

***RICHMOND CITIZENS
CRIME WATCH PATROL
POLICIES AND PROCEDURES MANUAL***

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1. AUTHORITIES AND RESPONSIBILITIES

1.1 RCMP LIAISON OFFICER

Has the responsibility to provide guidance in all aspects of the operation of the Crime Watch Program and the authority to implement such changes as may be deemed necessary to ensure the safe, efficient and effective operation of the program.

The **RCMP Liaison Officer** WILL:

- a) Receive, review and make recommendations on the merits of all membership applications.
- b) Notify the Program Coordinator of his recommendations of new applicants.
- c) Liaise with the Officer in Charge on matters requiring RCMP approval.
- d) Assist in training methods.
- e) Liaise with Detachment members to maintain information flow.
- f) Attend General Meetings as a representative of the RCMP
- g) Assist the Program Coordinator with problems that may occur within the organization.
- h) Follow up on calls made to the RCMP by Crime Watch members when requested to do so.

NOTE: THE FOLLOWING POSITIONS AS DETAILED IN SECTIONS 1.2 THROUGH 1.7 CONSTITUTES THE EXECUTIVE OF THE RICHMOND CITIZEN'S CRIME WATCH PATROL.

1.2 PROGRAM COORDINATOR

The **Program Coordinator** WILL:

- a) Control all aspects of the Crime Watch.
- b) Coordinate between Watch members and the RCMP Liaison Officer.
- c) Arrange and conduct General and Executive Meetings.
- d) Coordinate and supervise the activities of the two Assistant Coordinators, to ensure the smooth operation of the Crime Watch.
- e) Interview all prospective applicants and, if accepted, inform the Training Coordinator and Scheduler so training sessions can be arranged.
- f) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of the RCCWP
- g) Possess, or be in the process of attaining, an RCMP Enhanced Security Clearance.

1.3 ASSISTANT COORDINATOR – OPERATIONS

The **Assistant Coordinator – Operations** WILL:

a) Oversee the operational aspects of the Crime Watch including:

- 1) Scheduling
- 2) Equipment Management
- 3) Special Operations
- 4) Special Events

NOTE – The Assistant Coordinator – Operations may delegate any of these duties to other Crime Watch volunteers as needed.

- b) Assist the Program Coordinator in controlling all aspects of the Crime Watch.
- c) Oversee and assist the Training Coordinator in his/her duties.
- d) Oversee and assist the Patrol Supervisors in their duties.
- e) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of the RCCWP
- g) Possess, or be in the process of attaining, an RCMP Enhanced Security Clearance.

1.4 ASSISTANT COORDINATOR – ADMINISTRATION

The **Assistant Coordinator – Administration** WILL:

a) Oversee the administrative aspects of the Crime Watch including:

- 1) Minutes at Executive and General Meetings
- 2) Newsletters
- 3) Statistics
- 4) Website
- 5) Recruiting
- 6) Fundraising

NOTE – The Assistant Coordinator – Administration may delegate any of these duties to other Crime Watch volunteers as needed.

- b) Manage the program's filing system.
- c) Receive and prepare incoming briefing reports for upcoming patrols.
- d) Provide feedback to detachment personnel who have requested patrols and information.
- e) Begin the processing of new applicants to the Crime Watch.
- f) Receive and distribute correspondence received by the Crime Watch.
- g) Keep record of volunteer hours logged by Crime Watch members.
- h) Report to ICBC the Crime Watch patrol statistics on a monthly basis.
- i) be responsible for sending out any correspondence on behalf of the Crime Watch.
- i) Maintain a database of up-to-date information for all Crime Watch members.
- e) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of the RCCWP
- g) Possess, or be in the process of attaining, an RCMP Enhanced Security Clearance.

