

HAZELWOOD POLICE DEPARTMENT



CITIZENS OBSERVATION PATROL MANUAL

COMMUNICATIONS

Citizen Observer Patrol

- I. Introduction: The use of appropriate communications procedures by COP members is critical to:
 - A. Maximizing the effectiveness of the police response to observations made by COP members while on patrol.
 - B. Maintaining a good rapport between the COP members and other members of the police department.
Inappropriate communication procedures can lead to misunderstanding and conflicts.
- II. COP Communications Procedures:
 - A. Only COP members who have successfully completed COP communications training may use departmental portable radios. All others will be restricted to the use of cellular telephones.
 - B. Channel One (i.e., the primary police frequency) will not be used by COP members, except:
 1. In a legitimate emergency in which an immediate police response is crucial to the safety of a COP member, police officer, victim or other person.
 2. Under the direction of the dispatcher, the police supervisor, or other police officer.
 - C. When both COP members of a patrol team are certified to utilize radios, and an adequate number of portable radios are available, the team will be equipped with two portable radios and a cellular telephone (for use if the portable radios are out of range from the dispatcher or otherwise inoperative):
 1. One radio will be set on Channel Two
 - a) The member equipped with said unit will act as the primary radio operator
 - b) The primary operator will conduct all radio traffic, except as noted above in II-B.

2. The other radio will be set on Channel One:

- a) The member equipped with said unit will act as the secondary radio operator.
- b) The secondary operator will use his/her radio only to monitor police radio traffic, except as noted above in II-B.

D. Call signs (radio designations)

- 1. Primary radio operator designated as Victor 1
- 2. Secondary radio operator designated as Victor 1
- 3. Additional teams will be designated according to the same pattern; e.g., Victor 3, Victor 4, etc.

E. The ABCs of proper radio usage

- A Accuracy:** Pause and think about what you are going to say before transmitting. Inaccurate, confused transmissions can be as bad as no transmissions at all.
- B Brevity:** Be as brief and concise as possible. Rambling on wastes valuable time and sound unprofessional.
- C Clarity:** Speak clearly, in normal tones, and at normal speed and volume. If you can't be heard clearly, your efforts are wasted and you will only create confusion for everyone involved.

F. Other important concerns when transmitting

- 1. Remain calm.
- 2. Profanity, and other offensive language will not be tolerated.
- 3. Avoid making radio transmissions when anyone else is transmitting.

III. How to report

A. Cellular phones: *838-5000 for ALL CALLS* (911 is routed to St. L. Co PD, and must then be re-routed to HPD)

B. Reporting procedures

1. Be patient and answer all questions as they are asked; units may have already been dispatched to the scene while you were talking.
2. Identify yourself:
 - a) Radio: Give your call sign
 - b) Phone: Identify as a Citizens Patrol member and give your name
3. Give as full a description as you can. Be as accurate and concise as possible, but **DO NOT** guess.
4. Use description form to record observations **AFTER** making the call. Record observations separately without consulting with each other.
5. Be prepared to explain why you called. This could be important to the subsequent investigation.
6. Remain in contact with dispatcher until told to break contact.

C. Suspicious persons

1. Physical appearance: Race, sex, age, height, weight, hair color and style, facial hair, complexion...
 2. Clothing description
 - a) Order top to bottom: Hat, coat, shirt, trousers, shoes
 - b) Description items: Color, pattern, style, etc.
- Suspicious vehicles

D. Vehicles

1. CYMBAL + Irregular features
2. License plate is most crucial, IF IT CAN BE OBTAINED **SAFELY!**
3. Other features are important, esp. if vehicle is leaving the area. These features are easier to spot than a license plate.

IV. Terminology When Reporting #1

Handout

- A. Burglary: Unlawful entry of a dwelling or business with the intent to commit a crime therein.
- B. Robbery: Stealing directly from a person by force or threat of force.
- C. Armed Robbery: Robbery by use of a weapon or threatened use of a weapon.
- D. Theft: Taking property without forced entry, threats, physical force or weapons.
- E. Assault: Unlawful injury or attempted injury to another.
- F. Property Damage/Vandalism: Intentional destruction of property belonging to another without his consent.
- G. Peace Disturbance: Acting in a manner to disturb the peace of others.
- H. Trespassing: Unlawful entry onto the land or into the premises of another.

V. Ten Codes:

Handout #2

10-1 Unable to copy
10-4 Acknowledgement
10-5 Relay message
10-6 Busy unless urgent
10-8 In service
10-9 Repeat message
10-20 Location
10-21 Phone call
10-22 Disregard
10-23 Arrival on scene
10-25 Report in person to location
10-30 Illegal use of radio
10-33 **Emergency**
10-46 Assist motorist
10-50 Motor vehicle accident
 J-1 Minor
 J-2 Injuries
 J-3 Traffic blocked
 J-4 Fatality
10-68 Wanted/crime information
10-76 Enroute
10-80 Car-to-car traffic
10-95 ***Bomb threat (DO NOT use radio when in vicinity!)***

IV. Familiarization with Equipment

A. Demonstration

B. Practical exercises

PATROL PROCEDURES

Citizen Observer Patrol

VI. Introduction: In order to maximize the effectiveness of the Citizen Observer Patrol unit, it is important for members to:

- A. Understand the unit=s role in providing police service to the community
- B. Be able to identify criminal behaviors and suspicious activities.
- C. Properly report said activities to communications.

