

GWCP Policies & Procedures



January 2015

Volunteer Code of Conduct

The GWPC's expectations for volunteers are:

- To be on time for their volunteer shift and to provide as much notice as possible if they are unable to attend an assigned shift
- To abide by all written guidelines and policies provided to them, including the confidentiality agreement
- To attend orientation and training sessions to ensure quality service continues to be provided to CPC clients, staff, and fellow volunteers through volunteer education
- To accept supervision in the performance of duties
- To perform all assigned tasks to the best of their ability, and not report for work while under the influence of alcohol or illegal drugs
- To treat with courtesy each individual with whom they come in contact
- To obey all laws and regulations, including traffic laws, while volunteering
- To bring their best skills and abilities to their volunteer work to promote the Grandview-Woodland Community Policing Centre

Safety Policy

The Grandview-Woodland Community Policing Centre is committed to Safety, Health & Environmental protection in all aspects of our work!

The Management and Board of Directors of Grandview-Woodland Community Policing Centre (GWPC) are concerned for the safety and health of all employees and volunteers involved in all GWPC activities. To enable GWPC to keep the quality and presentation of crime prevention and safety programs at the highest levels, it is essential that the safety and health of volunteers and staff is maintained at all times.

To achieve this goal, GWPC will undertake to offer a Health & Safety Program through orientation materials, on site signage, and providing appropriate safety equipment, emergency procedures and other valuable resources. The Health & Safety Program will be reviewed on an annual basis to ensure the highest level of support to all GWPC volunteers in all programs & activities.

The GWPC will seek to ensure the safest possible work environment by requiring all volunteers and staff to identify and control all workplace hazards, provide ongoing training in safety and health, providing emergency procedures, by maintaining communications between management and volunteers and by leading by example through action.

Ensuring a safe and healthy workplace is everyone's responsibility, from the Chair of the Board of Directors to the newest volunteer. The GWPC is responsible for ensuring that safe and healthy work conditions are maintained. Staff and Volunteers are responsible to work safely, following BC's provincial Occupational Health and Safety legislation.

The assistance and support of everyone involved with the GWPC is needed and expected in order to protect the safety and health of volunteers, staff, and the community.

General Safety

All Activities

- Safety is everyone's responsibility
- No drugs or alcohol on site or used prior to arrival
- GWPCPC volunteers always work in pairs (minimum), they never work alone
- WorkSafeBC regulations and GWPCPC safety policy must be followed on site
- Personal protective equipment (PPE) must be used as required by WorkSafeBC regulations and GWPCPC safety policy
- All conduct to members of the public and fellow workers must be respectful and professional; harassment of any kind will not be tolerated
- Report found needles to staff for pick up or note the location for follow-up (see the Needles section for more specific safety info)
- A First Aid Kit (Level One) is available and is kept on top of the Lost & Found cabinet
- Ask for first aid even for something minor – deal with it before it becomes more complicated
- If anyone is hurt or unwell, stop working; get help and only resume work after first aid is administered
- Report all injuries, safety issues and environmental hazards to the activity supervisor immediately
- Report all hazardous conditions to the activity supervisor; warn others and stop work until the problem is fixed
- Familiarize yourself with specific safety precautions for the tools and equipment you may be using, and have an idea of the hazards you may encounter
- Any additional safety issues or hazards related to the work will be noted by the supervisor
- All volunteers have the right to participate in a Health and Safety Program and to refuse unsafe work
- If you are asked to do any work you feel is unsafe – don't do it – and inform the activity supervisor
- Be aware of your surroundings and the people around you



Foot Patrol

Refer to the Foot Patrol training manual for complete set of instructions for this activity.

- Always remain within eyeshot and earshot of your partner
- Know where you are at all times – knowing the street name, 100-block number, nearest intersection, and compass directions will assist emergency services if needed
- Each volunteer is required to have a cell phone with them at all times during a foot patrol, in case emergency services need to be reached
- Volunteers should not get physically or verbally involved in any conflict, even if it involves another volunteer – contact 9-1-1 immediately if intervention is necessary
 - * Be a good witness; give the best information you can to emergency services, so they can adequately deal with the problem
 - * Don't put yourself or others in a serious situation without any help on the way

Safely Dealing with Difficult and/or Dangerous People

- Never put yourself or others at risk
- Do not escalate the situation
 - * Try “verbal judo” (redirecting behaviour with words) to de-escalate the situation
- If the situation remains confrontational:
 - * Keep an eye on the potentially dangerous person
 - * Withdraw from the area without turning your back on the person
- Use the PB Forms (“Panic Button”) safety code:
“Do you need a PB Form?” = “Do you feel in danger?”
- Yes – Call 9-1-1
- No – Stand by your partner to present a unified front and continue to deal with the situation

Speed Watch

Refer to the Speed Watch training manual to the complete set of instructions for this activity.

