



Foot Patrol Manual

Representing the Grandview-Woodland Community Policing Centre (GWPC)

While out on patrol it is important to recognize that you are always acting as a representative of the Grandview-Woodlands CPC, and by extension, the Vancouver Police Department (VPD). As a representative, it is your responsibility to always appear and behave in a professional manner. In regards to appearance, you should be dressed in appropriate clothing, wearing the yellow CPC jacket, vest, and/or blue CPC volunteer tee-shirt to make yourself identifiable to the public as a volunteer of the CPC. If someone ever asks you a question that you are unable to answer, direct the individual to a city resource, such as 3-1-1 or the CPC itself, which may be able to answer the question for them. **NEVER** make up an answer to someone's question or make any promises to them.

In regards to behaviour, never do anything to compromise the reputation of the CPC. This involves obeying all laws, such as traffic lights and not littering, but also involves watching what you say while out on patrol. **NEVER** use foul language or say anything racially or sexually explicit. In addition, **NEVER** say anything to disparage the VPD, other law enforcement agencies, other emergency services (such as fire, ambulance, or 9-1-1 call takers), or the government. You are fully entitled to any opinions that you might have about these groups, just keep them to yourself while out on patrol.

Given the reality of today's world where almost everyone has some sort of recording device on them at all times, such as a cell phone with a camera or video camera, it is best to adopt a mindset that you are being recorded at all times while on patrol. By doing this you will become more aware of what you say and do, possibly avoiding an embarrassing or compromising situation for yourself, the CPC, and by extension, the VPD. This is a very simple technique to employ while out on patrol in order to adjust both your behaviour and what you say in a positive direction.

Being a volunteer of the CPC, you may have insider knowledge of VPD operations or know certain police members in the area who are wearing street clothes doing undercover work. Any and all of this knowledge is confidential information and is to be kept from the public. While on patrol, if you recognize someone on the streets as an undercover police member, you are **NOT** to acknowledge them unless they acknowledge you first.

Volunteer Safety

As a foot patroller you will always be partnered up with at least one other person on a foot patrol shift. For safety reasons, you are not allowed to go out on a foot patrol shift by yourself. While on patrol with your partner, you must always be within eyesight and earshot of each other in order to keep each other safe. Although at times your partner may briefly disappear behind a large vehicle or other view-obstructing object, it is critical that you are aware of this and take a moment to ensure that they emerge on the other side safely.

Whenever you are out on patrol, you must at **ALL** times know where you are. This is not only for your own safety, but for your partner's safety as well. At the minimum, you should always know the name of the street and block number you are on. Additional information, such as nearest intersecting street and compass directions relative to where you are, can also assist emergency services when they are needed. In terms of compass directions, an easy landmark to use to establish north in the Grandview-Woodlands area is the mountains. Also, never assume that your partner is the one keeping track of your current location. It is the responsibility of **BOTH** volunteers to know where they are at **ALL** times.

While on patrol, your safety and the safety of other patrollers comes first – **NEVER** put yourself or others at risk. If a heated or confrontational situation arises while on patrol, **DO NOT ESCALATE THE SITUATION**. Instead, attempt to use “verbal judo” (redirecting behaviour with words) to diffuse the situation. If this approach does not work, withdraw from the area and call 9-1-1 if you feel it is necessary. When withdrawing from a potentially dangerous citizen, **NEVER** turn your back on them.

When a situation arises where your partner appears to be dealing with an agitated or angry citizen and you are concerned for his or her safety, ask your partner if they need a PB form. PB stands for “Panic Button”, and is the same safety code we use in the CPC office. If you are asked this question by your partner, you will respond with a “yes” when you feel in danger, and a “no” if you feel safe. Alternatively, if you feel in danger and your partner has not asked you if you need a PB form, request one immediately. When it

has been established that the situation does require a PB form, the partner not involved in the conflict will call 9-1-1 and relay your current location and situation to the 9-1-1 call taker. If a PB form is not required, you must go over and stand with your partner to present a unified front to the individual.

If your partner becomes involved in a physical conflict, your first impulse may be to jump in and “back-up” your partner. **NEVER DO THIS**. The correct and best response to this type of situation is to call 9-1-1, give your current location, and relay real-time information to the 9-1-1 call taker. Be the **BEST WITNESS**. If you “back-up” your partner without informing emergency services of your current location and situation, you and your partner could potentially find yourselves in a fatal situation without any help on the way.