VII. The Citizen Observer Patrol=s **PRIMARY ROLE**

A. DO NOT BECOME DIRECTLY INVOLVED

1. AVOID ALL CONFRONTATIONS: Your job is NOT to:

- a) Apprehend or attempt to apprehend offenders
- b) Intervene in criminal or suspicious activity
- c) Take risks of any kind

2. OBSERVE AND REPORT ONLY

- a) Keep your distance
- b) Remain out of view
- c) Observe
- d) Report your observations to communications

VIII. Rules and Regulations

A. Observer Patrol rules and regulations

1. Never become directly involved

- a) Never confront a person or situation
- b) Do NOT attempt to apprehend, block, pursue or otherwise interfere with any suspect or vehicle

2. No firearms and other weapons

3. No alcoholic beverages within 6 hours of tour
4. No unlawful drugs
5. Never represent yourself as a police officers
6. Rapport-building interaction with the public is encouraged
7. Obey all traffic, parking and other laws
8. Valid Mo DL in order to operate any dept vehicles
9. All confidential information must be kept in strictest confidence.
10. Remain in assigned area
11. No interference with police actions at any crime scene, or other interaction with the responding officer(s) unless specifically requested
12. Clear, concise language during communications
13. Maintain professional bearing at all times
14. Exhibit model behavior at all times
15. Wear uniform and ID at all times when on patrol
16. Uniform and ID will not be worn when off-duty
17. Check with supervisor for patrol assignment and other instructions prior to starting patrol
18. Return issued communications equipment at end of tour.
19. Turn all paper work in to supervisor at end of the tour; forward a copy of activity sheet to Volunteer Coordinator

B. Rule violations may result in disciplinary action, including termination from program

IX. Duties of Citizen Observer Patrol Members

A. Know your area

1. Essential to

- a) Your safety
- b) Speed and effectiveness of police response

2. Use maps to familiarize yourself with assigned areas:

- a) Before leaving on patrol
- b) During patrol activities

3. Check street signs and addresses frequently to be sure of your location

B. Cover patrol area thoroughly

C. Make public contacts:

- 1. Enhances department image; encourages residents to report crimes and cooperate in crime prevention
- 2. Helps you better understand the neighborhood, which helps you detect problems

D. Care of equipment

- 1. Check vehicle and equipment at beginning of tour
- 2. Report any problems to supervisor
- 3. If you have an accident or damage any equipment, **REPORT it to the supervisor immediately**

E. Be observant; look for the unusual

F. Practice your observation skills

- 1. Make a game of being more observant under less stressful conditions
- 2. While watching TV, taking a walk, going to the store, etc.

G. Report observations

1. Do **NOT** take any direct action

- a) Physical risks
- b) Civil/legal risks

2. Do not hesitate to **CALL!**

X. What to report

A. Obvious criminal activity and other problems:

1. Someone entering a building after hours or in an abnormal manner
2. Merchandise sold at ridiculously low prices
3. Someone looking/breaking into cars or removing items from same.
4. Screams, breaking glass, explosions, gunshots, alarms, etc.
5. Smoke or flames

B. Not so obvious things

1. **HANDOUT #1**
2. Discussion

C. **ANYTHING SUSPICIOUS!**

1. Use all your senses

- a) Sight
- b) Hearing (breaking glass, screams, shouts, gunshots, etc.)
- c) Smell (smoke, marijuana, etc.)

2. **TRUST** your **INSTINCTS**!

a) Crime often does not look like crime

- (1) What we call instinct is often the subconscious mind perceiving something out of the ordinary and communicating it in a non-specific manner to the subconscious mind.

D. Rule of Thumb: If the situation was occurring at your home, would you want your neighbor to call the police? If the answer is "yes", **MAKE THE CALL!**

E. How long should you wait to call?

1. **IMMEDIATELY!**
2. Any delay can make the difference between apprehending the perpetrator and letting him get away!

F. DO NOT CALL:

1. Delayed crime reports
2. Traffic violations unless obvious danger to the public

XI. Conclusion

A. The COP unit's primary role is to **observe ONLY; do NOT become directly involved!**

B. The continuation and effectiveness of the program depends upon COP members obeying all rules and regulations.

C. The COP members' most important duties are:

1. Quick, effective reporting of observations
2. Positive public contacts
3. Remaining safe

2 hours

**Risk Avoidance
Citizen Observer Patrol**

TOPIC: Risk Avoidance, Dealing with Hostile Individuals

SCOPE: This lesson will instruct volunteer patrol members about ways to avoid risks and remain safe while on patrol. Further, it will instruct them in ways to safely and effectively relate to hostile residents.

OBJECTIVES: When the volunteer completes this lesson, he/she will be able to:

1. List at least four of the tactical concerns related to dealing with hostile individuals.
2. Explain the importance of non-verbal language when communicating with others.
3. List and explain two reasons why citizen patrol members must remain calm when dealing with hostile individuals.
4. List and explain four techniques for staying calm when dealing with hostile individuals.
5. List and explain at least three of the elements needed to defuse a hostile situation.
6. List and explain at least three steps which are critical to effective communication.
7. Define and explain Areflective listening.

Reading Assignment: NONE

RISK AVOIDANCE

Citizen Patrol Unit

I. Introduction

- A. Although the Citizen Patrol members are expected to help detect and report crime, their safety is of primary concern.
- B. Under no circumstances are volunteers to intervene in a crime, approach a criminal suspect or otherwise put themselves in danger; this is not expected, and is in fact a violation of the Citizen Patrol rules and regulations.
- C. Occasionally, a patrol member may encounter a hostile citizen. When such encounters are unavoidable, the patrol member's goals must be to:
 - 1. Defuse the hostility
 - 2. Keep everyone safe

II. Preparing for Danger

- A. The problem: Most crime victims are either
 - 1. Unaware of danger
 - 2. Choose to ignore danger signs, or
 - 3. Do not know what to do about danger signs when they see them.
- B. Remain alert
 - 1. Helps you spot danger before its too late
 - 2. Improves reaction time by helping you:
 - a. Avoid panic. The human mind panics if it tries to move too quickly from unawareness to complete focus on a threat.
 - b. Plan your actions. Creative thinking is extremely difficult when under attack, so you must plan ahead. Remaining alert allows you to do that.

