit.

Any suspicious activity is to be reported to police. **Never** try to enter a grow operation house or property; there are many dangers that can be associated with this activity as there is a high monetary value associated with these operations. While you should be aware that licensed marijuana grow operations do exist within our communities where users are licensed to use the product, you should report what you see to the police.

ALWAYS PUT SAFETY FIRST!!

H. POLICE DOG SERVICES (PDS)

There will be occasions when you are involved in a situation that requires the attendance of the police dog. **Only a police officer can summons the dog**, so once the dog unit has been summoned, patrollers must have a clear understanding of their duties when assisting their local police dog units. When the dog team is summoned, detailed observations and scene security can greatly assist the dog team. The following outline introduces the capabilities of the Police Dog and advises patrollers of what can be done to assist prior to and during the team's attendance.

1. Dog Section

All police departments have a dog section or have access to a dog section. The skills learned by dogs vary and most departments are willing to make a presentation to Citizens Patrol programs as to what they can do.

2. Abilities

a. Tracking

- a) Follow human scent of a suspect from the scene of the crime.
- b) Search for drugs in bushes, snow etc.
- c) Assist at crime scenes such as a B&E in progress, suspect running, etc.

b. Searching

- a) Search large and small areas for evidence and/or property.
- b) Search for narcotics, several dogs are explosive search trained.
- c) Search for lost/missing people.

c. Apprehension

- a) Trained to apprehend fleeing suspects.

d. Patrol

- a) The Police Dog team is a support unit for all Patrol duties, attending as a back up unit to patrol officers if not required as a dog unit or other duties.

e. At the Scene

Should you come upon the scene of an incident where a dog handler can be utilized, there are several things that you can observe that will assist the police service dog team when they arrive. These will be the questions most commonly asked by the dog handler upon his attendance.

3. Things to observe

- a) What is the actual offense?
- b) What is the physical description of the suspect(s)?
- c) What is the direction of travel, where was he/she last seen?
- d) How much time has elapsed since suspect(s) was last seen?

4. Things to do

- a) Protect the offense scene and where suspect was last seen, do not walk around the area. Shut off the car as exhaust can affect the area requiring PDS tracking.
- b) Keep people from contaminating the area.
- c) Do not attempt to follow suspects on foot or look for them once they are no longer in sight.
- d) Park at intersections, listen and observe.

5. Things not to do

- a) Do not follow suspects on foot unless you can see them.
- b) Do not tell the handler anything you are not 100% confident of.
- c) Do not embellish the offense or actions of the suspect(s) as the handler must know exactly his power of arrest prior to pursuing them with a dog.
- d) Do not attempt to approach or pet the dog at the scene.
- e) Keep pets and other animals out of the area.

6. Other Facts to Know:

The police dog team relies heavily on the information supplied them once on scene. Elapsed time is very important for two reasons. First, the faster the handler can get to the scene, the better opportunity for success. Second, knowing the age of the scene or track the suspects have left behind will tell the handler how effectively his dog will be working and reacting to the job at hand.

You must always remember that the Police Dog is considered a serious “use of force” when deployed and therefore must be completely justified when doing so.

Recommendation: When possible, have Police Dog Services visit your group for first hand instruction.

I. CRITICAL INCIDENT STRESS

1. Definition. Critical Incident Stress is defined as any situation faced by a person that causes them to experience unusually strong emotional reactions, which have the potential to interfere with their ability to function either at the scene or at a later date

2. What is a critical incident? It can be anything that causes a powerful emotional reaction. Some examples are:

- Serious injury, suicide, or death of a co-worker, on or off duty
- Threatening behaviour and/or physical violence directed at you or towards others
- Serious trauma or violence to children
- Life threatening events, floods, fires, etc.
- Distressing sights and sounds
- First person on the scene of an accident
- Events that attract intense media coverage.

Critical incident stress is a normal reaction to an abnormal event. Each event will affect a person differently depending on their perception of the event and their personal situation in life at the time of the incident. Not all events will affect us the same way each time. Experiencing a critical incident is a part of life, however, the stress can sometimes overwhelm our ability to be a citizens' patrol volunteer, and we're not even aware of it.

A critical incident for me, may not be critical for you

Following a particularly stressful or critical incident, there are a number of reactions a person can have. Some possible reactions are:

- Disturbed sleep pattern, nightmares, recurring images
- Nausea, bowel problems
- Increased irritability, anger, anxiety
- Sudden mood swings, lack of concentration
- Increased use of alcohol, drugs
- Decrease in work performance, increase in work absenteeism
- Chest pain, dry mouth.

Factors that affect the severity of the reactions to a critical incident are varied and will depend on the individual's life situation. Other factors are the nature of the event,

the sights and sounds, physical/psychological proximity and the availability of support at the scene.

3. After a critical incident

Know your own needs. Take a look at your stress level and pace your life. Expect the incident to bother you and allow yourself time to get through the initial shock and numbness. Something you can do right away:

- Eat well, avoid deep fried food, excessive sweets and caffeine
- Get some exercise, take a long walk
- Find a quiet place to rest, reduce unnecessary stimulation (i.e. avoid violent movies)
- Avoid alcohol and drugs
- Avoid making major decisions
- Practice relaxation exercises
- Talk to someone you trust.

