



# ***BC CITIZENS PATROL NETWORK***

## Citizens Patrol Volunteer Manual



Updated August 2004

<b>AKNOWLEDGMENTS .....</b>	<b>3</b>
<b>WELCOME.....</b>	<b>4</b>
<b>ADMINISTRATION .....</b>	<b>5</b>
<b>ORGANIZATION.....</b>	<b>11</b>
<b>Module 1: Being Effective on Patrol .....</b>	<b>12</b>
<b>Module 2: Observing From a Vehicle.....</b>	<b>17</b>
<b>Module 3: Notebooks.....</b>	<b>20</b>
<b>Module 4: Communication.....</b>	<b>24</b>
<b>Module 5: The Stolen Auto Recovery Program (SAR)....</b>	<b>29</b>
<b>Module 6: Redirecting Traffic.....</b>	<b>31</b>
<b>Module 7: Drugs &amp; Alcohol / Grow Ops.....</b>	<b>33</b>
<b>Module 8: Police Dog Services.....</b>	<b>36</b>
<b>Module 9: Critical Incident Stress .....</b>	<b>38</b>
<b>Module 10: What would you do if... ..</b>	<b>41</b>
<b>Module 11: Citizens Foot Patrol .....</b>	<b>49</b>
<b>Module 12: Bike Patrol.....</b>	<b>52</b>
<b>CPTED .....</b>	<b>54</b>
<b>Citizen Patrol Membership Undertaking .....</b>	<b>56</b>
<b>HELPFUL TIPS.....</b>	<b>57</b>
<b>TEN-SIGNALS EXPLANATION.....</b>	<b>58</b>
<b>INTERNATIONAL PHONETIC ALPHABET .....</b>	<b>59</b>
<b>CONSULTATION COMMITTEE .....</b>	<b>60</b>

## ACKNOWLEDGMENTS

The BC Crime Prevention Association (BCCPA) is pleased to present a basic training manual for Citizens Patrol volunteers.

BCCPA provides this manual solely as a best practices guideline. The information contained within this document is an accumulation of best practices that have been adopted by various Citizens Patrol groups throughout the province.

This manual was developed under the direction of a steering committee composed of Citizens Patrol police liaison officers and experienced Citizens Patrol volunteers around the province. (See Appendix for the list of those who contributed)

It is not intended to replace or supersede any policies or guidelines being used by any Citizens Patrol group. It is 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 BCCPA (<http://www.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 Crime Watch, Citizens' Crime Watch, Citizens Crime Watch Patrol, Vandal Watch, Community Volunteer Patrol (Foot and/or Bike Patrol), etc.

## WELCOME

Welcome to the Citizens Patrol program and thank-you for volunteering your time. You are now a part of a program that is **doing** something about improving our communities.

As a member of Citizens Patrol, 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. You are here to act as additional "eyes and ears" for your police department.

Citizens Patrol members 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.**

*Volunteers will not arrest or take any police action  
(unless an officer requests your help)*

# ADMINISTRATION

## 1. CITIZENS PATROL VOLUNTEER GUIDELINES

To be a member of the Patrol, the following criteria will be considered:

1. Applicant should be nineteen (19) years of age or older.
2. Resident of the area or own or operate a business in area.
3. Be of good character.
4. Pass security screening and re-screening, every two years.
5. Demonstrate genuine commitment to the deterrence of unlawful activity in the community.
6. Abide by the rules and requirements of the police.

## 2. CITIZENS PATROL REQUIREMENTS

1. You will be required to attend an interview with the designated program coordinator and program representative.
2. Members of the patrol are required to contribute a minimum number of shifts per month as set by the local program coordinator. If a member does not 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.
3. Members will be required to participate in training sessions or patrol meetings as designated.
4. Members will maintain a suitable dress code while on patrol and refrain from displaying any clothing or pins that obviously indicates their police affiliation, unless authorized and approved by your local program.
5. Any change in personal status, such as new address or phone number, is to be reported immediately to the program coordinator.
6. Confidentiality is required with respect to base radio location, radio channels, identity of patrol members and activities while on patrols. This is for the protection and security of all members and equipment.
7. Be supportive of the police and policing programs.
8. Drivers are required to have a valid driver's licence, registration and insurance and to have these with him/her when on patrol.

### ***IMPERSONATING A POLICE OFFICER***

***It is a criminal offence to impersonate a police officer. A volunteer must never give anyone the impression that he/she is a police officer. Anyone who gives this impression will be dismissed from the program***

## **3. MEMBERSHIP TERMINATION**

Citizens Patrol programs are volunteer organizations, and as such, no one is under any obligation to become or to remain a volunteer of the program. Likewise, the police department is under no obligation to permit any individual to become or to remain a volunteer of the program.

Termination of membership will be at the discretion of the program coordinator. Patrol membership may be revoked if membership is not maintained; the volunteer is disruptive to the program and/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.