3. Leads to preparation, not panic.
 - a. Panic = fear without alternatives.
 - b. Preparation = recognition of danger + readiness to react
- C. Trust your instincts
 1. Anything that looks suspicious
 2. If it makes you uneasy, there very well may be a good reason for it!
- D. Preparation: pre-planning, when combined with awareness, will make you ready to react effectively to danger
- E. Stay with your partner at all times
 1. Two heads are better than one when reacting to a Crisis
 2. Enables one to call for help if the other is hurt

III. What to do if you detect or suspect danger

- A. AVOIDANCE; prevention is the best medicine
 1. Continually scan for danger
 2. KEEP YOUR DISTANCE: Stay well out of harms way
 3. HIDE: Get out of view and observe from concealed location
- B. LEAVE
 1. Never put yourself at risk by remaining in hazardous position
 2. The key to quick escape is constant awareness of Escape routes
- C. OBTAIN ASSISTANCE: Do not hesitate to call for an officer to respond to the scene to assist you.
- D. **DO NOT** take any direct action to intervene or react with physical force unless you come under direct attack with no means of escape!

V. Hostile Individuals: If you encounter a hostile individual and cannot avoid a confrontation:

A. Practice good safety tactics

B. Stay calm: Don't let your emotions lure you into saying or doing something that will increase hostility or get you into trouble.

B. Practice proper human relations skills in order to defuse the situation

VI. Tactical Concerns

A. Leave ASAP

B. Immediately advise communications of your situation and location

C. Stay with your partner

1. One volunteer does all the talking
2. The other remains distant and emotionally detached, and calls for help at first indication of trouble

D. Maintain a safe distance; use a barricade when available

E. Stay aware of possible routes of retreat or escape

F. Stay calm: do not let the hostile person's attitude:

4. Goad you into saying or doing something that will

- a. Make him more angry, and therefore more dangerous
- b. Get you into trouble

5. Distract you from your primary goal of staying safe

6. Lead to further loss of good police-community relations

G. Non-verbal communications

1. About 90% of communication is non-verbal

- a) Tone of voice
- b) Body language

2. Non-verbal communication is a more accurate measure of true feelings than words

7. Watch

- a. The other person's non-verbal communications for signs of hostility
- b. Your non-verbal communication for unconscious threats, contradictions and other negative messages

VII. Keeping your cool

A. Keep an open mind

- 1. Helps you project a more fair, impartial and professional image
- 2. Keeps you more flexible

B. Focus on your task

- 1. What you hope to accomplish
- 8. How best to accomplish your goal(s)
- 9. Your need to stay cool
- 10. Your need to manipulate him verbally

C. Focus on getting the facts

D. Don't take things personally

VIII. Defusing the situation

A. Remain professional, sympathetic, and fair

B. Try to identify with the other person

1. Remember, his perspective is based on his cultural background and life experiences. It may be very different than yours, but it is still valid to him.

11. Suspend judgement; hear him out

a) Makes you appear more sympathetic

b) Allows you to gather enough facts to read him properly and make sound judgements

C. Avoid trigger words; i.e., insulting or derogatory remarks, especially with racial or ethnic overtones.

1. Creates hostility

1. Unprofessional

2. Makes it very hard to defend your actions as reasonable, necessary and unbiased

D. Communication effectively:

1. Avoid being argumentative; look for, and state, areas in which his position is valid/acceptable

1. Shows you understand

2. Makes it harder for him to disagree/argue

2. Use reflective listening: Repeating someone's feeling or thoughts back to him in your own words.

1. Encourages you to listen attentively. Knowing that you will have to reflect his message back to him, you will be more likely to listen carefully.

2. Lets him know that you understand him, thereby reflecting concern for his situation.

3. Gives him the chance to identify and correct any misunderstandings you may have regarding his intended message.
4. Do NOT overuse reflective listening: Use only at key points during discussion to summarize.
3. State your position in a manner that focuses on areas where you can agree or sympathize with him:
 1. Example: "I know how frustrating this is for you, but I have to follow the rules too..."
 2. This demonstrates that you understand and sympathize with him
 4. Show him where he can benefit from accepting your position
 1. Example: "I can't change the rules. I can give you the name of someone you can call, but its hard to work with you as long as you stay angry."
 2. This gives him a reason to cooperate and helps him save face

IX. Conclusion

- A. Stay aware
- B. Stay prepared
- C. Trust your instincts
- D. If you spot possible danger:
 1. DO NOT take any direct action
 2. Avoid it altogether when possible
 3. DO NOT HESITATE to call for assistance

F. If you do encounter a hostile individual:

1. Practice good safety tactics
2. Stay calm: Don't let your emotions lure you into saying or doing something that will increase hostility or get you into trouble.
3. Practice proper human relations skills in order to defuse the situation

CITIZEN OBSERVER PATROL VOLUNTEER PROGRAM
Hazelwood Police Department

I. Purpose:

The purpose of this Operational Guideline is to establish the policy and procedures for the operation of the Citizen Observer Patrol (COP) volunteer program. The COP program is a program designed to increase the effectiveness of the patrol force by enlisting the help of citizens in watching for, and expeditiously reporting, suspicious and criminal activity in our community. The program provides concerned citizens with a way to work in closer partnership with the police in helping to enhance the quality of life in their neighborhoods.

II. Requirements:

A. Citizens who wish to participate in the Citizen Observer Patrol volunteer program must meet the following requirements:

1. At least 21 years of age
2. Pass oral interviews with the Volunteer Services Coordinator and the Support Division Commander
3. Sign a Release of Liability and agree to a one-year commitment to the program.
4. No felony arrests or convictions
5. No misdemeanor convictions (including guilty pleas) involving crimes of violence or moral turpitude.

B. Training requirements

1. Successful completion of the Hazelwood Police Department Citizen Police Academy, or similar program with another police agency.
2. Successful completion of the Hazelwood Police Department Citizen Observer Patrol training program, including the following subject areas:
 - a. Program rules and regulations
 - b. Communication procedures
 - c. Safety concerns