1.5 TREASURER

The **Treasurer** WILL:

- a) Maintain accurate records of all monies related to the Crime Watch.
- b) Be responsible for all banking activities.
- c) Prepare a financial statement at the end of the fiscal year (RCCWP fiscal year runs from September 1 to August 31) as well as any financial statements needed for grants, Revenue Canada, etc.
- d) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of RCCWP

1.6 TRAINING COORDINATOR

The **Training Coordinator** WILL:

- a) Coordinate and maintain the RCCWP training program.
- b) Liaise with the Assistant Coordinator – Operations and the Scheduler for the scheduling of training sessions for new applicants.
- c) Ensure that Training Officers are filling out the appropriate sections on the training forms.
- d) Ensure that Training Officers are all teaching the same material, and that it is being delivered effectively.
- e) Ensure that completed training records are forwarded for the Program Coordinator's signature.
- e) Develop materials such as videos, powerpoint presentations, pictures, and other training aids for use during training sessions.
- f) be responsible for the development of the training portion of the Operations Manual, and ensure that it reflects the current Policy Manual's directives.
- g) Oversee recurrence training for members returning from extended leaves of absence.
- h) Coordinate training seminars for current members at least once per year.
- i) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of RCCWP

1.7 SHIFT SUPERVISORS

The RCCWP operates with FOUR (4) Shift Supervisors, each of whom are members of the RCCWP Executive.

The Shift Supervisors WILL:

- a) have the final say on all irresolvable issues that occur while on a patrol shift
- b) Ensure that all equipment is issued out to members prior to commencing patrol.
- c) Assign patrol members to Units.

(Shift Supervisor 1.7 cont'd)

- d) Ensure that less experienced members are assigned to work with more experienced members.
- e) Be responsible for delivering the briefing to the patrol, with emphasis on information or requests provided by the RCMP and/or other organizations.
- f) Ensure that the Program Coordinator is made aware of any major incidents that occur during their patrols.
- g) Ensure that all equipment has been returned and properly stored.
- h) Ensure that all members have filled out their timesheets at the end of the patrol.
- i) As part of the Executive Committee, attend all Executive Meetings and assist in making responsible decisions regarding the activities of RCCWP.

1.8 PRIMARY DISPATCHER

The **Primary Dispatcher** WILL:

- a) be qualified for Primary Dispatcher after completing 75 patrol hours, and 24 hours as a Secondary Dispatcher within a six-month period, including evaluation and exam
- b) Direct, control, and coordinate the activities of all patrol members while engaged in patrolling duties.
- c) Maintain accurate records of all radio transmissions and other activities of Patrol members during their patrol by accurately filling in the Radio Log.
- d) Be responsible for knowing and following the current guidelines contained in the Dispatcher section of the Operations Manual.
- e) Be responsible for the safety and security of the Base Station as outlined in the Dispatcher section of the Operations Manual.
- f) report any breach of the Policy and Procedures to the Shift Supervisor
- g) possess, or be in the process of attaining an RCMP Enhanced Security Clearance

1.8.1 SECONDARY DISPATCHER

The **Secondary Dispatcher** WILL:

- a) be qualified for dispatch training after completing seventy-five (75) patrol hours
- b) run the mapping system, as well as CPIC and SARS system
- c) learn all aspects of the Primary Dispatch function
- d) take over the duties of the Primary Dispatcher when required

1.9 TRAINING OFFICERS

The **Training Officers** WILL:

- a) Be responsible for delivering the training program to members of the RCCWP as assigned by the Training Coordinator and the Scheduler.
- b) Assess new applicants during training sessions using the training forms provided.
- c) Be familiar with all aspects of the Crime Watch program and their related policies and regulations.

(training officer 1.9 cont'd)

- d) Assist the Training Coordinator in the development of the training program.
- e) Assist any member of the Crime Watch that may be experiencing difficulties during training.
- f) Advise the Training Coordinator of any Crime Watch member that may require additional training or recurrence training.

1.10 SCHEDULER

The **Scheduler** WILL:

- a) Oversee the monthly scheduling of Crime Watch members.
- b) Oversee the scheduling for special operations.
- c) Provide Patrol Supervisors and the Assistant Coordinator – Operations with the monthly schedule.
- d) Provide Patrol Supervisors and the Assistant Coordinator – Operations with any changes to the monthly schedule.
- d) Make every attempt to provide replacement patrol members for any cancellations.
- e) Be the contact for requests for Leaves of Absence, and will forward any requests on to the Assistant Coordinator – Operations.