From reading the above text it becomes clear that being able to reach emergency services at a moment’s notice is absolutely critical to the safety of a foot patrol team. Because of this, having a cell phone on your person while out on patrol is a must. This means that **ALL** foot patrollers have to have a cell phone on them at **ALL** times while out on patrol. One cell phone per foot patrol team will not suffice since the person carrying the cell phone may be the one involved in a potentially dangerous situation. If you do not own a cell phone, there is a CPC cell phone that you can take out with you on patrol (please make sure to return it to the CPC at the end of your shift and recharge it for the next person who uses it). A cheap alternative is to get a “pay-as-you-go” cell phone where you only pay for the minutes that you use.

You are all volunteers here at the CPC, and as such, everything you do here is voluntary. Remember that your personal safety always comes first. It is a CPC policy that volunteers **NEVER** get physically or verbally involved in a conflict. Should you avoid becoming involved in a conflict, there is no liability on you or the CPC for doing so. The responsibility of intervening in such matters is the job of the police, which is why you should **NEVER** hesitate to call 911 to make sure the proper authorities handle the situation.

Volunteer Notebook

On every patrol you will bring your personal volunteer notebook with you. This notebook is only removed from the CPC while you are on patrol, which means it must remain at the CPC after your foot patrol shift has concluded. Your notebook is a legally binding document which could potentially be used as evidence in a court of law. As a legally binding document, it is important to keep it neat and organized.

When writing down dates, **ALWAYS** use the format “year-month-day”. When writing down times, **ALWAYS** use the 24 hour clock. As evidence of record in a court of law, these date and time formats are the accepted standard. Notebook based evidence has been thrown out of court cases simply because the note-taker did not follow these standards.

Always write your notes with a pen in **BLACK** ink. Blue or any other coloured ink does not transfer as well through photocopying or other transfer methods. Never use a pencil, since pencil writing can be easily erased and defeats the purpose of making a permanent record.

Important Numbers

Beyond calling 9-1-1 in emergency situations, there are four other important phone numbers that you may call while out on patrol:

VPD Non-Emergency:	604-717-3321
Grandview-Woodlands CPC:	604-717-2932
Volunteer Coordinator (Faith):	604-787-2546
Raincity Pickup:	604-657-6561

These four numbers should be programmed into your cell phone **AND** written on the front page of your notebook. The two phone numbers that you are expected to commit to memory are the phone numbers for VPD non-emergency and the Grandview-Woodlands CPC. In addition to these two phone numbers, you are also expected to commit to memory the street address of the Grandview-Woodlands CPC: 1977 Commercial Drive (at East 4th Avenue). During your foot patrol training session your memory of these two phone numbers and CPC address will be tested.

Calling 9-1-1 & Non-Emergency

While out on patrol it may be necessary at some point to call either 9-1-1 or VPD non-emergency. The distinction between when to call these two numbers is simple: call 9-1-1 when the incident is in progress or involves an immediate threat to life and/or property, call VPD non-emergency for everything else. Although, when in doubt of who to call, **ALWAYS** call 9-1-1. **REMEMBER:** never pursue anyone; it is not the job of volunteers to pursue suspects – that is the job of the police. Examples of when you would call 9-1-1 are: witnessing an assault, witnessing a drug deal, finding a gun on the ground, or witnessing a crime taking place. Never hesitate to call 9-1-1 if you feel the situation may require emergency services.

The following is a good example that distinguishes when to call 9-1-1 from when to call VPD non-emergency. If you come upon a car with freshly broken glass, you would call VPD non-emergency. If you come upon the same situation, but there is blood present, you would call 9-1-1. In the first situation you would call VPD non-emergency since a crime has taken place, but those involved are no longer present. In the second situation you would call 9-1-1 since the blood that is at the scene may belong to someone in the vicinity who requires immediate emergency services.

When you call 9-1-1, the first thing the operator will ask you is if you need fire, police, or ambulance services. The 9-1-1 service fields calls from all over the Lower Mainland, so it is best to respond with "Vancouver" fire, police, or ambulance to expedite the call process. Once you have been connected to the appropriate service, you will need to relay your location and what happened to the call taker, which is why knowing where you are at all times is so important. It is also important to let the call taker lead the conversation and collect the needed information by asking you questions. If you attempt to lead the conversation, this may hinder the response process of emergency services since it is the call taker who relays the information to them, not you.