III. General Regulations:

- A. No firearms and other weapons will be carried by volunteers under any circumstances while on patrol duty or when otherwise providing services to the police department. The unlawful use of weapons by COP volunteers at any time, whether on or off duty is expressly forbidden.
- B. COP volunteers may not consume any alcoholic beverages during, or within six (6) hours of the start of, any patrol duty or other function they perform for the police department. No unlawful drugs may be used by COP volunteers at any time.
- C. COP volunteers will ***NOT CONFRONT, attempt to apprehend, pursue, block or otherwise interfere with*** any criminal suspects, but will report suspicious or criminal activity to the telecommunication personnel via the issued communications equipment.
- D. COP volunteers will not interfere with any police actions at any crime scene, or otherwise interact with the responding officer(s) unless specifically requested to do so by an officer.
- E. COP volunteers will not represent themselves as police officers
- F. COP volunteers are encouraged to interact with the public in order to build rapport between the public and the police, and to obtain information from the citizens regarding their crime concerns and other neighborhood quality of life issues.
- G. COP volunteers must obey all laws, including traffic and parking laws, at all times.
- H. COP volunteers must possess a valid Missouri driver's license in order to operate any departmental vehicles. Volunteers without a valid license may, however, ride as observers, conduct foot patrols, and provide other services to the department.
- I. COP volunteers will be issued a uniform and identification badge that will be displayed at all times while on patrol and when performing other duties for the police department. The uniform and identification badge will not be worn when the volunteer is not on-duty.
- J. COP volunteers must keep any confidential information learned in the course of their duties in strictest confidence.

- K. COP volunteers will be expected to conduct themselves as model citizens, and to present a professional bearing and favorable image of the Hazelwood Police Department at all times while serving the department.

IV. Patrol Procedures:

- A. COP volunteers will check with the on-duty supervisor for their patrol assignment and other instructions prior to going on patrol.
- B. COP volunteers will be issued a cellular telephone and/or walkie-talkie at the beginning of their tour of duty, and will return it at the end of the tour.
- C. When assigned to patrol a specific area, COP volunteers will remain within the assigned area while on patrol.
- D. COP volunteers will turn in all paper work generated during their tour of duty to the supervisor who is on duty at the time of the completion of their tour. A copy of the COP activity sheet will be forwarded to the office of the Volunteer Services Coordinator.

IV. COP Communications Procedures:

- D. Only COP members who have successfully completed COP communications training may use departmental portable radios. All others will be restricted to the use of cellular telephones.
- E. Channel One (i.e., the primary police frequency) will not be used by COP members, except:
 - 1. In a legitimate emergency in which an immediate police response is crucial to the safety of a COP member, police officer, victim or other person.
 - 2. Under the direction of the dispatcher, the police supervisor, or other police officer.

- F. When both COP members of a patrol team are certified to utilize radios, and an adequate number of portable radios are available, the team will be equipped with two portable radios and a cellular telephone (for use if the portable radios are out of range from the dispatcher or otherwise inoperative):
1. One radio will be set on Channel Two
 - a) The member equipped with said unit will act as the primary radio operator
 - b) The primary operator will conduct all radio traffic, except as noted above in V-B.
 2. The other radio will be set on Channel One:
 - a) The member equipped with said unit will act as the secondary radio operator.
 - b) The secondary operator will use his/her radio only to monitor police radio traffic, except as noted above in V-B.

V. Complaint and Disciplinary Procedure

- A. Minor citizen complaints against COP volunteers will be investigated by the Neighborhood Action Team Leader or his designee, and, if substantiated, addressed through a verbal or written reprimand.
- B. Serious citizen complaints against COP volunteers, and complaints regarding persistent behavior not corrected by previous disciplinary action, will be investigated by the Support Group Supervisor or his designee.
- C. Citizen complaints against COP volunteers which include accusations of law violations will be investigated and prosecuted in the same manner as any other suspected criminal activity. In addition, the incident will be reviewed by the Neighborhood Support Group Supervisor, or his designee for possible internal disciplinary action. No preferential treatment will be given to COP volunteers.

- D. At the conclusion of any investigation involving a COP volunteer the Neighborhood Support Group Supervisor will determine the course of disciplinary action to be taken against the affected volunteer. Disciplinary action includes:
 - 1. No further action required (for unsubstantiated complaints)
 - 2. Verbal reprimand
 - 3. Written reprimand
 - 4. Suspension from the program for a period of time as deemed appropriate by the supervisor
 - 5. Permanent removal from the program
- E. Suspected rule violations by COP volunteers will be handled in the same manner as prescribed above in sections VI, A-D.
- F. Affected volunteers may appeal the Neighborhood Support Group Supervisor's disciplinary decisions to the Neighborhood Support Group Manager in writing or, by appointment, orally. The decision of the Neighborhood Support Group Manager will be final.

VI. Injuries and Accidents:

- A. In the event that a COP volunteer is injured during the performance of his police department duties:
 - 1. Telecommunications will be notified as soon as possible.
 - 2. The telecommunicator will dispatch an officer, the on-duty police supervisor and, if deemed necessary, an ambulance to the scene as soon as possible.
- B. Responding officer's responsibilities
 - 1. Take appropriate action to protect the volunteer from further injury and administer necessary first aid
 - 2. Notify an ambulance is deemed necessary
 - 3. Arrange for transportation of the victim to the appropriate emergency medical facility if deemed necessary.

4. Conduct a complete investigation of the circumstances surrounding the injury and:
 - a. In the event that the injury occurred as a result of an accidental injury, complete an Accidental Injury Report, or
 - b. In the event that the injury occurred as a result of a motor vehicle accident, complete a Missouri Uniform Accident Report
 - c. In the event that injury occurred as a result of an assault or other criminal activity, make every reasonable effort to identify and arrest the perpetrator, and complete the appropriate police report.

C. Supervisor's responsibilities

1. Ensure that the injured volunteer receives prompt medical treatment, and inform the Chief of Police of the details concerning the injury.
2. Complete a Missouri Report of Injury Form and forward it, along with the complete police report and any other pertinent documents to the Chief of Police within twenty-four (24) hours.

D. Motor Vehicle Accidents

1. The aforelisted procedures will be followed with regard to any injuries sustained by the volunteer.
2. In addition the procedures prescribed in Operations Guideline 98-OG-07 will be followed with the following exceptions:
 - a. The operator's responsibilities will not include the completion of an Inter-Office Memorandum as required in Section III, B, 3.
 - b. No Division of Workmen's compensation Report will be required in Section III, D, 1.
 - c. No formal complaint will be initiated as required in Section III, D,5; however, when the accident has been classified as preventable, the incident will be reviewed by the Neighborhood Support Group Supervisor, who will ascertain the appropriate action to be taken against the volunteer.