- Don't be a hazard to other vehicles, property, or pedestrians
- Don't pull cars over. We are CPC volunteers, not the Police
- Don't signal motorists with gestures, lecture, argue, or yell at motorists, pedestrians, or cyclists
- Don't work alone or leave your partner alone on a Speed Watch site.

Safely Dealing with Difficult People and Aggressive Drivers

- Use a calm, polite, non-threatening manner
- Be professional and remember that you represent your CPC to the public, even unpleasant members of the public
- Educate and offer explanations, but do not argue
- Get support as required (PB Form, 911, Non-Emergency)
- Back away from the person
- If the situation escalates, be prepared to leave

Safe Set up | Restrictions

- Avoid heavily congested areas
- Avoid setting up too close to an intersection, driveway, lane way, or within 75ft/23m of the approach side of a crosswalk
- Avoid obstructing traffic control devices or signs, or conflicting with road use in any way
- Avoid setting up on the crest of a hill
- Do not operate in adverse weather conditions like heavy rain, snow, or ice
- No night time set-ups



Safe Set up & Take down Procedures

- Wear safety vests and GWPC ID at all times
- Park vehicle so that unloading will not create any hazards
- Park and set up approximately half way between posted traffic signs
- Switch on hazard lights before exiting vehicle or taking out any equipment. Turn off hazard lights once setup is complete.
- ALWAYS face traffic when setting up pylons and equipment.
- Set up at least 6 pylons starting at, and moving from, the rear of the vehicle. Set the cones in an arc, from the roadside corner of the vehicle to the curb, approximately 26 feet back
- Set up pylons in front, in a similar arc, approximately 13 feet forward
- Set up radar equipment and place the reader board where drivers and volunteers can see it easily
- Reverse the order for take-down

Community Cleanup

- Wear safety vests for visibility and disposable gloves for hygienic reasons
- Use tongs or graspers to pick up garbage, do not use your hands
- Be aware of traffic
- Drink plenty of fluids and drink often, before you get thirsty
- Wear sunscreen, sunglasses and/or a hat as dictated by the weather

Mural Painting

- Report to the activity supervisor on arrival to the site and again before leaving
- All volunteers and visitors to the site must complete a registration form and read safety procedures
- Hand protection and safety glasses required where posted (or to meet regulations)
- Good housekeeping must be maintained – keep the site and supplies organized and clean
- Wear closed toed shoes and long pants at all times
- Drink plenty of fluids and drink often, before you get thirsty
- Wear sunscreen, sunglasses and/or a hat as dictated by the weather

Community Paint Outs

- Wear closed toed shoes and long pants at all times
- Wear clothing appropriate for the work and weather conditions
- Wear gloves
- Safety glasses are available for those wanting additional protection
- Drink plenty of fluids and drink often, before you get thirsty
- Wear sunscreen, sunglasses and/or a hat as dictated by the weather



Paint Outs & Mural Paintings | Potential Hazards

Materials Handling -

Muscles sprains and strains are the most common work injuries. Fitness, stretching, using safe lifting techniques, proper material placement, and using care when lifting will help to avoid back injuries.

Exposure to Chemicals – This could be from the paint its itself, paint thinner to clean spills and the citric acid in graffiti wipes to remove paint from skin; make sure you wash the solution in the graffiti wipes off your skin immediately with soap and water to avoid dry skin and burning. Some might be hazardous to skin or fumes may be hazardous. Other materials hazards could be dust, metal and paint flakes.

Danger from Falling -

Take care while walking and working on uneven surfaces in alleys and streets. It is important to be aware of what is going on above you, around you and below you. Many activities can be going on at the same time on site.

Site Cleaning -

A clean site is a safe site. “Clean as you go” is a good rule – if you make the mess, clean it up. Good housekeeping is everyone’s responsibility. Avoid creating trip hazards for others. If you see any stray rollers, paint trays or water bottles dispose of them appropriately.

Overhead Work -

Beware at all times of potential objects falling from above.