Describing a suspect involves reporting the person's race, gender, age, height, physical build, hair colour, clothing, accessories (such as bags or hats), unique visual distinguishing marks (such as scars, tattoos, facial hair, birth marks, or piercings), direction of travel, and travel method (such as by foot, bike, skateboard, or vehicle). When focusing on the suspect, pay particular attention to articles of clothing that they cannot change easily, such as shoes and undershirts, unique visual distinguishing marks, and any weapons that they are carrying. When dealing with multiple suspects, either get one really good suspect description (focusing on suspects with weapons), or number each suspect (suspect#1, suspect#2,...) and give a description for each in the order that you recorded them.

Describing a vehicle involves reporting the vehicle type (such as car, truck, motorcycle, or van), make, model, colour, license number (noting out of province plates), age (older or newer model), number of doors (two door versus four door), size (small, midsize, or large), and unique visual distinguishing marks (such as rust, bumper stickers, business insignia, bent antenna, unique windows, vehicle damage, and specialized equipment attached to the car like a ladder). In terms of an in progress crime, be sure to also pay attention to the occupants of the vehicle and its direction of travel. Even if you only manage to get a partial license plate number of the vehicle, relay this information to the call taker.

If you are asked a question by the call taker, or there is an element of a physical description that you are unsure of, do not make up an answer. It is critical that emergency services have the correct information to work with. Only end the phone call when the call taker tells you it is OK to do so.

Also, if a crime is witnessed, partners should **NEVER** compare notes. This may be difficult given the excitement involved in witnessing a crime and the subsequent impulse to talk to someone about it. By not comparing notes, you are ensuring that the process of recording any information in your notebook is not tainted by the memory of your partner. Report only what **YOU** see.

It is also important to remember to **NEVER** contaminate a crime scene. If you do happen to contaminate a crime scene by entering it or disturbing evidence within it, record in your notebook everything that you did and provide this information to the VPD either through writing a major report or informing any officers who respond to your call. Leave it to the professionals to collect and catalogue evidence.

Calling 3-1-1 or 604-873-7000

3-1-1 is the number to dial to reach the city of Vancouver. Some of the most common reasons for calling the city include reporting abandoned mattresses or furniture, overflowing dumpsters, graffiti, and broken street lights. Dialing 311 only works on phones located in the city of Vancouver. When attempting to reach the city on a phone outside of Vancouver, you must dial 604-873-7000.

FOOT PATROL ROLES: Intelligence Gathering & Interacting with the Public

The primary objective of the foot patrol program is to watch for any suspicious or criminal activities and, where appropriate, report such activities to the police. You are acting as the eyes and ears, and in some cases, nose, for our Neighbourhood Police Officer (NPO), and by extension, the VPD, when you are out on patrol. Therefore, it is important to develop keen observation skills by always trying to see and hear everything while patrolling. By doing something as simple as looking down adjacent alleys or streets you may catch something that you would have otherwise missed entirely.

The secondary objective of the foot patrol program is to interact with the public. When out on foot patrol, every time you engage with a member of the public you have a chance to alert them about current criminal activity in the community that they may be unaware of along with telling them about all of the good things we do at the Grandview-Woodlands CPC. By informing the public about a current crime trend, we may prevent

crimes from happening. An example might be telling a homeowner about a current trend in residential break and enters, which leads them to adopt specific target hardening strategies to their homes to combat this trend. Also, take the opportunity when speaking to a member of the public to gain valuable intelligence from them about any suspicious or criminal activity that they may be aware of.

Another important part of interacting with the public is to educate them about how they can protect and potentially aid in the recovery of their property should it ever happen to be stolen. This may involve informing them about the usefulness of taking pictures and recording the serial numbers of their property (such as TVs, laptops, DVD players, etc.), being sure to keep this information somewhere it won't get lost. Then, if these items are ever stolen, these serial numbers can be entered into the Canadian Police Information Center (CPIC), which is nationwide, and the property will be flagged as stolen. You can also inform them about borrowing the engraver located at the CPC to engrave their property with their BC driver's license number. Doing this will link the property to the owner and any stolen property they have listed in a police report. Additionally, take the opportunity to suggest that they sign up to receive neighbourhood crime alerts via email from the VPD website to keep better informed about criminal activity in the community.