VII. Program Structure:

- A. COP volunteers will report to the designated Volunteer Services Coordinator. The coordinator, or her designee, will schedule COP patrols and other volunteer activities.
- B. The Volunteer Services Coordinator will act as a liaison to the rest of the police department, and will coordinate the activities of the volunteers with the department's needs.
- C. The development of the program will be monitored and directed by the Support Services Commander, who will exercise final authority over all matters arising from the Citizen Observer Patrol volunteer program.

OPERATIONS MANUAL
CITIZEN OBSERVER PATROL VOLUNTEER PROGRAM
Hazelwood Police Department

INTRODUCITON

The Hazelwood Police Department's Citizen Observer Patrol program is designed to assist the police department in its efforts to reduce crime and help the citizens of Hazelwood feel more secure in their homes and community. By working under the direction of, and in coordination with the police department community-minded citizen observers will patrol assigned areas. While on patrol, they will watch for and report suspicious activity, make contact with neighborhood residents, and otherwise contribute to the police presence in a positive way. When possible to do so without personal risk, citizen observers may also be called upon to assist, through observation only, in the apprehension of criminal suspects. However, they will not be expected, nor permitted, to intervene in criminal activity, pursue suspects, or otherwise become directly involved in any activity which entails personal risk.

Citizen observers will be selected and trained by the police department. They will be required to abide by the rules and guidelines established for the Citizen Observer Patrol program, as well as all local, state and federal laws and all applicable Hazelwood Police Department and City of Hazelwood rules and regulations. Adherence to these rules and regulations is essential to the safety of the citizen observers, the safety and security of the citizens of Hazelwood, and the success of this important program.

GENERAL REGULATIONS

1. **NEVER CARRY ANY WEAPONS OF ANY KIND:** Any attempt to use a weapon in the performance of your duties will put you and others at great risk, and will seriously threaten the continuation, reputation, and credibility of the program.
2. **THE USE OF ALCOHOL AND DRUGS IS EXPRESSLY FORBIDDEN:** COP volunteers may not consume any alcoholic beverages during, or within six (6) hours of the start of, any patrol duty or other function they perform for the police department. The use of unlawful drugs will result in criminal prosecution as well as dismissal from the program.
3. **NEVER BECOME DIRECTLY INVOLVED:** The safety of patrol members is paramount, and any direct police action on the part of a patrol member could seriously jeopardize the viability of the Citizen Patrol program. ***DO NOT CONFRONT, attempt to apprehend, pursue, block or otherwise interfere with*** any criminal suspects. Instead, report suspicious or criminal activity to the telecommunication personnel via the issued communications equipment.
4. **DO NOT INTERFERE WITH POLICE FUNCTIONS:** Do not interfere with any police actions at any crime scene, or otherwise interact with the responding officer(s) unless specifically requested to do so by an officer.
5. **NEVER REPRESENT YOURSELF AS A POLICE OFFICER:** Such representation is against regulations, and may be illegal as well.
6. **INTERACT WITH THE PUBLIC AS MUCH AS POSSIBLE:** Although you are restricted from taking police action, you are encouraged to interact with the public. Make a serious effort to build rapport between the public and the police, and to obtain information from the citizens regarding their crime concerns and other neighborhood quality-of-life issues.
7. **OBEY ALL TRAFFIC AND PARKING LAWS:** You are responsible for your own safety and that of other motorists, and your actions will effect the reputation of both the Citizen Patrol program and the police department.

GENERAL REGULATIONS (CONT.)

8. **WATCH WHERE AND HOW YOU PARK:** Do not park your vehicle where it may present a hazard to traffic. Use emergency flashers when stopped at the scene of an accident, disabled vehicle, etc.
9. **DRIVER/VEHICLE QUALIFICATIONS:** Patrol drivers must be at least twenty-one years of age and possess a valid drivers license, and the vehicles used must be legally registered and insured. Volunteers without a valid license may, however, ride as observers, conduct foot patrols, and provide other services to the department.
10. **MAINTAIN CONFIDENTIALITY:** Any confidential information obtained by volunteers must not be discussed with unauthorized persons. This includes information regarding wanted persons, known police characters, vacant homes and businesses, problem areas, etc.
11. **MAINTAIN SECURITY:** Do not acknowledge the presence of detectives or undercover officers; to do so may jeopardize an investigation.
12. **CARE FOR EQUIPMENT:** Use all equipment carefully and properly at all times. If you have any questions or problems regarding any of the equipment, bring it to the attention of the on-duty police supervisor.
13. **WEAR THE ISSUED UNIFORM DURING ALL PUBLIC FUNCTIONS:** You will be issued a uniform and identification badge. The uniform and badge must be displayed at all times while on patrol and when performing other duties for the police department. The uniform and identification badge are not required during regular volunteer meetings, and will not be worn when the volunteer is off-duty.
14. **DISPLAY EXEMPLARY BEHAVIOR AT ALL TIMES:** When performing any function for the police department, your actions reflect on the department in a very powerful way. It is important that you conduct yourself as a model citizen, and present a professional bearing and favorable image of the department at all times while serving the department.

VIOLATIONS OF THESE RULES MAY RESULT IN DISCIPLINARY ACTION,
INCLUDING TERMINATION FROM THE CITIZEN OBSERVER PATROL PROGRAM.