The signs and symptoms of a stress reaction may last a few days, a few weeks or a few months and occasionally longer depending on the severity of the critical incident. With understanding and the support of friends and loved ones the stress reactions usually pass more quickly. Occasionally, the traumatic event is so painful that professional assistance from a counsellor may be necessary. This does not imply craziness or weakness. It simply indicates that the particular event was just too powerful for the person to manage. You should contact a worker with Victim Services from within your police detachment. They may recommend that you take part in any de-briefing sessions held for others who were part of the same incident.

4. Family and Friends

Some citizens' patrol suggestions for family and friends:

- Listen carefully, offer your assistance and a listening ear if they have not asked for help
- Spend time with the traumatized person
- Reassure them that they are okay
- Help them with everyday tasks like cleaning, cooking, caring for other family members
- Give them some private time
- Don't take their anger or other feelings personally
- Don't tell them that they are "lucky it wasn't worse" or "don't worry about it" or "I know how you feel".

5. Prevention steps

We are vulnerable and can't always control an incident, but we aren't helpless. Being prepared will help to decrease the severity of a situation should you find yourself confronted by the unexpected. Educate yourself and your colleagues about critical incident stress. Keep a list of people and programs that can help out to include Victim Services as noted above.

J. WHAT WOULD YOU DO IF...

1. You see a police officer struggling with someone...

- Do not get out of your car. Observe for a few moments. If you feel the police officer is in need of assistance, advise your Base Operator who will call 911.
- Be sure to provide as much detail as possible; exact location, member's name and car number (plate or other identifying number) involved, how many persons involved or on-scene, etc.
- Notes will be of great value. Be sure to make complete careful notes. Observe and record all persons, vehicles, and actions taken by all parties, including the police.

2. A police officer asks you for assistance...

- Be very clear on what the police officer is asking
- Try and determine the time length involved and keep in mind again, your safety
- Clear all requests with your Base Operator prior to committing to any action
- Ensure the police officer knows your limitations and do not hesitate to ask questions
- Make good notes of the request and action taken
- Keep in mind the citizens' patrol mandate – **“to be the eyes and ears”**
- If you don't feel comfortable with doing something, let them know.

3. People surround your car & threaten you...

If at any time you find yourself in this position, your safety again, is the priority:

- Stay in your vehicle, lock all doors and keep your windows closed
- Do **not** participate in any threats, gestures or verbal exchanges
- Advise your Base Operator, police dispatch or 911 operator of all details
- Do **not** move your vehicle if there is a possibility of injuring or running someone over
- Make good mental notes and prepare good written notes at your earliest convenience.

Common sense should prevail so that these types of situations are not encountered.

4. A tow truck is needed...

At no time will a patroller or the Base Operator call a tow truck unless it is for his/her personal use. The police will not call on behalf of a third party - they may get stuck with the bill.

Depending on the local detachment policy, at times, and **only upon request of a police officer**, patrollers may be requested to assist the police in waiting for the arrival of a tow truck. When such a request is made, attend to the scene and take directions from the officer.

Tow trucks are called regularly by police and at times continuity is a concern. Rather than tie up an officer on the roadside, Citizens' Patrol volunteers can assist. The job of the patrollers is to simply sit in their vehicle and observe the vehicle to be towed.

Patrollers will never enter the vehicle in question. The vehicle may be an exhibit or needed for an investigation and if someone enters it unauthorized, the evidence is deemed tampered with. Also, there is a security factor. You don't want to put yourselves in a position where you can be accused of stealing something from the vehicle. You should be aware that once you accept this request and take the keys from a police officer, you are joined to any future court case and could be called as a witness. If the police officer gives you the keys for the vehicle, ensure you record that fact and make sure the keys are turned over to the tow truck driver. Retain nothing from either the officer or the tow truck driver.

Always make good notes - include the officer's name, vehicle description, circumstances, name of tow truck company, and police file number. **Times** can be of major importance here as well.

5. There is an armed robbery...

If an armed robbery is reported, Citizens' Patrol volunteers are to take no action whatsoever unless requested by police. Remember, **SAFETY** is to be your main concern.

If you happen to see a possible suspect or possible suspect vehicle, report it to your Base Operator. **DO NOT** follow or attempt to apprehend the suspect.

Stay away from the scene; do not congest the area. It is important to avoid any possible contamination of the scene or the neighbouring area, as the police dog service is regularly called to such complaints.

6. An alarm is sounded...

Both residential and business alarms consume a great deal of police time. Citizens' Patrol volunteers can assist to some extent in this regard.

Many times an alarm is activated; police attend and find the premise secure – this would suggest a false alarm. A property representative (or PR) is called in, but their arrival can take time.

In incidences such as these, you may be asked to stay at a safe distance observing the scene of the alarm so that the police can go on to other calls. Once it is established that the premises are secure, and you are in attendance, you may advise the property owner of the police findings. If upon closer examination by the PR there is some problem, you should advise your Base Operator to call the police and have them re-attend.

The co-operation of the attending officer is a must. If he/she feels your assistance is not required, the patrol will carry on routinely.