In order to ensure that the volunteers of the program and the police department are treated in as fair a manner as possible, the following guidelines concerning resignation and dismissal from the program should be adhered to:

### **Resignation**

Any volunteer of the Citizens Patrol program who may be considering, or who has made a decision to resign from the program, is requested to adhere to the following procedures:

1. Notify your coordinator of your decision, and the effective date of your resignation.
2. Notify the program coordinator of 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.

### **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 Detachment or Municipal Department.
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 Citizens Patrol rules.

### Investigation prior to Dismissal

Upon receiving information concerning the 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 will conduct such investigations as may be required to prove or disprove the allegation.

## 4. PROGRAM SECURITY AND CONFIDENTIALITY

All members are responsible for ensuring that the security of the Citizens Patrol program is not breached. To achieve this, members 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 any members of the patrol including names, addresses, phone numbers, vehicles etc.
- The location of the base station
- Specific details of the Patrol's operation
- Police briefing information

## 5. 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. Members of the Patrol have no special powers or authority bestowed upon them; therefore, all members of the Citizens Patrol will be aware of and abide by the following limitations of their actions (see Undertaking in Appendix):

1. Members will at no time carry weapons or be armed in any way.
2. Members will not harass or chase anyone.
3. Members will not chase or follow police vehicles or emergency vehicles of any kind.
4. Members will obey all laws.
5. Members will not conduct any form of investigation such as checking doors or searching areas on foot unless authorized by police.
6. Members will not stop and speak to any pedestrians or occupants of any vehicle, unless authorized by police or indicated by your program.
7. Members will not violate any traffic regulations.

8. Members will not consume alcohol on the day of patrol.
9. Members will not perform or interfere with any function done by private security, unless authorized by local police or program.
10. Members will not leave their vehicle to check any suspicious occurrence unless requested to do so by police.

## 6. 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:

- 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!***

## 7. EQUIPMENT

### Approved Equipment:

Only members of the Patrol will use that equipment which has been authorized for use by volunteers of Citizens Patrol.

### Authorized Use:

Except where an emergency situation exists, no member of the Citizens Patrol will permit the use of any equipment owned by or under the control of the Citizens Patrol group by unauthorized persons.

### Care:

All volunteers of the Citizens Patrol are required to exercise reasonable care in the handling of any equipment, materials and supplies that may be issued.

## Loss, Damage, Malfunction:

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

## Maintenance:

Patrol members are responsible to ensure that all equipment is maintained in good operating order. NO MEMBER OF THE CITIZENS PATROL WILL UNDERTAKE ANY REPAIRS OR MAINTENANCE OF EQUIPMENT WITHOUT THE EXPRESS AUTHORIZATION OF A SUPERVISOR.

## 8. 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

All members are responsible for ensuring that any vehicles they may use in the performance of their duties as a member of the Citizens Patrol 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.

## 9. TRAINING PROGRAM

It is suggested that all patrol members be required to participate in the patrol-training program along with any additional training modules as required by the program coordinator.

Suggested training program topics:

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

At the completion of the in class training, new patrol members should be scheduled with experienced patrol members where they will receive practical 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).

All patrol members will be subject to an assessment by the program coordinator at any time.

# ORGANIZATION

## 1. POSITIONS AND DUTIES

Each individual Citizens Patrol program will organize its members into specific positions to manage the responsibilities of the program. This will depend on the number of members, the number of shifts covered and the type of program operating. It is important to have a formal structure, no matter how small the group, with clearly identified leadership, to share responsibilities and to facilitate communication and decision-making.

### Driver/Observer

1. Cover the designated area or zone.
2. Report in to the on-site coordinator/base operator on a predetermined basis.
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 shift coordinator.
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.
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, report any injuries and damage and maintain security and protect the scene until police arrive. Where programs permit, there is a traffic vest in your kit to ensure your personal safety. Render assistance to injured persons 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.

## Module 1: Being Effective on Patrol

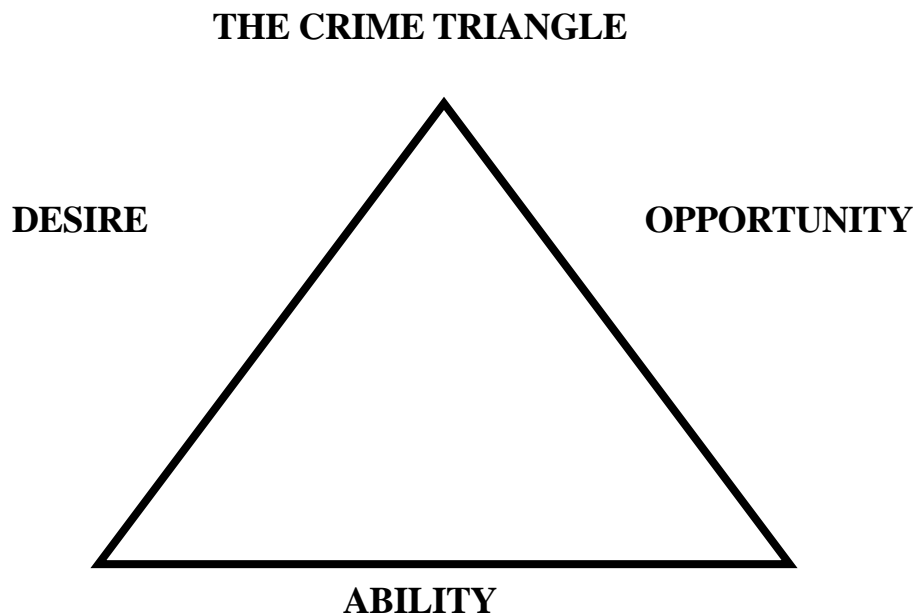
*It is important to remember that being effective on patrol is not merely driving around. Although a guideline can be provided to each member of what to watch for on patrol, it is equally important to understand the components of crime. It is also necessary to reinforce that many crimes occur because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