1.11 EQUIPMENT MANAGER

The **Equipment Manager** WILL:

Oversee the inventory of the Crime Watch.

- a) Oversee equipment maintenance.
- b) Ensure required equipment is in working order and activated prior to patrols or special operations.
- c) Ensure ICBC SAR download has been completed and transferred to the required laptops.
- d) Oversee purchase of new equipment or receipt of donated equipment.
- e) Ensure unserviceable equipment is repaired or replaced as soon as possible.
- f) Ensure that a complete inventory of Crime Watch equipment is carried out at least once per year.
- g) Deal with any issues or concerns brought forth by patrol members regarding equipment.

1.12 PATROL MEMBERS

The **Patrol Members** WILL:

- a) Follow all RCCWP policies as laid out in the RCCWP Policy Manual.
- b) Avoid any situation that may jeopardize the safety of themselves or others.

2. RESPONSIBILITIES – GENERAL

2.1 PROGRAM SECURITY

All members are responsible for ensuring that the security of RCCWP is not breached. To achieve this, members **WILL NOT**:

- a) Discuss the following subjects with persons not directly associated with the patrol
 - i) The identity of any members of the patrol including names, addresses, phone numbers, email addresses or vehicles;
 - ii) The location of the base station;
 - iii) Specific details of the patrol's operation;
 - iv) The radio frequency used by the patrol.
- b) Permit any person, not a member of RCCWP, to accompany them during a tour of duty without the specific permission of the co-coordinator.

2.2 ATTENDANCE FOR DUTY

Members are required to report for duty on their scheduled patrol. In the event a member is unable to attend as scheduled, that member must immediately notify the scheduler.

Failure to attend for duty without prior notification or without valid reason may result in dismissal from RCCWP.

A member is required to report any illness, medications and physical conditions that may alter their ability to perform their duties as required.

2.3 PARTICIPATION

All members of the RCCWP are expected to participate in patrolling activities at least once a month.

2.4 DRESS CODE

Members on duty will maintain a standard of grooming and appearance appropriate to the duties being performed, ensuring that their appearance does not negatively reflect on either the patrol or the RCMP.

2.5 MEETINGS

General meetings will be held on a regular basis. Dates and times will be announced. All members are expected to attend.

2.6 CHANGE IN PERSONAL STATUS

All members are required to report to the co-coordinator any changes in their personal status as soon as practicable after it occurs. This will include any changes in name, address, phone number, availability for duty and any changes in driving or criminal record.

2.7 PHOTOGRAPH AND IDENTIFICATION CARDS

Each member of RCCWP will be photographed for an identification card. The subsequent identification card becomes the property of the Richmond RCMP and as such must be turned in at the end of a shift of being on duty, upon resignation from RCCWP, or upon demand.

All members should be in possession of their identification card while on patrol. This SHOULD ONLY be presented for identification on patrol night when:

- a) entering the RCMP detachment;
- b) entering the building that houses the base station;
- c) requested to do so by a RCMP officer.

Loss of the identification card shall be reported immediately to the co-coordinator who will in turn report to the RCMP Liaison officer.

3. APPLICATION FOR MEMBERSHIP

3.1 All applicants will be required to make application on the prescribed form to the RCMP. Applicants must:

- a) be nineteen years of age or older;
- b) reside, work or attend school in the City of Richmond
- c) submit to and successfully pass any security screening process and/or background investigations which may be deemed necessary by the RCMP or RCCWP;

(application for membership 3. cont'd)

- d) attend an interview with the co-coordinator or his/her designate at a mutually convenient time and date;
- e) agree to abide by the existing policies and procedures governing the operation of the RCCWP and any rules and regulations/policies and procedures which may be established from time to time. Agree to and sign the Volunteer agreement.
- f) be willing to commit to a two (2) year involvement with RCCWP

3.2 PROBATIONARY PERIOD

Upon successful completion of RCCWP training, the new member will enter a six (6) month probationary period. Prior to the completion of the probationary period, the new member will undergo a performance evaluation. During this time, the new member will act only under the direct supervision of a training officer or an experienced patrol member.