In order to aid in your recall of details, be sure to write down as much information as possible in your volunteer notebook. Be sure to get detailed information about the six W's (who, what, when, where, why, weapons) and how. If you are recording information collected from a member of the public, get the reportee's full name, date of birth, and all contact information. Recording this information about the reportee will enable the NPO to follow up with them if necessary.

The following is a list of some of the things that you should look out for when observing people or note if a concerned citizen brings it to your attention:

- Removing accessories, license plates, or gasoline from vehicles
- Peering into parked vehicles or buildings
- Trying door handles of vehicles or buildings
- The sound of breaking glass, screams, or other sounds that may indicate that a crime is in progress
- Loitering in parks, secluded areas, business areas, or around homes
- Running, particularly if carrying valuable property
- Persons loading vehicles with property (**REMEMBER:** professional thieves often disguise their vehicles to look like legitimate service companies)
- Persons leaving one vehicle and immediately entering another may be abandoning a stolen vehicle or one that has been used in a crime
- Drug dealing (call 9-1-1)
- Looking around nervously

- Out of place clothes (such as wearing a heavy jacket on a hot summer day)
- Carrying a bag or backpack (backpacks are considered a break and enter artist's "kit")
- Carrying suitcases or large boxes
- Sneaking into underground parking lots
- Obviously trying to hide something under their clothing
- Hiding in shadows
- Following women
- Carrying valuable property (such as laptops, computers, or DVD players)
- Door-to-door salespeople (common trade to pose as to see if people are home)
- Knocking on doors, ringing doorbells, and entering backyards
- Observing your movements
- Someone who appears to be a lookout:
 - Stationary or "static"
 - Actively looking around
 - When spotted they move off quickly or do something that may indicate they are signaling a partner

The following is a list of some of the things that you should look out for when examining either stationary or mobile vehicles, or note if a concerned citizen brings it to your attention:

- Vehicles prowling an area after dark with the headlights out may be looking for a victim
- Any occupied vehicle parked in a business area after dark should be considered suspicious
- Excessive speed
- Slow moving
- Expired plates or no insurance decal
- Truck plates on cars or vice-versa
- No plates
- Odd smells
- Tampered steering wheel
- Plates wired on
- Plates over other plates
- Seeping fluids, other than from engine compartment
- Conflict between front and back plate numbers
- Very young drivers
- Jimmied door lock
- Impaired drivers

- Windows freshly smashed out
- Clean car with dirty plates
- Dirty car with clean plates
- Parked cars with their engines left running

The following is a list of some of the things that you should look out for when examining buildings or note if a concerned citizen brings it to your attention:

- Open or broken doors, windows, or gates to compounds or storage areas may indicate that a crime has occurred or is in progress (call VPD non-emergency, unless you can hear or see a crime in progress, then call 911)
- Accumulations of large or unusual property in private garages or storage areas
- Suspicious scents (such as marijuana) emanating from a building
- Obvious signs of venting (common activity associated with grow-ops)
- In winter time, one roof out of many being the only one without snow on it (may indicate a grow-op in the attic)
- High levels of foot traffic (many people coming and going) at all times of the day
- Reinforced doors or video surveillance cameras on non-commercial buildings

Each point in the above three lists taken alone may not be indicative of suspicious activity, but when combined with others will signal that something could be wrong or out of place. Use your best judgment. There is no harm in either calling the police or writing up a major report back at the CPC to bring this information to the attention of the VPD. However, when a time delay in reporting the information may hinder the effectiveness of an investigation, call 9-1-1 or VPD non-emergency immediately.

Foot patrollers 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).** The best service you can provide to the VPD is to be the best witness possible.

When you observe or are told about any suspicious or criminal activity, you must use your best judgment to determine which of the following three responses are necessary given the circumstances of the situation:

- 1) An immediate response: call 9-1-1, followed up by writing a major report when you return to the CPC – include file number from call taker

- 2) Immediately report to the police: call VPD non-emergency, followed up by writing a major report when you return to the CPC – include file number from call taker
- 3) Writing up a major report when you return to the CPC

All major reports are read by the NPO. If intelligence gathered while on patrol is not recorded in a major report, this intelligence is lost and a potential avenue of investigation is missed. Therefore, when intelligence comes to your attention, at a **MINIMUM** you should write up a major report when you return to the CPC. Be sure to also note the reference number of the major report you write on the foot patrol log for your shift. The foot patrol log is a form you fill out at the end of each and every foot patrol shift.