### THE CRIME TRIANGLE

For a crime to occur, all three elements of the Crime Triangle must be present. The three parts of the Triangle are:

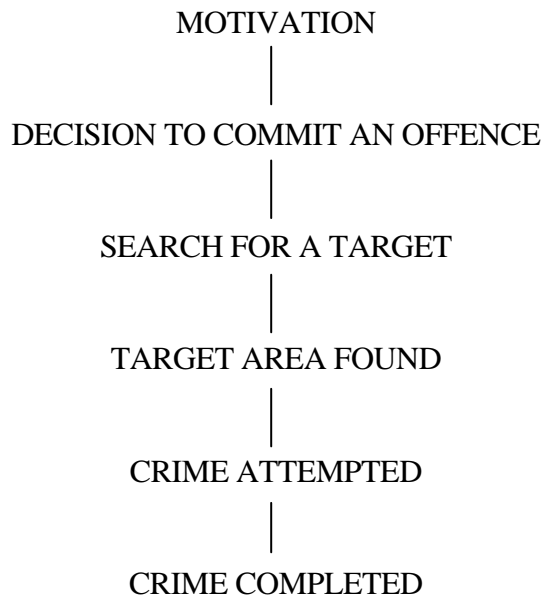
1. Desire - a conscious impulse toward an object or experience that promises enjoyment or satisfaction in its attainment.
2. Ability - competence or skill, a natural talent or acquired proficiency.
3. Opportunity - a favourable combining of circumstances

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!



## ANATOMY OF A CRIME

The cognitive process involved before a crime is committed:



## INFORMATION & RESOURCE GATHERING

Forming partnerships will enhance the profile of Citizens Patrol groups in the community and create funding and recruiting opportunities. It will also help increase the credibility for Citizens Patrol groups. Some places that you want to contact and network with are:

- Local police
- School board
- Municipal/City Hall
- Community groups (ex. service clubs, community centres, etc.)
- Business Associations
- Other local patrol groups
- ICBC
- Chamber of Commerce
- Regional District
- Concerned citizens

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

## **OBSERVATION GUIDELINES**

Members are reminded that the main objective of the Citizens Patrol is to watch for any suspicious or criminal activities and, where appropriate, report such activities to the police. In order to assist the members 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. Persons 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. Persons 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 an 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. 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.

## **WHAT TO LOOK OUT FOR WHILE ON PATROL**

### **1. 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

### **2. 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

### **3. 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.

### **4. People**

- Movements - Hinky - Crowing.
- 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 women.
- People observing your movements.

## Module 2: Observing From a Vehicle

How to pick a good spot to observe from:

1. Go out during the day and check the 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.
4. In the case 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.

How to move in and out of a Hot Spot:

1. Be aware of what is happening in your area and its use by abnormal users (i.e. residential area, business area, industrial area - main times people are coming and going).
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.

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 and reduce 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. Wear dark clothing, plain ball cap and gloves.
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/contact numbers, small flashlight, binoculars and water/food.
  - If your radios and cellular phones can be “monitored” work out a simple codes to describe your activities when communicating on them (See TEN-SIGNALS).
9. Nice to have equipment: Tape-recorder, spotlight, camera/assorted lens, video camera, and night vision.

***Use of camera equipment can be very confrontational. Ensure you have the permission of a police officer prior to its use.***

## **COUNTER OBSERVATION**

Counter Observation can be defined as: The act of attempting to detect if other persons are monitoring your 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 alarmed, to see what 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.

## Module 3: 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, Defense 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 Citizens Patrol. 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 book 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 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 book to other members for 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 supervisor know.

### 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

- Who the shift is worked with. (Member)
- What vehicle was used
- The assignment, zone etc.
- Information which you may need to refer to while on duty
- All the times involved. (Use the 24 hr. time clock)
- Clear outlines of observations (be specific)
- Actions taken during duty and times
- Arrival and departure times of Police or any other key persons

### 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.

## **WITNESS INFORMATION SHEET**

### **IMPORTANT ROLE OF THE 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 SUBPOENA**

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.

### **COURT PROCEDURE**

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.

### **YOUR TESTIMONY**

The court is interested in what you have to say about the case before it. Therefore, please 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 persons 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.

## **WITNESS FEES**

As of October 1992, witness fees are 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.