PATROL PROCEDURES

1. **CHECK IN BEFORE STARTING YOUR PATROL:** It is important to the effectiveness and integrity of the program that you check with the on-duty supervisor for your patrol assignment and other instructions prior to going on patrol.
2. **RETURN YOUR EQUIPMENT UPON COMPLETION OF YOUR PATROL:** You will be issued a cellular telephone and/or walkie-talkie at the beginning of your tour of duty. Please be sure to return it at the end of the tour.
3. **CHECK YOUR VEHICLE:** Make certain that all lights and turn indicators are in proper working order prior to going out on patrol. Make sure you can see and be seen by other traffic.
4. **REMAIN IN YOUR ASSIGNED AREA:** When assigned to patrol a specific area, COP volunteers will remain within the assigned area while on patrol.
5. **KNOW YOUR PATROL AREA:** Study a map of the area (available at the station) before you go on patrol, and take one with you if you are not completely familiar with the area. Stay aware of your location at all times, and check street signs and addresses frequently to verify your location. Knowing your exact location at all times is essential to your safety as well as your effectiveness in the performance of your duties.
6. **DOCUMENT YOUR ACTIVITIES:** Turn in all paperwork generated during your tour of duty to the supervisor who is on duty at the time of the completion of your tour. A copy of the COP activity sheet must be forwarded to the office of the Volunteer Services Coordinator.
7. **INJURIES AND ACCIDENTS:** If a COP volunteer is involved in an accident or injured during the performance of his police department duties, he will notify the dispatcher as soon as possible. He will then remain at the scene to await the arrival of the officer assigned to handle the incident, unless directed to do otherwise by the dispatcher or an officer, or unless doing so would create a hazard to the volunteer or other person.

COMMUNICATIONS PROCEDURES

8. **COMMUNICATIONS CERTIFICATION REQUIRED:** Only COP members who have successfully completed appropriate communications training may use departmental portable radios. All others will be restricted to the use of cellular telephones.
9. **USE THE APPROPRIATE CHANNEL:** Do not use Channel One (i.e., the primary police frequency) except in a legitimate emergency requiring an immediate police response, or when directed to do so by the dispatcher, police supervisor, or other police officer. When both members of a patrol team are certified to use radios, and an adequate number of portable radios are available, use two portable radios and a cellular telephone (for use if the portable radios are inoperative). One radio will be set on Channel Two, and used for all normal radio transmissions. The other radio will be set on Channel One, and used only for monitoring police radio traffic, except in a legitimate emergency or when directed to do so as noted above.
10. **REPORT IMMEDIATELY:** Immediately report any known or suspected criminal activity to the police, and be as accurate as possible in your description of your observations. Stay calm, and keep the dispatcher advised of any changes in the situation and/or new information as you continue to observe.
11. **MAINTAIN PROFESSIONALISM:** Profanity, and other offensive language will not be tolerated. It is also very important to the effective communications that you avoid making radio transmissions when anyone else is transmitting.
12. **BE PATIENT AND REMAIN CALM:** The operator will ask you a number of questions, so answer all questions as they are asked. Do not be impatient; units may have already been dispatched and be on their way while you are still on the phone. Remain on the line until asked to hang up.
13. **GIVE A FULL DESCRIPTION:** Give as full a description as you can of any persons or vehicles involved. Be as accurate and concise as possible, but not guess if you are not sure. Use description forms to record your observations later.
14. **EXPLAIN YOUR SUSPICIONS:** Be prepared to explain why the person or vehicle appeared suspicious and what was happening.

POLICE RADIO TEN-CODES

10-1 Unable to copy
10-4 Acknowledgement
10-5 Relay message
10-6 Busy unless urgent
10-8 In service
10-9 Repeat message
10-20 Location
10-21 Phone call
10-22 Disregard
10-23 Arrival on scene
10-25 Report in person to location
10-30 Illegal use of radio
10-33 **Emergency**
10-46 Assist motorist
10-50 Motor vehicle accident
 J-1 Minor
 J-2 Injuries
 J-3 Traffic blocked
 J-4 Fatality
10-68 Wanted/crime information
10-76 Enroute
10-80 Car-to-car traffic
10-96 **Bomb threat (DO NOT use radio when in
vicinity!)**

TERMINOLOGY WHEN REPORTING

Burglary:	Unlawful entry of a dwelling or business with the intent to commit a crime inside.
Robbery:	Stealing directly from a person by force or threat of force.
Armed Robbery:	Robbery by use of a weapon or threatened use of a weapon.
Theft:	Taking property without forced entry, threats, physical force or weapons.
Assault:	Intentional unlawful injury, or attempted unlawful injury of a person.
Property Damage/ Vandalism:	The intentional destruction of property belonging to another without his consent.
Peace Disturbance:	Acting in a manner to disturb the peace of another.

DESCRIPTION FORM

Always try to take a good look at the suspect so that you are better able to describe him/her. Remember, the police officer(s) will be looking for the person or vehicle based upon the description you provide to us.

REMEMBER, DO NOT PURSUE OR CONFRONT ANYONE!

Start from the head and work down. Use the form below to simplify the process.

	1ST SUBJECT	2ND SUBJECT	3RD SUBJECT
Race			
Complexion			
Sex			
Age			
Height (in 2"increments)			
Weight (in 10 lb increments)			
Build (large/medium/small)			
Hair (color/length/style)			
CLOTHES TOP TO BOTTOM			
Hat (type/color/markings)			
Coat(style/length/color/markings)			
Shirt(style/color/markings/sleeve)			
Pants (color/jeans/slacks/shorts)			
Distinguishing Features (glasses/facial hair/scars/tattoos)			
Shoes (color/type)			
	VEHICLE #1	VEHICLE #2	VEHICLE #3
Color/Year/Make/Model/ Body Type			
License Number and State			
Number of Occupants (Describe if possible)			
Direction of Travel			
Other (bumper/window stickers)			

WHAT TO REPORT

The primary responsibility of COP patrols is to observe and report situations which may require response by trained personnel. Examples of emergency situations include:

- | | |
|----------------------|---------------------|
| * crimes in progress | * accidents |
| * injured persons | * fires |
| * chemical spills | * natural disasters |

When patrolling it is possible that you may encounter a variety of situations where a human life could depend upon your actions. This section has been included to help enhance your ability to react in an appropriate manner. Please keep in mind that the variety of different situations you may encounter are endless. Therefore, you must **think carefully** and always **consider your personal safety first**.

Anything that seems out of place or occurring at an unusual time or location should be reported. The following are some of the situations that might be considered suspicious. While some, if not all, of these could have innocent explanations, the police would rather investigate these types of situations than be called after it is too late.

YOUR CALL COULD SAVE A LIFE, PREVENT AN INJURY OR STOP A CRIME!