7. You find a young child out at night...

Use common sense. Consider the age of the child, the location, and consider the possibility he/she may be involved in the criminal element. Do not expose yourself to any danger, but in some cases, you also have to consider the safety of the child. Advise your base operator to phone police. Prior to police attending, follow the child as long as possible, giving your base operator precise and timely locations and any actions taken by you, the child, or anyone else. Take note of (plates) any vehicles stopping or talking to the child. Take directions from the police officer involved when they attend.

8. You encounter an injured animal...

When injured animals are encountered, your Base Operator should notify police with all available details.

Patrollers will not attempt treatment or transport of an animal to any sort of care facility. The police will dispatch the appropriate departments.

Patrollers will not attempt to move any carcass from the roadway or ditch.

If the animal is deceased, dispatch should still report the location etc. to the police. The police will make arrangements for disposal.

If the animal is on the roadway and a traffic hazard, ensure the police are aware of this and if the situation dictates, you may have to direct traffic around the carcass. **Use discretion here.** There is no need to direct traffic around a small animal such as a racoon or a cat.

If the animal is deceased and the carcass is off the travel portion of the roadway, there is no need for the patrollers to stay on scene.

If a vehicle was involved in a collision with an animal, follow the guidelines in regard to motor vehicle incidents.

9. You spot a wild animal...

If you spot wild animals within the city limits (not rabbits, racoons or deer) have your Base Operator report to the police what type of animal it is, its location and general direction of travel. If you encounter larger animals such as cows and horses where

serious damage to life could occur or an vehicle accident take place if not contained, an immediate call to base or 911 if the location is a highway etc, should be made. Police dispatch then can call the professionals in that field.

If the animal poses a threat to an individual or another animal such as a dog, also advise the police office of this. A police officer may attend but more than likely an individual involved in that field will be called.

In most cases, you will not be required to remain on scene. Continue with your patrol unless advised to the contrary.

10. There is a complaint...

a. Against citizens patrol volunteers

If you have a complaint or a concern with regards to any citizens' patrol volunteer, follow the guidelines set out by your group. It's recommended that you put your complaint in writing and submit it to your coordinator.

If you find yourself assigned to work with a partner who ignores the policies of this program, or does anything that makes you feel uncomfortable, it is up to you to bring forth the concern/problem. If you do not take the time to do this, you are not allowing for the opportunity to correct the concern/problem.

b. Against police officers

If you have a complaint or a concern with regards to any police officer, you are to contact your coordinator. The coordinator will instruct the volunteer on the appropriate actions to take when making the complaint.

No third party complaints will be acted upon. The individual with the concern may be asked to contact the coordinator or police supervisor directly.

If warranted, the Officer in Charge may address the concern but he/she is not to be contacted directly by citizens patrol volunteers.

11. You come across a person down...

During the course of your Patrol, you may come across someone who is down. Advise your base operator of your location. Then use **common sense**. Is there blood? Remember protection of crime scenes. Is he/she drunk? What can you smell? What do you see? Is it evident an ambulance is required?

Then advise the base operator of all your observations and request police presence. Take a look at the surrounding area - are weapons evident? Is there a vehicle of some sort involved? Is anyone else there to help or that is helping the person? Take good notes.

12. You detect alcohol consumption in public...

When alcohol consumption is apparent, several things should be considered before calling the police. How busy is the shift? Are the police already aware? How large is the gathering? Are other offences involved - littering, fighting, disturbing the peace, etc? Advise your base operator with as much information as you can.

If the police are attending, remain in the area to provide information. If the police are not going to attend - use common sense. Is it necessary for you to monitor or should the Patrol continue? Consider your personal safety and purpose.

13. You see a fight...

If you see a fight in progress, remember **YOUR PERSONAL SAFETY** is the main concern. **Do not get out of your vehicle.**

Call the information into your Base Operator with as much detail as possible. Pay close attention as to whether or not weapons are involved or indicated.

If there is the ability to observe without putting you in danger, do so and keep good notes. If you cannot safely observe, report what you can and leave the scene.

Remember, vehicles in the immediate area may be useful to document, as a suspect or party involved may leave the scene.

14. You encounter a traffic hazard...

After coming across a traffic hazard, the first thing you must do is **consider your safety.**

View the hazard - is it of immediate danger to you?

- Identify what type of hazard it is
- Is it possibly a crime scene?
- Is it a danger to motorists or pedestrians?
- Is the hazard the property of someone?

If the hazard is of immediate danger to you, proceed to a safe location and advise the base operator of all details involved. If police are attending, remain within the area, as the police may need to speak to you directly. Your personal safety is most important.

Identify the hazard - pothole, debris, property, wires down etc.

Consider that it may be a crime scene. If so, advise the base operator and stay on site for police arrival. Make very good observations and notes including who comes and goes, the weather, etc.

Is the situation a danger to motorists or pedestrians? In cases such as debris on the road, the City or Dept. of Highways can be called 24 hours a day. Advise your Base Operator. If the potential for a major accident is evident, it may be necessary to stay on scene until the appropriate crew arrives. Use common sense here and be sure to advise your Base Operator of your actions. You may be requested to detour traffic in such incidents. This may only be done with police permission, providing actions are in accordance with policy and approved training. (See Section F: Assisting Emergency Services Personnel).

If the hazard is property, consider it may be evidence of some sort and is not to be tampered with until a determination can be made. Advise your Base Operator so direction can be sought from police. **Please always remember that your safety is the most important issue!**

15. You encounter an erratic driver...

It is quite possible that in the course of your patrol, you will encounter an impaired driver. If an arrest is made and a charge is laid as a result of your observations and actions, you may be required for court.