## **CONCLUSION**

We realize that court attendance is an inconvenient and nervous affair for many witnesses; therefore, we thank you for your co-operation and involvement. Our Justice System depends on you.

## Module 4: Communication

### EFFECTIVE COMMUNICATIONS WITH POLICE DISPATCH

*The main goal of communications in Citizens Patrol patrols is to enhance communication between your dispatcher and complaint taker*

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.

### 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?

### 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 and vehicle description
- How many occupants in the vehicle
- Why you believe that the driver is 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. We 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, length/style? What is the person wearing, cap, colour of shirt/jacket, colour of pants, type of 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. Any of the block watch videos, specifically one called "Suspect Identification," is very valuable in giving hints on both vehicle and person descriptions.

## **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
- Take time to learn the phonetic alphabet
- 10 codes
- 24 hr. clock
- Always write down your information during or right after the incident

You might want to tour your local radio room, Check with the supervisor of the radio room and make an appointment.

All of this information can be found in any communications-training manual if you wish to review it at a later date. Some of the Block Watch videos are informative for reviewing as well.

## COMMUNICATION EQUIPMENT

*The communication system for a Citizens Patrol is the most important piece of equipment a member will ever use, so understanding the limitations and advantages of different types is very important to the success and safety of a patrol.*

As Citizens Patrol Members, we need a dependable communication system to communicate with others on patrol and to a central dispatch to keep in touch with the base and emergency services.

There has been a lot of discussion on which is the most efficient form of basic radio communication systems for use by Citizens Patrol patrols. 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 unfavorable.

## UHF

Using frequencies above the VHF band (called UHF or Ultra high frequency) can be favorable 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 nighttime operation. A sub-audible tone may be required to “squellch 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 dispatcher knows what's going on but members will have trouble interacting

with each other during a situation. There should never be more than 15 minutes without contact with a patrol member, 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

There has been a new General Radio service recently introduced in Canada, which allows the general public to purchase UHF portable radios for personal use. These radios can be used for camping, hiking, etc., however the range is very limited, (plus or minus one mile) as they are only available as portable hand-helds and have very low power limitations.

These radios have been used by Citizens Patrol patrols, and work well only in observation jobs 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.

## Module 5: The Stolen Auto Recovery Program (SAR)

*The program is such that BCCPA receives updated 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. Once the information is downloaded it can then be further downloaded to Casios, PDAs and laptops. You can also check suspicious vehicles directly at the CPIC website (<http://www.cpic-cipc.ca/English/index.cfm>).*

### 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.

### 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 has to be authorized by the Chief Constable or Detachment Officer In Charge. 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.

## Hits

If you check a licence plate number and it appears on the Casio or laptop, you have made a HIT. The only way to determine if this HIT is a stolen vehicle, stolen plate or a false HIT, is to confirm by CPIC.

You will need to contact your dispatcher and provide him or her with accurate details of the check. Your dispatcher 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 dispatcher 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.

## Making Use of Special Attentions

One of the things that police and volunteers can use Casios & laptops for is to list special attentions. Special attentions are 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. The records can stay on file until deleted by the coordinator. Instructions to create a similar file can be forwarded to your coordinator.

## 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

## 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

## 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

## Module 6: Redirecting Traffic

*The following is only a very basic outline for Redirecting Traffic. Citizens Patrol groups must receive permission and more intensive instruction from their local police. Volunteers should at no time perform this duty without permission from emergency services personnel on scene (Unless authorized in writing by local police).*

This is an outline of basic Redirecting Traffic Methods for volunteer Citizens Patrol Organization personnel. It is intended to give you some knowledge of what to do and how to do it should you come upon a motor vehicle incident, structure fire, or other situation requiring the redirection of vehicular traffic (Such as manning barricades at parades).

### BEING PREPARED

Equipment necessary to safely redirect traffic includes:

- A good flashlight with red cone,
- A reflective safety vest and if possible traffic cones,
- A good whistle, such as FOX 40,
- Safety cuffs with reflective material.

Weather conditions: If possible you should have proper clothing for rain and or cold weather. Any clothing of this type must be topped off with a reflective vest. A hat and gloves are valuable for added protection from the elements. Your vest must fit over any extra clothing.

### AT THE SCENE

What to do should you come upon an MVI? First, you must protect yourself. Position your vehicle in a safe area, away from the scene. Call the exact location of the incident to your dispatcher or the police station. Put on your safety vest and if at night or poor visibility take your flashlight and proceed to protect the scene using cones if you have them. 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. Direct traffic safely around the scene until police attend, then assist the officers further if requested.

*If someone requires immediate first aid, you should assist to the best of your ability. The Good Samaritan Act does cover you and requires you to provide aid.*

## REDIRECTING TRAFFIC

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. Again it is best to be as fully prepared and equipped as possible (A good reflective vest, flashlight with red cone, a good whistle and proper clothing for the weather).