Emergency Procedures

In the event of an immediate emergency, call 9-1-1, Police, Fire, or Ambulance.

Designated Emergency Personnel

In the event of an emergency, call CPC staff, their phone numbers are listed on the white Board.

Building Description

The Grandview-Woodland Community Policing Centre is located at 1977 Commercial Drive between East 3rd and 4th Avenue. The two storey building is shared with a second commercial tenant next door at 1969. Three residential units are located on the second storey, accessed through a doorway addressed 1973 between the two commercial entrances. The residential tenants can also exit from stairs behind the building.

Emergency Assembly Point

If GWPC volunteers and staff are required to leave the building, the Emergency Assembly Point is across the street from the GWPC at the corner of East 4th Avenue and Commercial Drive in front of Prado Cafe.

Building Manager Contact Information

Building Owner/Manager – Steve Macri (604) 420-9271

System Shutoff Locations

Alarm: Inside the front door entry at 1977 Commercial Drive

Electricity: Next door at 1969 Commercial Drive

Water: Shut off valve is in the sidewalk in front of 1977 Commercial

Gas: There is no gas to the GWPC premises, but gas shutoff for other tenants is located outside the back door of 1977.

Emergency Equipment

Fire Extinguishers

There are two certified multi-purpose dry chemical fire extinguishers, one mounted above the microwave at the back door and one mounted on the wall below CPC report forms in the hall from the front office. A third non-refillable dry chemical fire extinguisher is located next to the storage closet in the front office under the staff desk.

First Aid

There is a general purpose first aid kit with bandages and disinfecting wipes on top of the Lost & Found by the patrol board, along with an eye-wash bottle and sterile solution. Latex-free blue nitrile gloves are available below the front counter and at the water cooler near the back door.

Building Diagram Guidelines -

Needs to be scanned from diagram posted on the wall

Situational Guides

What to do in an Emergency

Calling for Help

Police, Fire, or Ambulance

From the GWPC phone dial 9 for an outside line, the dial 9-1-1

From a cell phone call 9-1-1

Calling 9-1-1 should always be your first action. Getting professional emergency responders dispatched is a time critical function.

The 9-1-1 call taker may ask the following questions:

- What is the emergency?
- Where is the emergency?
- Who is injured?
- Are there any hazards in the area?
- Your name and the phone number you're calling from.
- Suspect / vehicle description

Do not hang up until the 9-1-1 operator tells you to. Then call GWPC staff to let them know of the situation. They may also respond to the scene. Have someone meet the responders and direct them to the exact location of the emergency. Do not move injured persons unless it is absolutely necessary for their safety. Do not interfere with the emergency responders. If you do not have information or skills they need, then stay out of their way.

No plan, training or checklist can possibly foresee every situation.

Evacuating

When evacuating your building or work area:

- Stay calm, evaluate the situation carefully
- Safely stop your work
- Gather your personal belongings only if it is safe to do so
- Close doors and windows to prevent spread of smoke and fire
- Keep in mind you may have to use an exit that you don't normally use
- Some exits could be blocked in an emergency, always know an alternate way out
- Touch closed doors and do not open them if they are hot
- As you exit inform others who may not be aware of the situation
- Proceed to the building's designated Emergency Assembly Point (EAP)
- Call a staff member to inform them of the emergency and whether the GWPC office is locked and secured by alarm

Emergency/Disaster situations are inherently chaotic... improvisation is a necessary virtue!

Alarm Triggered Accidentally

- Call 9-1-1 to notify Police
- Call staff to inform them and obtain a designated volunteer pass code.
- Call KABAN (alarm company) 604 677 1516 to give pass code and report the false alarm
- Write a Major Report

Panic Alarm Triggered in Error

- Call 9-1-1 to notify Police
- Contact staff to inform them and obtain a volunteer pass code
- When KABAN (the alarm company,) calls, give them the correct pass code
- Wait for police to arrive if dispatched
- Write a Major Report

Power Outage

- If trapped or injured contact 9-1-1 immediately if possible
- Turn off coffee pot, any equipment and heaters
- Make sure back door is locked
- Make sure bathroom window is locked
- Advise staff to inform them that the alarm will not be set
- Lock the front door

Water Leak

- If a small water leak, put bucket or towels under leak
- Move any computers or electrical equipment out of the way and unplug
- Turn off baseboard heaters
- Contact staff to let them know
- Depending on the scope of the leak, you may be asked to call the building manager or to inform other tenants
- Write a Major Report