A local example of how a small piece of intelligence can lead to a major police operation occurred in the winter of 2011. Our NPO (Constable Michael Lemon) was told by a concerned citizen that there was a “suspicious” premise having a lot of foot traffic at all times of the day. The premise also apparently had re-enforced doors and windows and surveillance cameras on the property. This led Constable Lemon to bring some of our volunteers to observe and confirm the reportee’s information. The information was accurate, so Constable Lemon forwarded the information to the VPD Drug Squad. The Drug Squad, with the assistance of the Emergency Response Team and K9 unit, eventually carried out a search warrant on the premise and discovered that it was a local fencing operation for stolen property, most likely linked to the rise of break and enters in the area at the time. So as you can plainly see, reporting one small piece of intelligence may lead to a positive outcome for the entire community.

FOOT PATROL ROLES: Automobile Checks

The majority of the time while you are out on foot patrol you will be conducting automobile checks on parked cars along with keeping an eye on the community. In addition to the list on page 8 of things to look out for when examining vehicles, you will also be checking the license decals on parked vehicles to see if they are valid and reporting abandoned automobiles to the city. By using a hand held tally counter, you will keep track of how many vehicles are checked, recording this information at the end of your shift. Do not get in the bad habit of treating this like a race or getting “tunnel” vision and forgetting the two primary objectives of foot patrol: intelligence gathering and interacting with the public. So take your time and be vigilant.

When you come across a vehicle that you think has telltale signs of being stolen, **DO NOT STAND NEXT TO THE VEHICLE AND TAKE NOTES**. Those who stole the vehicle may still be in the area, which could potentially pose a serious safety issue. If someone is in the vehicle, **NEVER** approach them or inform them of your suspicions. The first thing you do after you have decided that the vehicle just examined could be a

stolen vehicle is **WALK AWAY**. Try to remember the location, make, model, and colour of the vehicle. The most important piece of information you need before making any calls is the license plate number and province or state of issue. If you cannot remember this license plate information, this should be the only information you stop to record before walking away from the vehicle. If there is anyone inside the vehicle, remember the number of occupants and their descriptions, specifically the driver.

If the vehicle in question is unoccupied and turned off, call the VPD non-emergency number, being sure to indicate that the vehicle is unoccupied. If the vehicle in question is occupied or unoccupied and running, call 9-1-1, being sure to indicate if the vehicle is occupied. Relay the location, vehicle, and occupant information to the call taker. If the stolen vehicle database shows that the vehicle is not listed as stolen, be sure to explain to the call taker what makes it suspicious to you. If the vehicle is insecure, such as having smashed windows or open doors, be sure to also give the call taker this information as well. If a file is created on the part of the call taker, get the file number at the end of the call and reference this number in the major report you must write upon your return to the CPC.

Any vehicle parked on city streets must have a valid license decal, whether the vehicle is from inside or outside BC. If the license decal has expired beyond two weeks from the current date, record the following information about the vehicle in your volunteer notebook: when you found it (date and time), location, make, model, colour, VIN, license plate number, province or state of issue, and decal expiry date. For the vehicle's location, it is best if you record the specific address that it is parked outside of; otherwise, the street name and block number will suffice.

Upon your return to the CPC, check on the Canadian Police Information Centre (CPIC) website, www.cpic-cipc.ca, to see if the vehicle is stolen. Click "Search" under the heading on the left hand side of the website that says "Stolen Vehicles & Bicycles", and look up the vehicle by VIN or license plate number. Be sure to choose the correct province when entering the license plate information. If the vehicle in question has a license plate issued in the U.S.A., you cannot use the CPIC website to check whether or not it is stolen. If you think there is good reason to check whether an American vehicle is stolen or not, call the VPD non-emergency number and get them to check on their system. If CPIC says the vehicle is stolen, call the VPD non-emergency number immediately. Whether the vehicles checked on CPIC come up as stolen or not, you must write up a separate major report for each vehicle. Be sure to note the reference numbers of all of the major reports you write for your patrol on the foot patrol log for your shift.

If the license decal is expired, but only within the last two weeks of the current date, issue a Crime Prevention Notice (CPN) on the front windshield of the vehicle. Every foot

patroller should carry a booklet of CPNs with them while on patrol. Also issue CPNs on the surrounding vehicles in order to avoid having a single parked vehicle stand out from the rest and draw unneeded attention from potential thieves. Always keep track of the number of CPNs issued, since this number will need to be recorded at the conclusion of your shift. Be sure to also reassure any concerned citizens who think that they are getting a parking ticket – we do not give tickets, just notices. If a concerned citizen does approach you, take the opportunity to engage with them.