It is extremely important you make good observations and excellent notes as to names, times, street names, path of travel, number of occupants, gender of driver, description, license number, etc. After reporting these details to the base operator, patrollers should follow the impaired driver, making observations and advising police of the vehicle location. This should only be considered as long as it is done within the guidelines of the **Motor Vehicle Act**, and more importantly with consideration for your safety. In some cases, it may be expeditious to use 911 and relay information directly to the police dispatch as a more direct routing of information, keeping your base operator informed as well.

If for whatever reason, you do not feel it is appropriate to follow the vehicle, you should provide details to your Base Operator to have same relayed to a police officer.

16. You observe activities related to prostitution...

At this time, citizens' patrol volunteers will **not** be involved in any sort of observations or enforcement of prostitution; although, a suspected child/teen prostitute should be called in. The police are normally aware of prostitutes' locations and activity and act when appropriate.

17. You come across an insecure premise...

You may come across a residence or business that appears insecure, i.e. a window is broken or a door pried open. **Never** enter the premise. Try and determine from your viewpoint whether or not entry has been gained, and call for assistance.

Whether or not entry is gained, consider the fact the perpetrator may still be around. Is he/she in the building? Perhaps he/she is hiding nearby and watching to see if an

alarm has been tripped or any noises detected. Keep the point of entry under observation until police arrive.

Circumstances and observations should be recorded in your notebook.

18. You find property...

If you find property while on patrol, here are some questions you should ask yourself before taking any action. What is the value of the property? Is it possibly stolen? Is it possibly an exhibit? Was it maybe used in the commission of a crime? Is it a traffic hazard? Is it strictly debris?

Take good notes and use common sense. Do not compromise your safety or expose yourself to any criminal element.

If you are advised by police to take control of the article, transport it to the closest police office. Be sure and obtain a file number and the investigating officer's name.

It is imperative your notes be thorough - you do not want to be responsible for any damage or accused of anything inappropriate.

19. You witness a hit and run...

If you witness a hit and run, provide as many details as possible, and the Base Operator should report it immediately. Do a scene assessment before checking for injuries and alcohol or drug use, and take notes.

20. You have a flat tire or vehicle breakdown...

If you have a flat tire or vehicle breakdown, you need to call your base operator as soon as possible to let him/her know your location and what you are doing. You have several options. You may choose to change the tire yourself or you can call a tow truck.

Citizens on Patrol/Crime Watch groups have an open account at BCAA. You need to get the account number from your base operator and phone the BCAA operator. There is no charge for them to come to you and fix the problem if possible. Alternatively, they will tow you to the nearest garage. If you choose to have it towed elsewhere, it may be at your expense. Check first.

Remember, police will not assist you unless there are extenuating circumstances.

21. You are involved in a patrol vehicle incident...

If you are involved in a motor vehicle incident, be sure to advise your Base Operator of the location and whether or not injuries are involved. Police may not be required to attend these scenes unless there are injuries or alcohol is involved. If you suspect alcohol on the part of the other individual, make good observations and take notes. It's important for all drivers to exchange information. This should include: name, address, phone number, date of birth, driver's licence number, make, model of vehicle and vehicle license number.

A report may be required. This will entail calling ICBC Dial A Claim with details. The next step is to contact your insurance company and proceed from there as directed.

If the incident is a hit and run, obtain what particulars you can: plate number, colour and make of car, number of occupants, etc. Report the incident immediately to the dispatcher for police attendance. Do **not** leave the scene and do **not** tamper with your car or any debris - remember this is all evidence. The police will attend and complete the MVI report on-scene.

If injuries occur *in any type of incident*, advise police of the number of injured people and seriousness of the injuries. If you are injured, it is important that you say so.

22. you come across persons in a domestic dispute...

Police are often called upon to assist with domestic disputes. Patrollers never become involved in these investigations. Upon witnessing or being told of a domestic dispute, volunteers should call 9-1-1 while observing and/or listening from a safe distance and not allow anyone to approach their vehicle. Upon arrival of police, volunteers should clear from that location.

K. CITIZENS FOOT PATROLS/COMMUNITY EVENTS

Some jurisdictions have Citizens Foot Patrol programs or utilize other Citizens Patrol program volunteers to act as a deterrent to crime at community events and parades. These Foot Patrols may fall under the jurisdiction of the COPs/CCW program or be linked to the Community Policing Offices. Although most of the previous training modules apply primarily to vehicle patrols, these volunteers are subject to different / similar challenges. This section identifies areas that specifically address foot patrol volunteer training.

1. Requirements

In addition to the requirements for volunteers in vehicles, it is necessary that the foot patroller volunteers be physically fit to be able to participate in the program and must be able to operate a cellular phone and/or two-way radio.

It is desirable to have volunteers who represent the ethnic heritage of the communities in which they serve.

2. Volunteer Responsibilities

Citizens Foot Patrol volunteers are typically identified with the police organization they serve and therefore may be considered a representative of the police; therefore, it is important that these volunteers act and look professional at all times.

Usually, volunteers are asked to report activities of a criminal or suspicious nature to the police by way of a two-way radio to the Base Operator and/or cell phone to police dispatch or 911 operator.