OBVIOUS THINGS TO WATCH AND LISTEN FOR

- Someone entering a building after hours or in an abnormal manner
- Merchandise sold at ridiculously low prices
- Someone looking/breaking into cars or removing items from same
- Screams, breaking glass, explosions, gunshots, alarms, etc.
- Smoke or flames

WHAT TO REPORT (CONT.)

LESS OBVIOUS THINGS TO WATCH FOR

- * Persons going door to door. Watch the person(s). If they try a door to see if it is locked, look into windows or go into the side or back yard, they could be looking for a house to burglarize. This type of activity becomes more suspicious if there is a car following a few houses away.
- * Juveniles walking through a neighborhood looking into vehicles, yards, etc. They may be looking for something to steal.
- * Person or persons naming, especially if carrying something of value or if they are being chased by someone.
- * Persons carrying property (TV, VCR, etc.) that is not wrapped or boxed as if it was just purchased. Pillow cases are a favorite with burglars for removing property.
- * Someone exhibiting unusual mental or physical symptoms (staggering, walking in the middle of the street, talking to self, etc.). The person may be injured, under the influence of drugs or otherwise needing medical or psychiatric assistance.
- * People going in and out of a certain residence on a daily or very regular basis especially during late or unusual hours. This could mean drug sales, illegal gambling or a "fence" operation (sale of stolen property). Watch for many visits of short duration.
- * Vehicles cruising an area -- moving slowly without lights or in a repetitive or aimless manner. This could be a burglar looking for places to break into, a car thief looking for a type of car to steal, a drug pusher, sex offender, etc.
- * Parked, occupied vehicles (one or more persons) even if the persons appear legitimate. This could indicate the same situation as a vehicle cruising the area.
- * Sales from a vehicle (could be stolen property or drugs).
- * Persons being forced into vehicles -- especially children or females.
- * Abandoned vehicles -- may be stolen.

WHAT TO REPORT (CONT.)

- * Continuous repair operations at non-business locations (may indicate stolen vehicles being stripped, repainted, etc.)
- * Open or broken doors and windows at a closed business or residence,
- * A beam from a flashlight in a house or business might be a burglar at work).
- * Persons wearing or carrying bloody clothing (could be a suspect or victim of a serious crime).
- * Someone making a quick change of vehicles (could be attempting to elude police or abandoning a stolen car.)

DO NOT HESITATE!!
Report Observations Immediately

WHAT TO DO IF

YOU OBSERVE A CRIMINAL INCIDENT:

1. Remain calm! Remember, **YOUR SAFETY IS PARAMOUNT!**
2. Remain a safe distance away.
3. Report immediately and accurately exactly what is taking place. Pay particular attention to the number of people involved, if there are any vehicles or if any weapons are displayed.
4. Give direction and method of escape. Do not confront a suspect to prevent his escape. Obtain the best possible description, and the method and direction of travel, then relay the information to the dispatcher.

YOU OBSERVE SUSPICIOUS OR DISORDERLY PERSONS:

1. Remain calm
2. Tell what is happening exactly like it is -- do not exaggerate!
3. Provide the exact location and approximate number of people involved.
4. Remain at a safe distance until police arrive. If the situation presents a danger to you, leave the scene until the police arrive.
5. Always remember that some things appear to be suspicious but may actually have a reasonable explanation. **Do Not** take action yourself. Report the information so the police can investigate it.

YOU OBSERVE A DISABLED AUTO:

1. Notify the police department.
2. Do not stop or attempt to use your vehicle to warn other traffic unless there is a clear danger to the disabled motorist or other traffic and you can safely position your vehicle where it will alleviate the hazard.

WHAT TO DO IF (CONT.)

3. If you do stop, activate your emergency flashers immediately, and call for assistance.
4. Verify that it is a disabled vehicle. Is it causing a traffic hazard?
5. Is the operator present?
6. Give the exact location and auto description. Include color, make, model, year and tag number,

YOU OBSERVE AN INJURED PERSON:

1. Park your vehicle at a safe distance from the accident and in a manner that does not create a traffic hazard.
2. Try to ascertain the nature of the injury and how it happened. If the only way to do this is to leave your vehicle, notify the dispatcher that you are leaving the vehicle and take the portable radio or cellular telephone with you.
3. Unless you have received certified training **DO NOT** administer first aid. **DO NOT MOVE AN INJURED PERSON** except under extreme emergencies in which it is obvious that failure to do so would threaten the safety of the injured party or seriously aggravate his/her injuries.

YOU COME UPON AN AUTO ACCIDENT:

1. Be alert for fallen wires, spilled gasoline and fire in vehicles.
2. Do not drive over debris or destroy skid marks. These could assist the police with their investigation.
3. Report the exact position, number of vehicles, number of persons, injuries and if an ambulance is needed. Also report if the vehicle(s) is/are blocking traffic.

WHAT TO DO IF (CONT.)

- 4 If, in your judgment, serious injuries are involved or there is a serious threat to life, and you can be of significant assistance, park your vehicle at a safe distance from the accident and in a manner that does not create a traffic hazard. Notify the dispatcher of the situation. If you must leave your vehicle in order to help, report to dispatch that you are leaving your vehicle and take your portable radio or telephone with you. After observing the condition of the occupant(s) in the vehicle, report your observations back to dispatcher.
- 5 Unless you have received certified training **DO NOT** administer first aid. **DO NOT MOVE AN INJURED PERSON** except under extreme emergencies in which it is obvious that failure to do so would threaten the safety of the injured party or seriously aggravate his/her injuries.

YOU OBSERVE A FIRE:

1. Park well away from the fire scene.
2. If it is impossible to determine the address, get building names or local points of reference that best describe location of the fire.
3. **DO NOT ENTER THE BUILDING!** Smoke will quickly overcome the unprepared and untrained.

YOU OBSERVE A NATURAL DISASTER:

1. Park well away from the scene and in such a way as to not impede or endanger other traffic.
2. Make note of the type of incident; whether power lines are down; whether traffic flow is affected; if there is a risk of injury; etc., and report the information to the dispatcher.