Burst Water Pipe

- Contact 9-1-1 – Fire
- If possible unplug computers and move out of danger and unplug any other electrical items. If the possibility of electrocution is present leave all electrical items alone
- Leave the building and wait outside nearby where it is safe and when the appropriate emergency response team arrives identify yourself
- Contact staff to let them know
- You may be asked to call the building manager or to inform other tenants
- DO NOT SET THE ALARM OR LEAVE THE BUILDING UNATTENDED
- Write a Major Report

Fire

- Call 9-1-1 – Fire
- Leave the building and wait outside nearby where it is safe and when the appropriate emergency response team arrives identify yourself
- Use a fire extinguisher only if you are trained in its proper use
- DO NOT LOCK DOORS AND DO NOT LEAVE PREMISES UNATTENDED
- While waiting for fire department to attend, contact staff to advise
- Meet the fire department and tell them exactly where the fire is
- Write a Major Report

Medical Emergency

- Call 9-1-1 - Ambulance
- Contact staff
- Use precautions to prevent exposure to bodily fluids by using blue nitrile gloves that are always available at the front desk and near the back door
- After you have called 9-1-1, there are several things you can do until Emergency Responders arrive. These simple procedures can aid Emergency Responders and the patient they will treat
- Provide first aid kit and assist to the best of your ability
- Stay calm; do not get excited. This will reassure the patient that help is on the way
- Refrain from moving the patient unless it is absolutely necessary for safety reasons
- Make the patient as comfortable as possible
- If you determine that the patient has no pulse and is not breathing, begin cardiopulmonary resuscitation (CPR), only if you have been trained in this life saving technique
- Remember the time, this is very important. When was the last time you talked to the patient? How long has this medical condition existed? How long has the person been unconscious?
- Meet the first responders (Ambulance or Fire & Rescue) and direct/lead them to the patient
- Provide information to First Responders as requested
- Write a Major Report

Earthquake

- Duck, cover and wait until the shaking stops, (count 60 seconds)
- Evacuate the building after the shaking has stopped
- Avoid objects and structural components that could fall
- Assemble outdoors in a safe area or at an the Emergency Assembly Point
- Be ready to assist injured persons, (the fire department will be overwhelmed in a major earthquake)
- Do not re-enter the building until it has been determined that the building is safe
- Telephones will be overloaded, only make necessary calls and be brief
- Call 9-1-1 only for life threatening emergencies

Public Unrest | Civil Disobedience

If police ask you to close the CPC office:

- Use closing procedures to the best of your ability and time, (turn off lights, heaters etc)
- Ensure the back door is locked
- Set the alarm, leave by the front door and lock it behind you
- Proceed to the Emergency Assembly Point in front of Prado Café
- Inform staff by phone advising them of any incident
- Write a Major Report (or make note of the time, details for a report at a later date)

If you are unable to leave by the front door:

- Ensure the front door is locked
- Turn off lights
- If you must leave by the back door, do not set the alarm
- Take the key for the back door, with a white tag labeled, “Rear Inside Door,” close and lock the dead bolt from the outside
- Close the metal back door security gate behind you.
- Proceed to the Emergency Assembly Point in front of Prado Café
- Inform staff by phone advising them of any incident and that the alarm is not set
- Write a Major Report, (or note details for a report later)

If you are unable to leave the building:

- Lock front and back doors immediately so no one can enter.
- Turn off lights and go to the back of the office
- Call 9-1-1 – Police from a phone in the back of the office.
- You can see what is happening in the front office and on the street from the security cameras
- Inform staff by phone advising them of any incident
- Wait for police to attend
- Write a Major Report

Violent Behavior

- All urgent and/or potentially dangerous threats or acts of violence must immediately be reported to 9-1-1 and then to GWPC staff, or use the panic button to inform the alarm company and police that you need assistance. Let VPD handle the situation.
- Write a major report when clear and safe, (noting time, details, suspect description, etc.)