It must be emphasized that foot patrol volunteers have **no special authority** to contravene any section of the Criminal Code, Motor Vehicle Act or Regulations, and are not to intervene directly in any situation they may encounter while on foot patrol, unless authorized by a police officer.

Volunteer foot patrollers must not reveal names, phone numbers of cell phones, or other information considered confidential.

3. Assignment

Foot Patrol volunteers are always assigned in pairs. If a partner does not show up, and no replacement is found, the Patrol is cancelled.

Volunteers are normally assigned a specific catchment area at the beginning of a shift. Where possible, volunteers are advised of any concerns noted in the area prior to setting out.

Volunteers may not include a non-member in their patrol unless authorized by the police supervisor of the program. At no time is a non-member allowed to accompany only one program volunteer, there must be minimum of two Foot Patrol teams (4 volunteers) on Patrol at any time.

Shifts are normally two to four hours.

4. Identification

For Foot Patrols, volunteers will wear their police authorized ID tags with them at all times while on duty.

Citizens Foot Patrol programs should require their volunteers be highly visible, especially when patrolling parking lots. Not only does this act as a deterrent, police can easily identify the patrollers. Patrollers should be required to wear clearly marked "Volunteer" T-shirts and although it's not recommended to be on patrol at dusk / night in unlit areas, a bright reflective "Volunteer" jacket/vest should be required at night.

5. Use of a Cellular Phone

Cellular phones, if provided by the group, are for the use of the volunteers only. Calls made on the cellular phones must be for the purpose of carrying out volunteer duties. No personal calls may be made from these phones.

Volunteers are normally asked to sign out a phone at the start of their shift and return it at the end. Any problems with the phones should be reported to the supervisor.

For those volunteer groups using police scanners or other radios for listening or communicating, they should be operated at low volume, out of sight and with earphones if required. Remember, the object of the Patrol is to blend in, not to be identified or considered undercover police.

6. Tips when on Foot Patrol

1. When volunteers start their shift, they should indicate in their notebooks the time, date, weather, who is on patrol and what they are wearing.
2. Also, they should take note of all the cell phone numbers of the other volunteers going on patrol at the same time.
3. Volunteers should have proper clothing for inclement weather.
4. Volunteers should check their flashlight to ensure that it is working and conceal it until needed; advise them to use it sparingly.

5. **Volunteers should always know where they are when on patrol.** If they are in a laneway, they should know which two avenues or streets they are between and what block they are in. In a parking lot, they should know the area or the number of the parking lot they are in.
6. Volunteers should try to patrol as much of their catchment area(s) as they can during their shift.
7. If they see someone who is suspicious and that person sees them several times walking by, they will know that the volunteers are following them. They should try to find an observation point and watch them from a safe distance.
8. Volunteers should establish code words and signals with the other patrol volunteers.
9. In parking lots, volunteers must use extreme caution when walking around vehicles and not assume that the driver sees them.
10. Volunteers may also be considered as “Ambassadors” and should be up to date on the area they are patrolling to be able to answer questions, provide directions and identify local services.
11. Rules and regulations are very important because volunteers are not in cars and they must stay together for safety. Teams should be close by and able to see each other.

7. When to Consider Calling for Help

(Base station, security or the police)

If a volunteer sees something suspicious, they should observe for a while. They should THINK - does this really require the attention of the security / police?

When they see something that warrants the attention of the police, they are to make sure they know where they are when they call their Base Operator, police dispatch or 911. They should identify themselves immediately to police dispatch or 911 operator. They must know the target's location and direction of travel; they can describe what they have in view. The police may be heading in their direction while they are broadcasting.

They wait for police arrival and keep updating base or 911 with any new information. They should stay as close to the scene as safely possible and maintain contact with their Base Operator, police dispatch or 911 until they are requested to clear by the attending police officer.

They should always be aware there are locations where cell phones will not work, such as underground lots. All calls to 911 are recorded; therefore, volunteers should

be calm and professional when giving information. They must take direction as it is received.

A good training exercise is to role-play 911 calls.

9. How to Keep Control

There are five key factors that will assist you in remaining safe in a potentially confrontational situation.

a) Physical Stance

Physical Stance requires appearing thoughtful and relaxed while maintaining an unassuming martial arts stance. Maintain two arms lengths distance from the client at all times Stay balanced by being slightly sideways with one foot ahead of the other with feet shoulder width apart. Protect legs and knees by keeping them slightly bent. Protect the upper body and head by keeping a hand on an elbow with a forefinger on the chin. Do not at any time allow a client to get within two arms lengths distance. Tell the client it's unacceptable if he/she persists in getting to close. Volunteers should always maneuver with each other to maintain their Exit Strategy.

Poor body language such as crossed arms, clenched fists and scowls will only serve to aggravate a client. It's important to maintain eye contact, nod your understanding and smile appropriately.

b) Exit Strategy

An experienced lead volunteer deals directly with the client while the second volunteer is three arms lengths away at a 45 degree angle from the partner. The second volunteer should have a two-way radio, cellular phone or speaker mike in hand and be aware of what's happening behind the team ensuring the Exit Strategy is clear. (A third volunteer would take detailed notes)

Volunteers should always ensure the ways behind and beside them are kept clear so they may escape a potentially dangerous individual or group immediately (Never get boxed into an area). This may require a proper Physical Stance and maneuvering to keep the clients in front of them and avoid being caught without a safe Exit Strategy.