To determine whether an automobile is abandoned or not is a subjective judgment call made by the foot patroller. The following is a list of things that may indicate a vehicle has been abandoned:

- No license plates
- Thick layers of dust on both the inside and outside
- Tires low or flat
- Excessive garbage or shrub growth under vehicle
- Excessive build up of foliage on front windshield
- Citizen informs you that the vehicle has been parked and untouched for some time
- Multiple bylaw tickets on front windshield
- Garbage and mold inside the vehicle

If the vehicle in question has an expired license, **THIS DOES NOT AUTOMATICALLY MEAN THAT THE VEHICLE IS ABANDONED**. Although a vehicle must have an expired license to report as an abandoned automobile, every vehicle with an expired license **IS NOT AN ABANDONED AUTOMOBILE**. Again, taking everything about the vehicle into account by observing the above list, only report a vehicle as abandoned if it **APPEARS** it has actually been abandoned.

When you and your partner decide that a vehicle is abandoned, record all relevant information about the vehicle in your volunteer notebook. Upon your return to the CPC after your patrol, check the vehicle's license plate or VIN on CPIC. If the vehicle is not stolen, write up a major report about the abandoned automobile and reference this report in the foot patrol log for your shift. In addition, you will fill out an "Abandoned Automobile" form, attach it to your foot patrol log, and call the city (311) to report the abandoned automobile. Ask the city call taker for a reference number and record this on the "Abandoned Automobile" form.

In those cases where you find a vehicle with a valid license that appears to be abandoned, you should still follow-up on it. Record all relevant information about the vehicle in your volunteer notebook and check the vehicle's VIN or license plate on CPIC

when you return to the CPC. Regardless if the vehicle shows up as stolen or not, call the VPD non-emergency number and check with them if the license plate of the vehicle matches its description. Whether the vehicle is of interest to the VPD or not, you should always write up a major report about these types of vehicles for the NPO to read.

FOOT PATROL ROLES: Crime Alerts & Special Projects

From time to time you will be asked to distribute crime prevention notices (pamphlets) to residences. This occurs when there is a flare up of a specific type of crime in an area, which the crime prevention notices detail and suggest ways to combat. For recording purposes, be sure to keep track of how many pamphlets you distribute. In addition to crime alerts, on occasion you may be asked to participate in a special foot patrol project. This may involve the NPO asking you to go to a park in the community to look for a certain type of criminal activity, or accompanying the NPO on an observation of a “suspicious” residence. Both of these foot patrol roles are carried out at the request of the volunteer coordinator or NPO.

FOOT PATROL ROLES: Graffiti Mapping

Occasionally you will be asked to take photos of, and map, graffiti in the community. You can either use your own camera or the CPC camera to carry out this task. If you are using the time code on a camera, please make sure it is accurate and make a note as to whether it is in the “year-month-day” format. It may also be helpful to take notes as you patrol so you can remember which image was shot where. Please refrain from photographing the public in general as this can provoke negative behaviour.

When shooting and emailing graffiti photos be sure to record the address and zone in which the images were taken. If the address is difficult to describe, use the closest cross-streets, the name of the closest business, park, etc. If you are patrolling through several zones it is important to keep track so that the CPC can sort through the images.

When shooting a scene, try to get one image of the graffiti from a slight distance, just enough to show location and size, and another one closer for detail. Remember, the CPC can zoom in and look closer at a good quality image so there will usually be no need for multiple close-ups. If you feel it requires more, shoot it and send it since the CPC can always edit later.

If possible, make the images jpegs and name them before sending. File naming should adhere to the following format: **year-month-day, address, photographer’s initial and last name, and a key word to describe the picture**. So, for example, you might have

an image named: "11-03-24 Commercial & 1st Ave. J. Smith. Mailbox". If you are unable to name or date images, it is extremely important that you write that information in your email when you send the images. Remember, the CPC needs to know: when (year-month-day), where (address and zone), and who (photographer's name).

If using the CPC camera, photos must be cleared off at the end of your shift. Adjust for this and for your paper work when out on patrol so you have plenty of time in the office to organize everything. If you are using your own camera, send all images and information to the volunteer coordinator (Faith) as soon as possible.