Suspicious Package

- Remain Calm
- Move away from the package
- Do not let anyone touch it or enter the area where the package is located
- Call 9-1-1 Police
- Provide the call taker with the following suspicious package information:
 - * Description of the package
 - * Exact location of the package
 - * Who (if anyone) has handled the package
 - * Is anyone complaining of symptoms
- Await information and instructions from emergency services
- Write a Major Report when Clear and Safe (Noting time, details)

Bomb Threat

If you receive a telephone bomb threat, try to stay calm. Listen carefully to get information from the caller, such as:

- The caller's age, gender, unique speech attributes and any background noises that might be clues to the caller's location.
- Clues about where the device is, when it is set to go off, what it looks like, why it was placed.
- Call 9-1-1 Police
- If the threat is to GWPC premises, follow evacuation procedures.
- Call staff to inform them as to whether the GWPC office is locked and secured by alarm
- Meet at Emergency Assembly Point
- Wait for police to attend
- Write a Major Report

After any emergency it may be necessary to assess the safety of the building to determine if the GWPC can continue operation on the premises. In the event of an earthquake, it could be decided to help residents at the location of the Neighborhood Reception Centre if it is agreed this would be most helpful.

Weapon

If a member of the public comes to the GWPC stating there is someone on the street with a weapon:

- Close and lock doors immediately
- Call 9-1-1 Police. Obtain location & suspect description and the nature of any injuries
- Wait for police to attend
- Inform staff by phone
- Write a Major Report (note time, details, and description of suspect)
- Wait for instructions to reopen the CPC office

When confronted with a potentially violent person remember these guidelines:

- Project calmness: move and speak slowly, quietly and confidently
- Focus your attention on the other person to let them know you are interested in what they have to say
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person
- Don't invade their personal space. Make sure there is a space of 3' to 6' between you and the other person
- Don't reject all of the person's demands from the start
- Acknowledge the feelings of the other person. Indicate that you can see he or she is upset
- Accept criticism in a positive way. While a complaint might be factual use statements like, "I understand how you are frustrated," or "I can see how you could feel that way." If the criticism seems unwarranted, ask clarifying questions
- Don't make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech
- Don't try to make the situation seem less serious than it is
- Do not use styles of communication which generate hostility such as apathy, brush off, coldness, going strictly by the rules, or giving the run-around
- Don't challenge, threaten, or dare the person. Never belittle the person or make them feel foolish
- Don't say "I know how you feel", even if you've experienced a similar situation. We all experience events differently

Dress Code

Outreach Events

- CPC logo T-shirts must be worn by volunteers

Patrols | Speed watch

- CPC T-shirts, jackets or vests must be worn by volunteers for safety and visibility
- All participants must wear appropriate footwear for patrols, community clean ups and anti-graffiti paint outs
- For safety reasons, closed toe shoes (no sandals) are required when out on patrol

Office | Front Desk

- Volunteers are encouraged to wear their CPC logo T-shirt but can wear casual office attire if they choose to.
- T-shirts with slogans that might be misconstrued as offensive to other volunteers or the public should not be worn. No short shorts or crop tops.

Diversity Policy

The GWPC values the individual diversity of all staff members, volunteers and citizens who use GWPC services. Differences in age, race, ethnic heritage, religion, appearance, sexual orientation or any number of other distinguishing factors provide experiences, viewpoints, and ideas that can strengthen and enrich our work or volunteer experiences. The aim is to create an environment that is inclusive, respectful and equitable, and to employ the talents of people with different backgrounds, experiences and perspectives to accomplish the GWPC's organizational goals.

Social Media Policy for GWPC Volunteers

- GWPC volunteers who use social media need to understand that their postings are not private and that their obligations as GWPC volunteers apply to all social media activity (Facebook, Twitter, Instagram, YouTube, blogs etc.)
- Existing GWPC policies on confidentiality, harassment etc apply equally to social media activities
- Volunteers should not state or imply that they are representing the GWPC on social media unless they have received specific consent or permission from staff to do so
- Volunteers are responsible for their activities on social media and they may be held accountable by the GWPC if their activities are illegal, damage the reputation of the GWPC, or are in breach of the criminal code
- Consequences of violating the GWPC's Social Media policy can include termination as a GWPC volunteer or facing civil or criminal liability
- The GWPC respects your privacy by not tagging photos we post with volunteers' names
- For reasons of confidentiality and safety, volunteers are not to identify VPD members or fellow volunteers in social media

Volunteer Grievance Policy

The GWPC recognizes the dignity and value of every volunteer. One of the rights of volunteers is to have access to a grievance procedure to work through problems that can arise in the course of volunteering. It is GWPC policy that all volunteers and/or officers of the GWPC conform to codes of confidentiality, conduct and conflict of interest. Nonetheless, a situation may arise that would cause a volunteer to consider that their rights have been violated and they may wish to lodge a complaint or file a grievance.