Note: Personal safety is of utmost importance. When in imminent danger its okay to get on the radio or cellular phone and pretend a police officer is nearby and only seconds away while executing the Exit Strategy.

c) LEAP

Take the time to **LISTEN** to what the client has to say. Be concerned about what's being said by being polite and **EMPATHIZING** with the client. **ASK** any pertinent

questions. Ensure you've understood their answers by repeating in your own words or **PARAPHRASING** the client's answers and how they fit into what's been stated.

d) PIG

PROFESSIONALISM, INTELLIGENCE and GUTS. Good things to remember when dealing with irate citizens is that it should serve to keep the volunteer from arguing with a person in an inappropriate manner. It's important to remember that many people have negative experiences and are misinformed and need educating. A supervisor should take over for delicate matters.

Exit Strategy, Physical Stance, LEAP and PIG scenarios should be practiced regularly.

e) Public Relations (PR)

Wearing clothing items which identify themselves as volunteers makes them ambassadors for their community. Interaction with the public is a duty enjoyed by most volunteers. They are typically proud of being identified as extra eyes and ears for police and appreciate positive feedback while serving their communities.

Being friendly, informative and polite and not arguing with someone is what volunteer ambassadors do, especially when encountering an irate citizen. Utilizing LEAP to diffuse the situation and PIG to stay calm are effective tools to effectively deal with frustrated citizens; however, angry ones must be dealt with by a supervisor.

It's important to put things into perspective when a volunteer gets upset by the actions of an irate person. The volunteer should be immediately reminded of the terrific work done to reduce crime and the fear of it in their community; thereby, making it a safer place to live, work and play.

10. Observation Repositioning

Usually volunteers come across random situations requiring no action on their part; however, they shouldn't become complacent. Being reminded regularly that being cautious at all times is required for personal safety is of utmost importance. Observation Repositioning requires at least two pairs of volunteers working as a team to keep an eye on inappropriate behaviour from a distance without drawing attention. If seen and approached volunteers should utilize their Exit Strategy while advising the supervisor and the other team.

When the decision has been made to observe a situation from a safe distance, volunteers should relay the 5 W's to their supervisor and a direction of travel when people are on the move. Wait for the supervisor's acknowledgement before proceeding further. Remember it's imperative that everyone on the team is aware of

actions taken as they occur. Subsequent instincts will guide the volunteers as to whether a situation requires further action or to disengage.

A volunteer team must keep their distance. One taking notes of the descriptions of the people being observed and the other on the radio. When done properly, observation repositioning won't allow for an offender to feel threatened. Upon being seen volunteers should immediately disengage allowing the other team to take over from a safe distance.

DO NOT follow or chase offenders if they start moving (May be grounds for dismissal from the program). Observation Repositioning is a combination of common sense and safety procedures. When a situation warrants attention watch until you let the other teams know the offenders are out of sight while repositioning to have a clear view of them again. This is where effective Observation Repositioning teamwork is utilized by volunteers doing their best to keep eyes on the subject at all times; thereby, increasing the chance of gathering incriminating evidence of criminal activity.

Upon witnessing any suspicious/illegal activity or nuisance behaviour, relay to the supervisor the information gathered. The supervisor must know when a team asks for backup. This helps to ensure that, when required, effective communications with police are maintained.

Police require the 5 W's including information about the size of a group and individual descriptions of those who may be charged with committing a crime based on a volunteer's observations. Only facts as seen or heard by the volunteer not opinions should be in notebooks (See Module 3: Notebooks)

What to lookout for:

- Unattended children
- Groups congregating in inconspicuous areas
- People throwing things at other individuals, buildings and vehicles
- Unattended vehicles with engine running
- People running with possibly stolen property
- Loud, emotionally charged conversations
- Aggressive panhandling
- Graffiti vandals.

L. VOLUNTEER BIKE PATROLS

Many jurisdictions have instituted a Bike Patrol program using volunteers. While most of the training modules that have been outlined apply to Bike Patrols also, there are some specific training areas that apply specifically to a Bike Patrol program.

1. Requirements

The issue of fitness is important to recruiting volunteers for a Bike Patrol program, and may require a signed doctor's report. Usually there is a road test supervised by a police officer with the assistance of a senior bike patrol volunteer where available. The volunteer is subject to a road test to evaluate their riding and physical fitness level. The road test includes basic traffic situations.

2. Training

In addition to citizen' patrol training, bike patrol volunteers may be required to take a course in proper cycling techniques and traffic safety. Some Police Departments / Detachments have developed curriculum for these training opportunities. There are also community bike safety courses and volunteers may be required to reach the CanBike 1 or 2 standards. (<http://www.gonecycling.com/canbike/index.html>)

3. Uniforms

Many Bike Patrol programs issue a clearly identified "Volunteer" T-shirt, golf shirt or jacket and/or reflective vest to their volunteers to be worn on patrol. Also for inclement weather many programs provide volunteers with rain gear. Although it's not recommended to be on Patrol at dusk/night in unlit areas, volunteers should wear the cycling jackets/vests with the reflective material. Clothing that belongs to the program is usually checked out at the beginning of a shift and returned at the end of the shift.