COMPLAINT AND DISCIPLINARY PROCEDURE

RULE VIOLATIONS AND CITIZEN COMPLAINTS: Suspected rule violations and citizen complaints against COP volunteers will be investigated by the department, and, if substantiated, addressed through disciplinary action. Possible disciplinary action includes:

1. Verbal reprimand
2. Written reprimand
3. Suspension from the program for a period of time as deemed appropriate by the supervisor
4. Permanent removal from the program

LAW VIOLATIONS: Complaints against COP volunteers that include accusations of law violations will be investigated and prosecuted in the same manner as any other suspected criminal activity. No preferential treatment will be given to COP volunteers.

APPEALS: Affected volunteers may appeal disciplinary action to the Neighborhood Support Group Manager in writing or, by appointment, orally. The decision of the Neighborhood Support Group Manager will be final.

HAZELWOOD POLICE DEPARTMENT
APPLICATION FOR HAZELWOOD OBSERVER PATROL

NAME: _____ SSN: _____

Address: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____

Married: Yes ___ No ___ If married, spouse's name: _____

Do you have any physical conditions that would affect your ability to work as a patrol volunteer?
Yes ___ No ___ If yes, please explain you physical limitations: _____

DO you carry any medication on your person for emergency use?

Yes ___ No ___ If yes, please explain: _____

EMERGENCY CONTACT:

Name: _____ Phone: _____

Name of physician: _____ Phone: _____

Have you ever been convicted of a felony? Yes ___ No ___ If yes, please explain: _____

Shirt Size: S ___ M ___ L ___ XL ___ XL ___ Neck Size _____

Pants Size: Waist _____ Inseam _____ Size _____

CERTIFICATION: I hereby certify that all statements made by me on this application are true, correct and complete to the best of my knowledge. I also give full, unqualified permission to the Hazelwood Police Department to make any and all inquiries into my present and past personal and business status as may be deemed necessary in the interest of the department and my appointment thereto.

Date: _____ Signature: _____

Training Class Attended? Yes ___ No ___ Date Attended _____

APPLICATION FOR HAZELWOOD OBSERVER PATROL (CONT.)

I _____ have completed the Hazelwood Police
(PLEASE PRINT)

Department training on the Hazelwood Observer Patrol, and I also understand all the rules, regulations and procedures to follow during my involvement with the Hazelwood Observer Patrol.

I have also received a copy of the Rules and Regulations governing the Hazelwood Observer Patrol.

Should I have any questions or doubts I will contact the volunteer services coordinator a member of the Hazelwood Police Department for assistance.

Signature

Date

Witness (Print Name)

Witness I.D./Badge #

**HAZELWOOD POLICE
CITIZEN OBSERVER PATROL
Descriptor Form**

Always try to take a good look at the suspect so that you are better able to describe him/her. Remember, the police officer(s) will be looking for the person or vehicle based upon the description provide to us.

REMEMBER, DO NOT PURSUE OR CONFRONT ANYONE!
Start from the head and work down. Use the form below to simplify the process.

	1ST SUBJECT	2ND SUBJECT	3RD SUBJECT
Race			
Complexion			
Sex			
Age			
Height (in 2"increments)			
Weight (in 10 lb increments)			
Build (large/medium/small)			
Hair (color/length/style)			
CLOTHES TOP TO BOTTOM			
Hat (type/color/markings)			
Coat(style/length/color/markings)			
Shirt(style/color/markings/sleeve)			
Pants (color/jeans/slacks/shorts)			
Distinguishing Features (glasses/facial hair/scars/tattoos)			
Shoes (color/type)			
	VEHICLE #1	VEHICLE #2	VEHICLE #3
Color/Year/Make/Model/ Body Type			
License Number and State			
Number of Occupants (Describe if possible)			
Direction of Travel			
Other (bumper/window stickers)			

Activity Sheet

Date _____

Observer #1 _____ DSN _____ W.T.# _____

Observer #2 _____ DSN _____ W.I # _____

Police Vehicle # _____

[illegible]

FORWARD TO ON-DUTY SUPERVISOR UPON COMPLETION OF TOUR OF DUTY

POLICE RADIO TEN-CODE

10-1 Unable to copy
10-4 Acknowledgement
10-5 Relay message
10-6 Busy unless urgent
10-8 In service
10-9 Repeat message
10-20 Location
10-21 Phone call
10-22 Disregard
10-23 Arrival on scene
10-25 Report in person to location
10-30 Illegal use of radio
10-33 **Emergency**
10-46 Assist motorist
10-50 Motor vehicle accident
 J-1 Minor
 J-2 Injuries
 J-3 Traffic blocked
 J-4 Fatality
10-68 Wanted/crime information
10-76 Enroute
10-80 Car-to-car traffic
10-98 Bomb threat (**DO NOT use radio when in
 vicinity!**)

**Citizen Observer Patrol
PATROL CHECKLIST**

Log-in as COP in log book next to dispatcher's office

Check in with on-duty supervisor

Go to Volunteer/Chaplain office, and remove clipboard from desk immediately inside of door

Fill out top section of Activity Sheet, and record starting time in first row of the log

Pick up bag phone/walkie-talkie

Obtain keys for appropriate vehicle (110, 131 or 132) from key board in storage room adjacent to squad room or Lt. Pacino's office

When leaving, give the dispatcher your bag phone number (if so equipped)

Record all activities on log sheet

Refuel before 10:00:

Pull up next to two white metal key boxes next to refueling station at city garage
Check for number on fuel key (similar to an alarm key) and find corresponding key
hole inside key box (the letter on the key indicates the column, and the number
indicates to row)

Refuel vehicle

Turn off and remove key

If vehicle cannot be refueled and is under $\frac{3}{4}$ tank, indicate reason on report

Indicate ending time of your patrol on last line of activity log

Return bag phone and/or walkie-talkie to appropriate recharger/s

Make a photocopy of the activity sheet. Put one copy in the Supervisor's in-box (on the desk in the squad room and one on the cork board outside of Volunteer Coordinator's office. If unable to make a photocopy, write a short not to the Volunteer Coordinator noting where and during what times you patrolled, and noting the reason if you were unable to refuel your vehicle.

Sgt. McKenna's pager: 889-6732