3.3 ASSESSMENT OF SUITABILITY

During the member's term of probation, he/she will be evaluated by those members with whom he/she is assigned to work. This evaluation will include the new member's ability and willingness to:

- a) adhere to the rules and regulations governing the operation of patrol;
- b) follow the directions of supervisory personnel and dispatch operators;
- c) cooperate with other members of the patrol in developing a positive and friendly working relationship with all members.

The assessment of these evaluations will be done by the training officer, who will determine the person's suitability for full membership and pass this recommendation to the co-coordinator for approval.

4. TERMINATION OF MEMBERSHIP

4.1 RESIGNATION

Any member who has made a decision to resign from RCCWP is required to notify the program coordinator immediately as to the effective date of resignation.

A member upon termination of their membership with RCCWP, must surrender their city ID and RCCWP ID.

4.2 CRITERIA FOR DISMISSAL (Including but not limited to the following)

The RCMP and the RCCWP will terminate the membership of any individual who:

- a) Is convicted of committing any criminal act;
- b) While on duty, acts in any way that creates an unsafe condition (as determined by the RCMP and/or RCCWP coordinator) for either fellow members of the RCCWP, members of the RCMP, or a member of the public;
- c) While on duty, acts in any manner likely to discredit the RCMP or the RCCWP;
- d) Acts in contravention of any of the rules governing the conduct of members of the RCCWP;
- e) Misuses his/her identification card;
- f) While on patrol or on duty at the base station, is under the influence of illicit drugs or alcohol.

4.3 INVESTIGATION PRIOR TO DISMISSAL

A member of RCCWP who is in contravention of the Rules of Conduct or does or omits to do something that may be a cause of dismissal shall have the matter investigated by the Program Coordinator, who will report to the RCMP.

4.4 SUSPENSION PENDING INVESTIGATION

A member may be suspended during the course of the investigation, pending the final outcome of the investigation.

5. PRIVATE VEHICLES

5.1 MAINTENANCE AND INSURANCE

Members of RCCWP may use their personal vehicles for patrol purposes.

- a) It is the responsibility of the driver to ensure that their vehicle is properly and sufficiently insured.
- b) All members are responsible for ensuring that their vehicle is well maintained and conforms to all the provisions of the Motor Vehicle Act of B.C.

5.2 OPERATION OF VEHICLES

All members of RCCWP will, while on duty, operate their vehicles in a safe and responsible manner and in strict accordance with all legislation governing the operation of a motor vehicle. Members violating any traffic laws are solely responsible for their actions, and may be held legally liable for such infractions.

6. TRAINING

6.1 TRAINING PROGRAM

The RCCWP will administer a training program for all new members joining the program. The training will consist of a minimum of four training sessions to be conducted by one or more training officers.

All training material shall follow applicable rules and regulations as set out in the Policy and Procedures Manual. Should there be a conflict or discrepancy between the training material and the Policy and Procedures Manual, the Policy and Procedures Manual shall have precedence.

The training program shall be supervised by the Training Coordinator. Any major changes to the training program that will require changes to the Policy and Procedure Manual shall be approved by the Program Coordinator before implementation.

6.2 TRAINING OFFICERS

The Program Coordinator shall be responsible for appointing Training Officers. Only approved Training Officers will be allowed to conduct training sessions. Training Officers shall follow the training materials laid out for them, and shall not teach material that is in contravention of the Policy and Procedures Manual.

6.3 TRAINING RECORDS

A training record shall be created for each new RCCWP member. It is the responsibility of the Training Officer conducting the training session to ensure the appropriate sections have been filled out.

Once training has been completed, the Program Coordinator shall sign the training record in the space provided. Trainees shall not participate in regular patrols until the Program Coordinator has signed the training record. If the Program Coordinator feels the candidate will need extra training, the candidate shall be informed as to the reasons as soon as possible.

Upon becoming a regular member of the RCCWP, the member's training record shall be stored in their personal file as held by the RCMP Liaison Officer.

7. AWARDS PROGRAM

RCCWP will follow the award system as established by the City of Richmond and RCMP.

** It is the responsibility of every member to accurately log their own hours, and not fill out entries in the log sheet for other members.

**Members shall only log hours that they are actually on duty at the request of the program coordinator or his/her designate.