4. Equipment

Bike Patrol programs often provide their volunteers with bicycles. Programs engage in fund raising to buy equipment and gear. Many bicycle shops have been very generous.

If the volunteers ride at dusk and/or at night, their bicycle must be equipped with a white light to the front and one red light to the rear of the bicycle.

Volunteers should be responsible for the immediate reporting of any loss, or malfunctioning or damage to equipment. No unauthorized repairs or maintenance should be done.

5. Patrols

Volunteers are always assigned in pairs. If a partner does not show up, and no replacement is found, the patrol is cancelled.

6. Communication

Cellular phones and/or two-way radios may be the primary means of communication.

7. Hints

- a) If volunteers are followed, they are to remain calm and make their way back to a safe area.
- b) Volunteers are advised to ride slowly whenever possible. It's difficult to see persons hiding in the dark when traveling too quickly.
- c) Volunteers should prearrange with their partners who will do what.
- d) Volunteers should not put themselves in areas where they could be blocked in.
- e) Rules and regulations are very important because volunteers are not in cars. They must stay together for safety.

M. CPTED

1. Definition. CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

CPTED Refers to a group of strategies intended to reduce the fear of crime and opportunities to commit crimes. Crimes such as break and entry, assault and vehicle theft are reduced through the use of CPTED.

2. Terms of Security Measures included in CPTED and refer to 'Defensible space'.

- a) formal observation: The use of video cameras to enhance safety.
- b) access control: Includes controlling access by the use of key control, key pads, etc.
- c) target hardening: The use of locks and alarms etc. to help heighten the security of a premise.
- d) natural observation: Occurs when the public can easily view what is happening around them during the course of everyday activities.

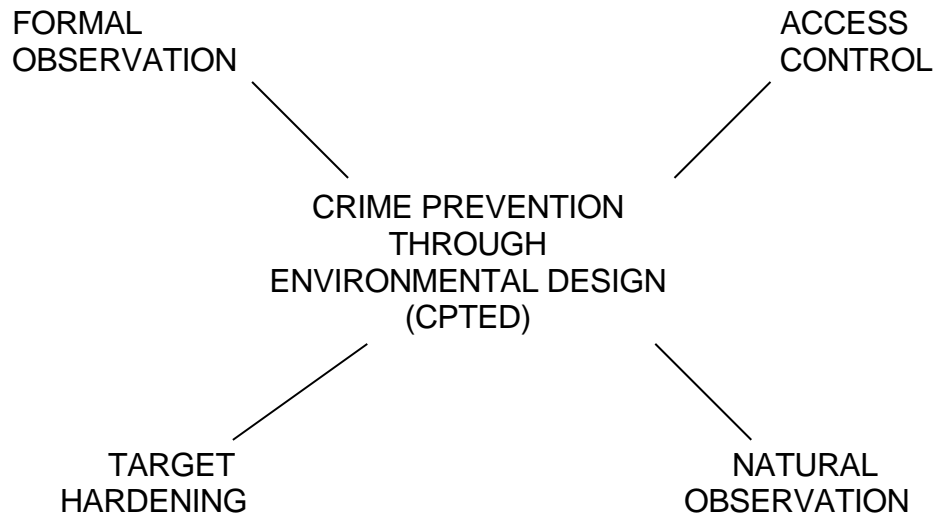
This program deals with various components that make up crime opportunities within our environment. It is important for volunteers to learn how to read these environmental signs that clearly outline the past or present conditions of a location that could be of concern to the community. This may be evident in additional lighting being added to a building. To a patroller, this should indicate a past problem; otherwise, why was the lighting added?

Target hardening is a term used when businesses and homeowners have had to improve their security. Window bars, stronger locks, alarms, etc., should send a clear message to Patrollers that there is or has been concern over break-ins.

Natural observation is a Patroller's best tool; however, on many occasions, obstacles such as dumpsters, bushes, old vehicles, etc. block our vision. Ensure you are seeing around these obstacles and that they are not concealing a crime in progress. Areas with formal observation such as video cameras indicate another area in which crime can occur. With these CPTED concepts Patrollers will be able to apply the guideline list in a more effective way that will reduce the opportunity for a criminal offence to happen.

These four components work together to create a safer space as in the following diagram.

DEFENSIBLE SPACE



3. Usage.

Many RCMP and municipal police departments have a volunteer program sometimes called “SST” which stands for Survey Security Team. These trained volunteers assist owners of property in assessing their immediate needs prior to construction of a building or after an incident has taken place. Many municipalities in British Columbia have a requirement as a bylaw that any new building must meet the current CPTED code. This is done in consultation with design professionals, urban planners, crime prevention officials, security professionals, and others.

Recommendation. At the present time, only members who have attained the Level I Basic CPTED certificate can volunteer with the SST. There are courses held on an irregular basis in the province by a private security firm who can also provide the Level II Advanced CPTED course. It can provide you with an additional outlet for your volunteer time.

N. HELPFUL HINTS

The following are helpful hints to ensure that your patrol is completed in a safe and productive manner.