In any situation when redirecting traffic the most important thing to be doing is to ESTABLISH EYE CONTACT with the driver you are directing. Make sure he/she is looking at you when you direct them to move. This is very important for your own safety as well as the driver so that further incidents do not occur. Use the whistle to aid you in getting drivers attention. Use clear and precise hand signals to ensure the driver understands what you are asking of them. If redirecting traffic at a light controlled intersection be sure you work in concert with the lights. At stop sign or uncontrolled intersections you will be the control over who moves when and in what direction. If someone else is assisting you be certain you both understand each other to avoid further snarls and holdups. These procedures will apply for redirecting traffic for a parade or other situation such as a structure fire or road washout.

- 1. Your personal safety is always the first concern. Use Common Sense*
- 2. Safety equipment is essential; proper clothing and a reflective vest are a must.*
- 3. Make eye contact and NEVER turn your back on traffic.*

## 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.

*It is hoped that the basic information provided will be of assistance to you.  
Contact your local police for a more in-depth training program.*

## **Module 7: 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 solely their responsibility of police forces. 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, home and in our everyday lives. Attitudes are changing in Canada as people become more and more conscious of their health and environment. However despite this we still gather alarming statistics. Marijuana is reported as the most commonly abused illicit drug with the average age of first use being 12 years old. In Vancouver over 85% of street youth have reported using cocaine. Marijuana production (cultivation) and exportation has skyrocketed within this province and now offers profits so large that it has attracted large networked criminal organizations. Statistics show that 50% of those accused of homicide and 38% of homicide victims were intoxicated or under the influence of illegal drugs or both.

### **DRUG CATEGORIES**

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

#### **CANNABIS**

Affects, alters and damages brain cells controlling thinking, emotion, pleasure, co-ordination, mood and memory.

#### **ALCOHOL**

Causes central nervous system depression or decreased function.

#### **HEROIN**

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

#### **COCAINE and ECSTASY**

Central nervous system stimulants.

#### **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.

#### **INHALANTS**

Breathable chemical that produces mind altering vapours.

## **PCP/KETAMINE**

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

## **ANABOLIC STEROID**

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

## **DRUG USER PROFILE**

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

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

## **OBSERVING AND REPORTING SUSPICIOUS ACTIVITIES**

- Identify the problem.
- Document the specifics -date, time, 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 a pad of paper and pencil handy.

Note: Citizens Patrol members 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).

## 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 marihuana 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 marihuana cultivation once involving only individual growers. Signs to look for to indicate suspicious activity include:

1. Blacked out windows.
2. Odour of marihuana - 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 so much money is involved in the operation.

***ALWAYS PUT SAFETY FIRST!!***

## Module 8: Police Dog Services

*Police dog units are only summoned by the police officer on duty.*

Once the dog unit has been summoned, Citizens Patrol groups 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 will introduce the capabilities of the Police Dog and advise patrol groups what can be done to assist prior to and during the team's attendance.

### 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.

#### Abilities:

##### 1. Tracking

- a) police dogs are trained to follow human scent of a suspect from the scene of the crime
- b) outline dog search i.e. for drugs, in snow etc.
- c) provide a scenario of a crime scene i.e. B&E in progress, suspect running, no vehicle

##### 2. Searching

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

##### 3. Apprehension

- a) police dogs are trained to apprehend fleeing suspects

##### 4. Patrol

- a) the Police Dog team is a support unit for all patrol duties, attending as a back up unit to patrol officers when not required as a dog unit or other duty responsibilities

#### At the Scene:

1. 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.

2. 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, or better still where was he/she last seen?
  - d) how much time has elapsed since suspect(s) last seen?
  
3. Things to do:
  - a) protect the offense scene and where suspect was last seen, do not walk around the area, shut off the car, exhaust can affect the area
  - 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
  
4. 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 110% confident of
  - c) do not embellish the offense or actions of the suspects 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**

#### Other Facts to Know:

1. 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 operational 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.

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

Note: When possible have a Dog Master visit your group for first hand instruction.

## Module 9: Critical Incident Stress

*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*

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 behavior 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 part of Citizens Patrol, 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.

## **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 counselor 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.

## **Family and Friends**

Some Citizens Patrol suggestions for family members 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 O.K.
- 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."

*Symptoms of critical incident stress may occur immediately or be delayed by days or weeks. Left untreated they may develop into serious medical conditions and/or post-traumatic stress disorder.*

## **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 team members about critical incident stress. Keep a list of people and programs that can help out. Know how to access your Victim Services.

## Module 10: What would you do if...

### YOU SAW 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 the dispatcher who will call 9-1-1.
- Be sure to provide as much detail as possible; exact location, member or car 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 by all parties, including the police.

### A POLICE OFFICER ASKS YOU FOR ASSISTANCE...

- **Be very clear on what it is he/she is asking.**
- Try and determine the time length involved and keep in mind again, your safety.
- Clear all requests with the Citizens Patrol dispatcher 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 eyes and ears only.
- If you don't feel comfortable with doing something, let them know.

*Police officers rarely get regular coffee or meal breaks. This is a time for them to get away from the workload of the shift and converse/strategize with co-workers.*

*They want a **BREAK** - please respect this.*

### 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 the dispatcher 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.