8. COMPLAINTS

8.1 AGAINST POLICE OFFICERS

Members of RCCWP who feel that they have sufficient cause to complain about the actions of a member of the RCMP will register such complaints with any of the coordinators who will in turn contact the RCMP liaison officer to deal with the complaint.

8.2 AGAINST CRIME WATCH MEMBERS

Members of RCCWP who feel that they have sufficient cause to complain about the actions of an individual within RCCWP will register the complaint, in writing where practical, with the program coordinator, providing complete details of the alleged conduct.

If the program co-coordinator is not available, or the complaint is against the program coordinator, the complaint may be lodged with one of the other co-coordinators. If he/she deems it necessary, the complaint will then be forwarded to the RCMP liaison officer.

Example of process: A) The complaint goes to the Coordinator for evaluation. If that complaint be of a criminal nature and/or in some way involves a matter of strict confidence, it would be turned over to the Liaison Officer immediately. 2) If this is not the case then the coordinator will bring the complaint to the other two coordinators and all three will handle the complaint. 3) Items of a general business nature would be brought to the executive as a whole.

9. EQUIPMENT

9.1 OWNERSHIP

All equipment issued to members remains the property of RCCWP and must be returned to the base station at the end of each patrol.

9.2 CARE OF EQUIPMENT

All members of RCCWP are required to exercise reasonable care in the handling of any equipment, materials and supplies.

9.3 LOSS/DAMAGE/MALFUNCTION

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

9.4 MAINTENANCE

No member of RCCWP will undertake any unauthorized repairs or maintenance of equipment.

9.5 FIRST AID KITS

Each first aid kit is provided with a sealed band. Members shall not open the kit unless it is required for a valid medical emergency. If it becomes necessary to use the kit, a report shall be made to the equipment manager as to what supplies were used.

10. PATROL GUIDELINES

10.1 LIMITATIONS

Members of RCCWP patrol have no special powers or authority bestowed upon them. Therefore, all members will be aware of and abide by the following limitations:

- a) Members will at no time carry weapons or be armed in any way.
- b) Members will not harass either a member of the public or another RCCWP member.
- c) Members will not chase any vehicle or person; this does not preclude members from following a vehicle at a safe distance as directed by the base operator.

(patrol guidelines 10.1 cont'd)

- d) Members will not interfere with any police activity unless instructed to assist by the RCMP or base operator on authority of the RCMP. This includes knowingly entering an established police quadrant.
- e) Members will not violate any traffic regulations and will obey all laws,
- f) Members will not alter their vehicles in any way to make their vehicle resemble a police vehicle.
- g) No member shall deliberately give the impression of being a peace officer.

10.2 CRIME SCENES

The responsibility of members is limited to REPORTING suspicious activities or crimes which they may observe. No member of RCCWP is authorized or empowered to intervene physically or verbally in any situation they may observe. Upon witnessing any criminal or suspicious activity in progress or upon locating a crime scene, all members of RCCWP are required to ensure that the RCMP is notified as soon as is practicable.

REPORTING PROCEDURES:

Upon locating the scene of a crime or suspicious occurrence, members of RCCWP **WILL:**

- a) Make their initial observations and advise the base station operators of the location and the circumstances if the incident;
- b) Withdraw to a safe distance, within sight of the scene if possible and if safe to do so;
- c) Park and continue to observe the scene, making notes of their observations;
- d) Remain on the scene as an observer until relieved of this duty by an attending police officer or the base station operators or the situation corrects itself. (Should the situation correct itself, it may be appropriate to cancel the attendance of the police.)
- e) Assist the police at the scene **ONLY IF REQUESTED** to do so.

LIMITATIONS:

Members of the RCCWP **WILL NOT:**

- a) Enter the actual crime scene area.
*** This is extremely important in cases where the police dogs are or may be in use. Vehicular exhaust fumes may eliminate any scent which the dog requires for tracking purposes.
- b) Touch or disturb anything which may be considered evidence.
- c) Take any action beyond observing and reporting unless **SPECIFICALLY** requested by the police to do so.