The purpose of the volunteer grievance policy and procedures is to reassure any volunteer that problems will be dealt with in a timely manner, with fairness and confidentiality and without fear of repercussion. Whenever possible, disputes may be settled by the individuals close to the source of the dispute or through the involvement of leaders in the organization. The grievance procedures set out a systematic and consistent process for conflict resolution to ensure that all people can be treated fairly and without bias, either those individuals with the grievance or anyone having a grievance raised towards their behaviour.

The types of problems that can be addressed through grievance procedures include:

- Personal or work-related disputes between volunteers, or between volunteers and staff
- The breakdown of working relationships due to personality conflicts
- Disputes arising over disciplinary issues
- Misunderstandings about the nature of volunteers' roles and their boundaries
- Any inappropriate behaviour such as bullying or harassment.

If a grievance is substantiated through the grievance process, the grievance procedures may be employed in conjunction with other GWPC disciplinary procedures. Depending on the nature and substance of the complaint, final resolution may include dismissal of the volunteer. In some instances where behaviour could be criminal, the CPC Coordinator may refer a complaint directly to the NPO if decisions need to be made about whether to involve the police.

Like all GWPC policies and procedures, the grievance policy and procedures were developed in consultation with volunteers, the CPC Coordinator, and board directors and will be subject to annual review.

GWPCPC Volunteer Grievance Procedures

Volunteers and staff should endeavour to recognize that each individual brings their own style to a work environment, and when differences occur, effort should be made by all to understand and coach colleagues rather than judging their differences.

In the event of a serious conflict that impairs a volunteer's ability to perform their work with a positive and respectful attitude, the volunteer should take the following steps:

- Inform the person with whom you have the conflict of your concern(s) and desire to resolve the issue(s) positively and constructively
- If there is no resolution, report the concern(s) to the Volunteer Coordinator for investigation and hopefully achieve a mutually acceptable solution
- If there is still no resolution, file a complaint with GWPCPC as outlined below

Complaint Procedure

Any volunteer who believes that there has been a breach of conduct, confidentiality or conflict of interest, is involved in a serious interpersonal conflict or who has any issue with respect to working conditions at the GWPCPC or feels they have been harassed, may file a complaint or grievance with the Volunteer Coordinator. A complaint may result in a less formal investigation and resolution procedure. If the proposed action or resolution to the complaint is not to the satisfaction of the complainant or if the complaint is with a staff member, they can then bring their grievance directly to the CPC Coordinator.

The complainant will provide the CPC Coordinator with sufficient details to allow investigation, either verbally or in writing.

Upon receiving the complaint, the CPC Coordinator will conduct an investigation, which may include the following:

- Interviewing the complainant
- Interviewing any person who is involved in the complaint
- Interviewing any witnesses identified as a result of the above; and
- Keeping a record of all aspects of the investigation

All interviews will be held in a private area and all information obtained or recorded will be dealt with confidentially and permission will be obtained before sharing such information with other parties.

Once the investigation is complete, the CPC Coordinator may convene a meeting of the involved parties in an attempt to resolve the complaint. If no resolution is reached between the parties, the CPC Coordinator may prepare a written report to recommend what action, if any, should be taken. Where there is evidence to support the complaint, appropriate corrective or disciplinary action will be taken.

If a volunteer has a conflict with a police officer, they can express the issue to the Volunteer Coordinator, who will then address the complaint directly to the CPC Coordinator. It will be the CPC Coordinator's responsibility to bring the concern to the NPO. At no point may a volunteer approach the NPO in regard to grievances against staff, other volunteers, citizens or police officers.

If a police officer has a conflict with a volunteer, they will address the issue directly with the CPC Coordinator. The CPC Coordinator will bring the complaint to the attention of the Volunteer Coordinator to take appropriate action together.

If a volunteer has a conflict with the NPO, they can address their concerns with the Volunteer Coordinator who will inform the CPC Coordinator. The CPC Coordinator can pursue the Dispute Resolution Protocol through the Community Policing Services Unit Sergeant.

If the complaint involves the CPC Coordinator or if the complainant is unsatisfied with a resolution, the Human Resources Committee of the GWPC Board of Directors may convene a meeting with the involved parties at the earliest possible date. Once a resolution has been reached, a letter stating the outcome will be given to the volunteer and a copy included in their volunteer file. If the matter is not resolved by the Human Resources Committee to the satisfaction of the complainant the board may discuss external avenues to pursue at their own discretion.