## A TOW TRUCK IS NEEDED...

At no time will a patroller or the dispatcher 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...

At times, and **only upon request of a police officer**, patrollers may be required 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. Patrollers will 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.

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

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.

## THERE IS AN ARMED ROBBERY...

If an armed robbery is reported, Citizens Patrol members 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 the dispatcher. **DO NOT** follow or attempt to apprehend the suspect.

Stay away from the scene. It is important to avoid any possible contamination of the scene or the neighbouring area, as the police dog service is regularly called in such complaints.

## 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 - a false alarm. A property reference (or PR) is called in, but their arrival can take time.

In incidences such as these, Citizens Patrol members can stay on the scene of the alarm, rather than the police. Once it is established a premise is secure, if a Citizens Patrol member is in attendance he/she can advise the property owner of the police findings. If upon closer examination by the property reference (PR), there is some problem, the patrollers can advise their dispatcher to call the police and have them re-attend.

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

## 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. Take directions from the police officer involved.

## YOU ENCOUNTER AN INJURED ANIMAL...

When injured animals are encountered, dispatch should notify police with all available details.

Patrollers will not attempt treatment or transport 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.

## YOU SPOT A WILD ANIMAL...

If you spot wild animals within the city limits (not rabbits, racoons or deer) have the dispatcher report to the police what type of animal it is, its location and general direction of travel.

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.

## THERE IS A COMPLAINT...

### **AGAINST CITIZENS PATROL MEMBERS**

If you have a complaint or a concern with regards to any Citizens Patrol member, follow the guidelines set out by your group. It is recommended that you put your complaint in writing and submit it to your local coordinator or police officer.

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 your concerns. If you don't take the time to do this, you are not allowing us the opportunity to correct the problem.

### **AGAINST POLICE OFFICERS**

If you have a complaint or a concern with regards to any police officer you are again to directly contact the police supervisor. If warranted, an official internal investigation will be launched.

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

If warranted, the Officer in Charge may address the concern but he/she is not to be contacted directly by the Citizens Patrol member.

## YOU COME ACROSS A PERSON DOWN...

In the course of your patrol, you may come across someone who is down. The first rule should be to 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?

Advise the dispatcher of all your observations. 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? Make good notes.

## 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? Again, pass on 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 safety and your purpose.

## YOU SEE A FIGHT...

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

Call the information into the dispatcher 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 yourself 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.

## 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 dispatcher of all details involved. If police are attending, remain within the area, as the police may need to speak to you directly. Your safety is most important.

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

Consider that it may be a crime scene. If so, advise the dispatcher and stay on site for police arrival. Make very good observations and notes: 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 hrs a day. Advise the dispatcher. 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 the dispatcher of your actions. You may need to direct traffic in such incidents.

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

## YOU ENCOUNTER AN IMPAIRED 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. Names, times, street names, path of travel, number of occupants, gender of driver, description, license number, etc. are required in great detail.

Patrollers may follow an impaired driver, making observations and advising police of the vehicle location so long as this can be done within the guidelines of the **Motor Vehicle Act** and more importantly with consideration for the patrollers' safety.

If for whatever reason, patrollers do not feel it is appropriate to follow the vehicle, they should provide details to the dispatcher to have same relayed to a police officer.

## YOU OBSERVE ACTIVITIES RELATED TO PROSTITUTION...

At this time, Citizens Patrol members will **not** be involved in any sort of observations or enforcement of prostitution. The police are normally aware of their location and activity and act when appropriate.

## 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. Call for assistance.

Whether or not entry is gained, consider the fact the perpetrator may still be around. Is he/she in the building? Or perhaps, is he/she 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.

Record circumstances and observations in your notebook.

## 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?

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

If you are advised by the police office 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.

## YOU COME UPON AN MVI...

If you find a recent MVI (motor vehicle incident) and there are no emergency vehicles on scene, report any injuries and damage to the dispatcher.

In some communities police will not attend the scene of an MVI if there are no injuries or if alcohol is not a factor. Find out the local policy.

If traffic is badly snarled, police may consider attending, but not in all cases.

When police do NOT attend, drivers should exchange particulars and report in person to the main police office to file an incident report and receive a file number for insurance purposes.

If there are injuries or if alcohol is a factor, ensure the dispatcher has thorough details to pass on to the police, ambulance, etc.

In larger communities Citizens Patrol members may not administer first aid. If the ambulance crew is more than five minutes from the scene, emergency response will send the fire department to deal with the victims. Again, follow your local policy.

If alcohol is a factor, patrollers need to make good observations and accurate notes. 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.

If required, you may direct 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 directing 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.

## YOU WITNESS A HIT AND RUN...

If you witness a hit and run, provide as many details as possible and have the dispatcher report it immediately. Assess the scene for injuries and alcohol and make notes.

## YOU HAVE A FLAT TIRE OR VEHICLE BREAKDOWN...

If you have a flat tire on your patrol vehicle, you have several options. Unfortunately they do not include help from the police unless there are extenuating circumstances.