11. MOTOR VEHICLE ACCIDENTS

11.1 RESPONSIBILITY TO REPORT

Upon witnessing a motor vehicle accident or upon locating an accident scene, members of RCCWP will IMMEDIATELY advise the base station operators of:

- a) The location and seriousness of the accident.
- b) The nature and seriousness of any injuries.
- c) The type of emergency vehicles which may be required (police, ambulance, fire etc)
- d) A description of the vehicles involved, including BCL's
- e) The base station operators will ensure that the RCMP is advised as soon as practicable.

11.2 RESPONSIBILITY TO ASSIST

All citizens have a legal obligation to lend reasonable assistance to any person who may have been injured as a result of a motor vehicle accident. The extent of this assistance will be dependent upon the nature and seriousness of the injuries, the skills of the person providing assistance and the circumstances surrounding the incident. Authorization should be received from the base operators before exiting your vehicle to assist.

11.3 LIMITATIONS

No member of RCCWP shall attempt to:

- a) Detain any persons or vehicles which may attempt to leave the scene of a motor vehicle accident. (The unit on scene will attempt to record the vehicle description and plate number)
- b) Interview or question any persons involved in a motor vehicle accident.
- c) Interview or question any witness to a motor vehicle accident.

11.4 INVOLVING CRIME WATCH VEHICLES

Any member of RCCWP who becomes involved in a motor vehicle accident during patrol duties **WILL**:

- a) Not move the vehicle unless it would be hazardous to leave it at that location.
- b) Immediately notify the base station operator and, if required, request that a police officer be dispatched to the scene.
- c) Render assistance to any injured persons as above (responsibility to assist).
- d) If driving a City of Richmond vehicle, check the "check list" in the City vehicle for proper procedure for City vehicles involved in an accident.

12. ASSISTANCE TO POLICE

12.1 GENERAL

The main purpose of RCCWP is to report any suspicious or criminal activities which they may observe. Generally speaking, members are not permitted to take any direct action with relation to these incidents. Occasionally, however, the RCMP may specifically request assistance in dealing with a particular situation.

12.2 RESPONSIBILITY TO ASSIST

When SPECIFICALLY REQUESTED TO DO SO by a member of the RCMP, all members of RCCWP are required to render such assistance as may be requested by that officer. This is a legal requirement in accordance with the Criminal Code of Canada.

12.3 OBSTRUCTION OF POLICE

No member of RCCWP will perform his/her duties in a manner which will or is liable to obstruct or interfere with any police officer in the execution of his/her duty. This is a legal requirement in accordance with the Criminal Code of Canada.

13. RADIO PROCEDURES

All members must be aware that the use of radio transmitters is governed by the Federal department of Communications. To ensure that members do not abuse these regulations, they are advised to abide by the Radio Procedures Section set down in the Training Manual.

13.1 RADIO CONDUCT

Our radio transmitters are monitored and recorded. The following are RCCWP do's and don'ts governing radio conduct.

- a) Do not use profanity
- b) Do not use names
- c) Avoid unnecessary radio chatter
- d) Avoid disclosure of base station location
- e) Avoid the description of crime watch vehicles
- f) Maintain regular contact with base
- g) If radio reception is bad, use the spare radio or return to base to get another radio, or use a cell phone

*** At all times you must have the means of contacting base and if not, you must return to base immediately.

(radio conduct 13.1 cont'd)

- h) If more than 10 minutes passes with no means to contact base, use a pay phone
- i) Listen carefully to ensure that base is not engaged with another unit, and do not interrupt if they are.

13.2 INSTALLATION

At the commencement of each tour of duty, members will receive an equipment kit. Members will install, in the vehicles to be used for patrol purposes, the radio equipment provided, in accordance with current training guidelines.

13.3 SECURITY

When leaving their vehicles unattended, all members will ensure that the equipment supplied for the patrol is secured in such a manner as to minimize the possibility of loss.

14. DISPOSAL OF ASSETS

14.1 UPON DISBANDMENT

If for any reason the RCCWP ever becomes defunct, any funds (including those resulting from the disposal of physical assets) will become the property of the Richmond RCMP.

14.2 UPON REPLACEMENT OF EQUIPMENT

The disposal of replaced equipment will be decided by the executive committee and the decision will be confirmed by a vote at a general meeting.