Drug Paraphernalia and Used Condoms

While out on patrol you may come across drug paraphernalia and used condoms. If you are unsure of what some of these materials might be, please refer to the portable display in the CPC. If you come across a needle, **NEVER TOUCH OR PICK IT UP**. Instead, call it in to Raincity Pickup (one of the four important numbers to have in your volunteer notebook and cell phone) at 604-657-6561. Provide them with the location and as much detail as possible so that they can easily find the needle and retrieve it. Be sure to mention to a staff member or leave a note that you found a needle, so that the CPC is aware and can follow-up if necessary. At the end of each month the CPC counts how many needles are found or reported, the location, and what was done about it.

When you get back to the CPC, write up a major report on any drug paraphernalia and used condoms you come across while out on patrol. Your write up should include their location, description of what was found, and what you did about it, such as called the city (3-1-1) or Raincity Pickup. The importance of doing a major report after you find any drug paraphernalia or used condoms is to keep the NPO updated on any increases in drug or sex trade activities in the community. It is **NOT** your responsibility to dispose of or remove these materials from the community. **REMEMBER**: your personal safety always comes first. Also note the reference number of the major report you write on the foot patrol log for your shift.

Foot Patrolling Apparel

While on patrol it is important that you wear appropriate apparel. Beyond having to wear the yellow CPC jacket, vest, and/or blue CPC volunteer tee-shirt to make yourself identifiable as a volunteer of the CPC, you must also wear shoes that you can potentially run in – so no flip-flop sandals. Also try to wear clothing that you can move comfortably in. Keep in mind that you will be walking around outside for more than an hour and a half, which means you will be exercising and be exposed to the elements, so dress

appropriately for this as well. Be sure to always dress in a professional manner. This includes, but is not limited to, clothes always being clean, neat, and free of tears or holes. Wearing shorts in times of warmer weather is fine as long as they only come up no higher than mid-thigh. Use your good judgment on articles of clothing that may send the wrong message to the public about the CPC (such as an offensive message on a tee-shirt). You may also require a bag to carry all of your foot patrol “tools” in depending on how many pockets you have available. If you forget to bring a bag, there are always shoulder bags and water bottles available in the CPC to bring with you while out on patrol.

Choosing a Zone to Patrol

The Grandview-Woodlands region is separated into nine zones, with the streets of Nanaimo, Clark, East Hastings, and East Broadway acting as boundaries. The map of these zones can be found in the foot patrol log book and throughout the CPC. On occasion you may be directed by the NPO or volunteer coordinator to patrol a specific zone. For the most part though, it is left to you to choose a zone to patrol. There are two key factors to consider when choosing a zone. The first is checking foot patrol logs (**NOT** bike patrol logs) to see which zones have been patrolled and choosing a zone that has not been patrolled recently. The second is checking recent VPD crime alerts (either posted in the CPC or received via email by signing up for the “neighbourhood crime alert service” on the VPD website) and patrolling the zone which is most affected by these alerts.

Also keep in mind the distance between the CPC and your zone of choice. If you choose a zone that is far away from the CPC, take into account the commute time both there and back so that you are not faced with extending your two hour volunteer shift beyond two hours. In some cases this might work for both volunteers, but often it does not given everyone’s busy schedules. An alternative is to commute to the zone, either by car or bike, to provide you with more time to patrol the zone.

Always try to patrol one zone thoroughly, rather than many zones partially. By maintaining this standard the CPC ensures maximum possible coverage within a zone during a patrol shift. The exception to this guideline is when you combine a large zone with a small zone (zones 4, 5, and 6), which should be a small enough area to cover well during a patrol shift. Also, if you travel through zones in order to patrol a specific zone, do not indicate that you have patrolled these zones in the foot patrol log. For example, if you patrol zone 9, but had to travel through zones 5 and 8 in order to get to and from zone 9, you would only indicate that you patrolled zone 9 in the foot patrol log, not zones 5, 8, and 9.

Foot Patrol Log

In addition to any major reports you might write at the end of a foot patrol, you must also fill in a foot patrol log for **EVERY** patrol as well. This applies no matter what task you performed while out on patrol (automobile checks, crime alerts, or special projects). Be sure to put this log in the correct month and on the top so that the next patrol can review it easily. Also remember to attach any abandoned automobile forms to it and record the reference numbers of any major reports you wrote at the bottom of the log.