You may choose to change the tire yourself. Just remember to let the dispatcher know where you are and what you are doing.

You may choose to call a tow truck. If you are a BCAA member, ensure you advise the dispatcher before a wrecker is requested. If you choose this option, it is at your expense.

## YOU ARE INVOLVED IN A PATROL VEHICLE INCIDENT...

If you are involved in a motor vehicle incident, be sure to advise the dispatcher of your location and whether or not injuries are involved. Police may not 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 notes. It is 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. If involved in an MVI, a report is required. This consists of both parties attending to the police office and filing a report. The information mentioned above will be required. Both parties do not have to attend the office together. The next step is then to contact your insurance company and proceed from there as directed.

If the incident is a hit and run, obtain what particulars you can. Licence #, colour, 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 the police office of the number of injured people and seriousness of the injuries. If you are injured, it is important that you say so.

## **Module 11: CITIZENS FOOT PATROL**

Some jurisdictions have chosen to have their Citizens Patrol, patrol by foot. Most of the previous administrative and training chapters apply to foot patrol as well as vehicle patrols. Volunteers on foot patrol present different challenges than vehicle patrol and this chapter identifies areas that specifically address foot patrol volunteer training.

### **REQUIREMENTS**

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

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

### **VOLUNTEER RESPONSIBILITIES**

As a member of a foot patrol, volunteers may be more readily identified with the police organization and therefore may be considered a representative of the police. It is important that the volunteers act in a professional manner at all times.

Usually, volunteers are asked to report activities of a criminal or suspicious nature to the police by way of a cell phone, dialing 911.

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 the phone numbers of the cell phones used.

### **ASSIGNMENT**

Volunteer foot patrollers 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 member, there must be minimum of two program members on patrol at any time.

Shifts are normally 2 - 4 hours in length.

## **IDENTIFICATION**

Volunteers are usually asked to carry ID tags with them at all times on duty. Although these may be worn visibly in the office, they are covered while on patrol or in a public place, with some exceptions.

Volunteers show their tags when requested by police or a concerned citizen.

Some foot patrol programs request that their patroller be highly visible, especially when patrolling parking lots. Not only does this act as a deterrent, police can easily identify the patrollers. Patrollers may be asked to wear T-shirts with a Foot Patrol logo or, at night, bright clothing such as a reflective vest.

## **USE OF CELLULAR PHONE**

The cellular phones provided are for use of the volunteer foot patrollers only. Calls made on the cellular phones must be for the purpose of carrying out foot patrol duties. No personal calls may be made from the 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 volunteers with scanners, these should be operated at low volume, out of sight and with earphones. The object of the patrol is to blend in, not to be identified or considered undercover police.

## **SOME TIPS WHEN ON FOOT PATROL**

1. When volunteers start their shift they should make a note in their notebook of the time, date, weather, who is on patrol and what they are wearing
2. Also, they should make a 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 lane, they should know which 2 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 patrollers are following them. They should try to find an observation point and just watch them.
8. Volunteers should establish code words and signals with the other patrol members.
9. In parking lots, volunteers must use extreme caution when walking around vehicles and not assume that the driver sees them.
10. Foot patrollers can 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.

### **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 first are to make sure they know where they are when they call base / 911. They should identify themselves immediately to the base / 911 operator. They must know the target's location and direction of travel; they can describe what they have in view. The police will be heading in their direction while they are broadcasting.

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

They should always be aware there are locations where cell phones will not work, such as underground lots. Advise them that all calls to 911 are recorded, to be calm and professional when giving information and that they must take direction from the 911 operator.

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

## **Module 12: BIKE PATROL**

Many jurisdictions have instituted a Bike Patrol program using volunteers. Again, many of the administrative and training chapters will apply to bike patrol volunteers. There are some specific training areas that apply specifically to a Bike Patrol, as follows:

### **REQUIREMENTS**

The issue of fitness is important to recruiting volunteers for a Bike Patrol program. Programs 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 patroller 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.

### **TRAINING**

In addition to the Citizen Patrol training, bike patrollers may be required to take a course in proper cycling techniques and traffic safety. The RCMP have developed curriculum for both these courses. 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>)

### **UNIFORMS**

Many Bike Patrol programs issue a uniform shirt or jacket and reflective vest to their volunteers to be worn on patrol. Also for inclement weather, programs provide volunteers with rain gear. At dusk / night, volunteers must wear the cycling jackets with the reflective material or a yellow cycling vest. Clothing that belongs to the program is usually checked out at the beginning of a shift and returned at the end of the shift.

### **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 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.

### **PATROLS**

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

Because patrollers are on bicycles, they have access to areas that cars may not. Patrols should be made in parking lots, parks, school grounds, back streets and alleys, paying special attention to poorly lit areas. A good deal of criminal activities cannot be seen from the main streets. It is a good idea for the supervisor to alert volunteers of the areas of concern within their catchment area.

If volunteers are followed, they are to remain calm and make their way back to a safe area.