- Use the 24-hour clock when recording any times.
- Before you leave the parking lot, do a radio check.
- Always make regular radio checks while on Patrol.
- Patrol as many of the streets in your zone as possible.
- If you see anything suspicious, pull over and **observe from a safe distance**.
- If you see someone who is suspicious and you drive by him or her three or four times, they will know you are following them. Try to find a spot to park and watch with your lights off.
- If you have requested that the police attend your location, **WAIT** for their arrival. Keep updating your Base Operator, police dispatcher or 911 operator with new information. **STAY** on scene until you are instructed to clear. Remember your safety though is paramount.
- Remember to shut off your engine so that your exhaust does not destroy a scent track for the police dog.
- Leave your vehicle's radio off - avoid chatter and **listen** to your Base Operator. If you are not paying close attention to what the other volunteers are doing... you are **not** helping.
- The passenger is the co-pilot. It is his/her job to watch the street signs and **always** know exactly where you are while the driver concentrates on the driving. Get in the habit of testing each other so you stay on your toes.
- Be quick with your updates, whether it is a change in the situation or location of the target.
- If you see something suspicious, observe for a while, **think**, does this really require the attention of the police? Slouch down; remember your silhouette from the streetlights.
- Remember, if an arrest is made based on your observations, you will have to positively identify the individual who is charged when the case goes to court. You may be the only one who saw the criminal act. If you cannot identify the accused, there is no case.
- We are interested in intoxicated **drivers**, **not** pedestrians, unless there is a safety concern.
- Be careful where you park when on your break (10-61). If you can't see your car, put the equipment in the trunk before you arrive at the meeting place.
- Speeders - don't chase them - the area is full of them.

- If you have abandoned vehicles to report, give your Base Operator an exact location and description of the vehicle. Remember some vehicles are of interest to the police, some to the Bylaw officers and others of no interest whatsoever. Check with your Base Operator.

REMEMBER - ALWAYS CONSIDER YOUR PERSONAL SAFETY FIRST!

O. 10 Codes

It is imperative that when using any form of communication, you be able to use the following codes to ensure uniformity with each other. It will also assist you to better understand what you hear on a police scanner or radio.

10-4	Affirmative (okay)	Acknowledges receipt of a message and indicates it will be dealt with as required and/or requested
10-6	Busy	Self-explanatory
10-7	Out of service	The car should indicate location and reason for radio log. I.e. "Car 101, 10-35 <i>give location</i> follow-up B&E". If the car is 10-35 for a very short time, such as a relief break, the car will indicate location and probably duration of 10-35, i.e." Car 101, 10-35, <i>give location</i> , 5 min."
10-8	In service	Unit will 10-36 when coming on shift or returning to service from call or other duty
10-9	Repeat	Self-explanatory
10-10	Negative	Self-explanatory
10-11	Checking vehicle/persons	Car indicates location and license plate of vehicle that has been pulled over.
10-14	Prepare to copy	Self-explanatory
10-16	Giving a ride	Self-explanatory
10-17	Enroute	Self-explanatory
10-18	Urgent	Self-explanatory
10-20	Location	Self-explanatory
10-21	Telephone	Car to use telephone, i.e. "car 102 10-21 base". Can be a request for a dispatch to make a call
10-23	Arrived at scene	Self-explanatory
10-24	Assignment completed	Self-explanatory. I.e. "Car 101, 10-24 Office".
10-30	Danger/caution	Self-explanatory
10-33	Officer in trouble/ officer needs help	All stations or vehicles shall maintain radio silence until the transmission is made. i.e. "Car 101, 10-33".
10-34	Time	Self-explanatory
10-40	Possible hit on CPIC	
10-61	Coffee break	Self-explanatory
10-62	Meal break	Self-explanatory

10-63	At office	Self-explanatory
10-67	Unauthorized listener present	Self-explanatory
10-68	Breathalyzer Operator required/Impaired	Impaired driver. Need member to take sample
10-71	advise situation status	Self-explanatory I.E. "Car 101, 10-71, M.V.A., no injuries".
10-72	alarm or serious crime	Self-explanatory
10-75	change frequency	Self-explanatory
10-86	police required	Self-explanatory

Hint: Attach a copy of this in a smaller format to your notebook for quick reference.

P. Phonetic Alphabet

The International Phonetic Alphabet was designed as an *INTERNATIONAL* language. The spoken words assigned to each letter stand for the same letter in almost any language in common use throughout the world. Translation to another language may result in a different spelling of the word but the first letter will be the same. Consequently, the alphabet was adopted by the international Telecommunications Union and is contained in an appendix to the ITU Radio Regulations. Canada is a signatory of this International agreement to use the standard phonetic alphabet.

The phonetic alphabet should be used for spelling out unusual names of persons and locations. They should always be given as "A" - Alpha, "B" - Bravo... never "A" as in alpha or "B" as for bravo.

ALPHA	NOVEMBER
BRAVO	OSCAR
CHARLIE	PAPA
DELTA	QUEBEC
ECHO	ROMEO
FOXTROT	SIERRA
GOLF	TANGO
HOTEL	UNIFORM
INDIA	VICTOR
JULIET	WHISKEY
KILO	XRAY
LIMA	YANKEE
MIKE	ZULU

Hint: Attach a copy of this in a smaller format to your notebook for quick reference.

Q. Consultation Committees

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A copy of this manual may be downloaded from the BC Citizens Patrol Network website: <http://www.bccpa.org/bccpn>