Time Logging

At the end of your foot patrol training shift, you will use the volunteer computer to log your hours under “ADMINISTRATION – Training Session”. At the end of every foot patrol shift, you will use the volunteer computer to log your hours under “PROGRAMS – Foot Patrol”. When logging a foot patrol shift, you will be prompted to indicate a variety of “applicable outcomes”, such as the total number of automobile checks and total number of CPNs issued. It is important that these “applicable outcomes” are only reported by one foot patroller, so as to avoid having inflated numbers in the CPC’s annual report.

Equipment Maintenance

Patrol members are responsible to ensure that all equipment is maintained in good operating order. This involves returning everything to its rightful place at the end of your shift, plugging in CPC equipment (such as cell phone or camera) to recharge for the next patrol, and hanging any wet CPC yellow jackets on the coat rack at the rear of the CPC to allow them to dry out before being put away in the closet. **NO VOLUNTEER WILL UNDERTAKE ANY REPAIRS OR MAINTENANCE OF EQUIPMENT WITHOUT THE EXPRESS AUTHORIZATION OF A SUPERVISOR.** If a piece of equipment is damaged or malfunctioning, bring this to the attention of a volunteer coordinator.

Scheduling

When using the volunteer software to schedule yourself in for a patrol, keep in mind a couple of things. First, you are only confirmed and have a partner for a patrol when Faith sends you a confirmation email for that patrol. Second, keep in mind Faith's schedule when you attempt to book a foot patrol shift. Faith is only in the office during weekdays, so if you book a foot patrol shift on Saturday for the coming Monday, you will most likely not be partnered up in time for it. To avoid this issue, try to schedule in for foot patrol shifts as far in advance as possible so that Faith has adequate time to partner you up for a patrol.

If you have to cancel a patrol, it is your responsibility to call your partner to let them know that you cannot make it. Simply leaving a message on the CPC voicemail is not enough since there is no guarantee that your partner will be forwarded the message in time. If you do not have your partner's phone number on hand, you can always find it by referring to the CPC contact list. As a last resort you could also use the confirming email Faith sent to you for the foot patrol shift. Just hit 'Reply All' to send them a message. Be sure to also call the CPC to inform them that the patrol is cancelled.

Appendix A: Standard Phonetic Alphabet

Letter	Word	Pronunciation
A	Alfa	AL FAH
B	Bravo	BRAH VOH
C	Charlie	CHAR LEE
D	Delta	DELL TAH
E	Echo	ECH OH
F	Foxtrot	FOKS TROT
G	Golf	GOLF
H	Hotel	HOH TELL
I	India	IN DEE AH
J	Juliet	JEW LEE ETT
K	Kilo	KEY LOH
L	Lima	LEE MAH
M	Mike	MIKE
N	November	NO VEM BER
O	Oscar	OSS CAH
P	Papa	PAH PAH
Q	Quebec	KEH BECK
R	Romeo	ROW ME OH
S	Sierra	SEE AIR RAH
T	Tango	TANG GO
U	Uniform	YOU NEE FORM
V	Victor	VICK TAH
W	Whiskey	WISS KEY
X	X-Ray	ECKS RAY
Y	Yankee	YANG KEY
Z	Zulu	ZOO LOO

Appendix B: 24 Hour Clock

12 Hour Clock	24 Hour Clock
12:00 AM	0000 or 2400
1:00 AM	0100
2:00 AM	0200
3:00 AM	0300
4:00 AM	0400
5:00 AM	0500
6:00 AM	0600
7:00 AM	0700
8:00 AM	0800
9:00 AM	0900
10:00 AM	1000
11:00 AM	1100
12:00 PM	1200
1:00 PM	1300
2:00 PM	1400
3:00 PM	1500
4:00 PM	1600
5:00 PM	1700
6:00 PM	1800
7:00 PM	1900
8:00 PM	2000
9:00 PM	2100
10:00 PM	2200
11:00 PM	2300

Guidelines to follow when using the 24 hour clock:

- If the time is 0100 hours, it is spoken as “zero one hundred hours”
- If the time is 1100 or later, it is spoken as “eleven hundred hours” and so on
- If describing a time that is not on the hour, the method most commonly used would be to break the time down to hours and minutes, such as “it occurred at 13-15 hours”

Appendix C: Zones of Grandview-Woodlands CPC