Volunteers are advised to ride slowly whenever possible. It's difficult to see persons hiding in the dark when traveling too quickly.

Volunteers should prearrange with their partners who will do what.

Volunteers should not put themselves in areas where they could be blocked in.

Rules and regulations are very important because volunteers are not in cars. They must stay together for safety.

## **COMMUNICATION**

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

## CPTED

### 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.*

### DEFENSIBLE SPACE

#### Security Measures included in CPTED

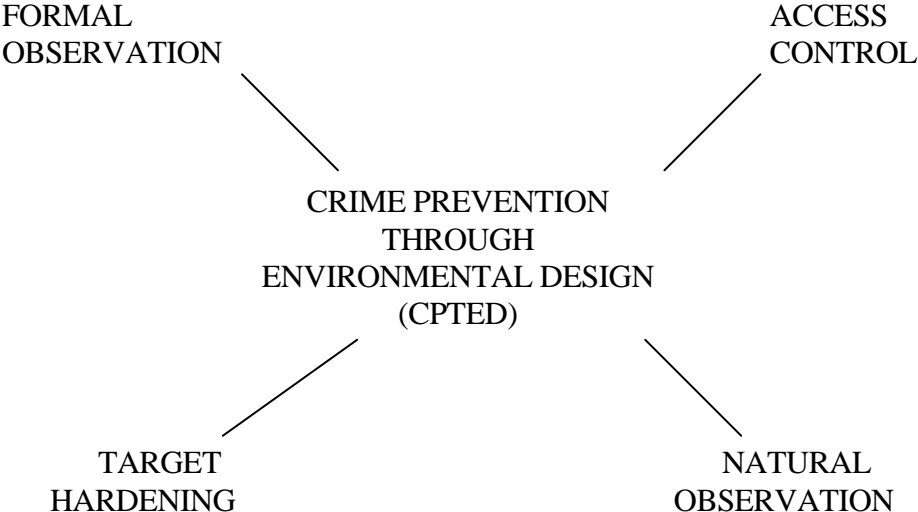
- Formal Observation: The use of video cameras to enhance safety
- Access Control: Includes controlling access by the use of key control, key pads, etc.
- Target Hardening: The use of locks and alarms etc. to help heighten the security of a premise.
- Natural Observation: Occurs when the public can easily 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 patrollers 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?

Natural observation is a patrol member'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 the patrol member will be able to apply the guideline list in a more effective way that will reduce the opportunity for a criminal offence to happen.

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 patrol personnel that there is or has been concern over break-ins.

**DEFENSIBLE SPACE**



## Citizens Patrol Membership Undertaking

I have read, studied and understood my responsibilities and limitations as a Citizens Patrol volunteer, contained in this manual and understand fully that if I fail in any of my responsibilities or behave in any way as to bring this program into disrepute, I will be dismissed.

Date: \_\_\_\_\_

Name: (please print) \_\_\_\_\_

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

## HELPFUL TIPS

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.

Try to 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 the dispatcher 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 car AM/FM radio off - avoid chatter and **listen** to the dispatcher. 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 the dispatcher 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 the dispatcher.

**REMEMBER - ALWAYS CONSIDER YOUR PERSONAL SAFETY FIRST!**

## TEN-SIGNALS EXPLANATION

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
10-35	OUT OF SERVICE	The car should indicate location and reason for radio log. I.e. "Car 101, 10-35 give location 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, give location, 5 min."
10-36	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
10-71	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

## INTERNATIONAL PHONETIC ALPHABET

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

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.

## CONSULTATION COMMITTEES

The BCCPA would like to thank the following people for contributing to the development of this manual:

**RCMP:** Sgt. Ben Bentley, Cpl. Brian Foote, Cst. Kurt Grabinsky, Cst. Debbie Graham, Cpl. Mike Sinstadt, Cst. Mike Stanford and Cst. Sean Sullivan

**Vancouver City Police:** Det. Vello Kleeband and Cst. Pat Cardinell

**New Westminster Police Department:** Cst. Bruce Ballingall

**Delta Police Department:** Cst. M. Houghian

**Volunteers:** Clair Archer (Coquitlam), Bruce Baron (Kelowna), George Braithwaite (Trail), Dan Dudgeon (ICBC), Earl Griffith (Trail), Barb Hunter (ICBC), Alex Johnston (Kelowna), and Joe Lamoureux (Port Alberni)

**BCCPA:** Sharron Hilsen and Betty-Lou Edwards

### 2002 REVISIONS

Clair Archer (BCCPA), Cst. Sean Sullivan (RCMP), Dennis St. Aubin (ICBC), Shannon Komar (BCCPA) and Dave Jensen (Surrey Crime Prevention Society)

### 2004 REVISIONS

Dave Jensen (Surrey Crime Prevention Society), Det. Vello Kleeband (VPD/BCCPA) and Bill Loiselle (Quesnel Citizens On Patrol)



A copy of this manual may be downloaded from the BC Citizens Patrol Network website:

<http://www.bccpa.org/bccpn/Resources/resources.htm>