



SILVERTON COMMUNITY PATROL ASSOCIATION

VEHICLE PATROLLER'S GUIDE

Basic requirements and procedures

Version 1.0
16 April 2011

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AIM.....	3
MISSION.....	3
DUTIES OF PATROLLERS.....	3
ELIGIBILITY.....	3
INDEMNITY.....	4
RADIO PROCEDURE.....	4
PATROL TIMETABLE.....	5
BASIC PATROLLING RULES.....	5
TRAINING.....	6
PATROLLING GUIDELINES.....	6
Scope of power and duty.....	6
Equipment.....	7
Patrol safety.....	7
Patrol observation.....	8
What to do at an incident.....	9
Response to a call for help.....	11
Information to be provided when reporting an incident.....	12
Patrollers in distress.....	13
Trauma counselling.....	13
FEEDBACK.....	14
ANNEXES.....	15
Annex A – Patrollers’ Map.....	15
Annex B - Phonetic Alphabet.....	16

AIM

This guide is aimed to assist vehicle patrollers to be more effective in achieving the aim of the Silverton Community Patrol Association (CPA) when taking part in the patrol activities of the CPA, and to minimise the risks facing them. It contributes to the ongoing development of patrollers.

MISSION

To reduce, deter and prohibit crime relevant to the residents in the Silverton area, it is necessary for the CPA to function in partnership with other organisations. The Silverton Community Police Forum creates a platform for this. Potential partners include SAPF, Metro Police and other departments of Tshwane, community groupings in the Silverton area, entities engaged in economic activities, schools, churches, and neighbouring community organisations and associations.

As part of this partnership, the CPA would among others be the eyes and ears of the law enforcement agencies by identifying and reporting unsatisfactory safety and security issues to them. Vehicle patrolling forms the heart of this. It further ensures visibility and vigilance in the area and thereby serves as a crime deterrent in the area.

The Silverton CPA area consists of the residential areas north of the N4, east of the N1, south of the railway line running on the boundary of the suburbs Silverton and Weavind Park and west of Watermeyer Street and the Moreleta Spruit, excluding the suburb of Meyerspark. Refer to the Patrollers' Map, Annex A.

DUTIES OF PATROLLERS

Send a clear message to criminals that the residents in the area do not tolerate crime in the area and that they are not afraid to report crime.

Accurately and immediately identify and report suspicious activities, crimes in progress or dangerous conditions.

Maintain high visibility through neighbourhood patrols.

Respond quickly to calls from the residents in the area.

Build a reputation as a trustworthy partner of the other role-players involved, especially by being competent in their judgment, actions, information supplied and requests for support.

Be competent witnesses.

Promote a favourable and trusting image of the patrollers and of the CPA amongst community members and stakeholders. Always act ethically, honestly and fairly towards anyone you encounter during a patrol.

Assist residents to increase their security, for instance by alerting them of open gates, open garage doors or vehicles at risk and removing suspicious markers on pavements or from gates.

Be a good team member. Remember the controller, camera monitor, help team and our SAPF or metro partners are all important to make your patrol significant and effective.

ELIGIBILITY

A patroller must be a member of the CPA and reside in the CPA area.

No member of the CPA is compelled to be an active patroller. However, the success of the CPA is dependent on the voluntary participation from all its members in the various activities and functions of the CPA. The more members involved in the different activities, the more successes we will have. It helps to create a culture of care and support among the residents. Vehicle patrols are the easiest way to get involved in the CPA activities.

Every patroller will receive available organisational literature including a copy of this guide.

A patroller voluntarily takes part in the tasks associated with patrolling

- in his or her personal capacity;
- at his or her own cost;
- on his or her own responsibility and accountability;

- with the risk associated with those tasks; and
- cannot hold the CPA liable for any loss to life or property, for any expense incurred, or for any damage sustained arising from taking part in the patrol and related activities.

CPA patrollers are allowed to carry firearms or other weapons, but these must be handled according to the relevant laws and regulations, especially the Firearms Control Act, 60 of 2000.

Patrollers are to "see it - hear it - report it" and are not to engage suspected criminals or attempt to apprehend without due regard to the circumstances and the requirements of the law.

Patrollers are not to divulge proprietary or confidential CPA or law enforcement information to the public or use such information for personal gain or agenda.

INDEMNITY

A patroller must have signed the appropriate CPA indemnity form.

A patroller is not bound by

- any decision taken by another patroller or CPA member;
- anything said by another patroller or CPA member; or
- anything done by another patroller or CPA member,
- and must by his or her own consent decide how and when to take part in a task.

A patroller is not entitled to demand that the CPA or another patroller or CPA member undertakes a specific function or responds to a request associated with the functions of the CPA.

RADIO PROCEDURE

The controller on duty is the person responsible for controlling the use of the two-way radio channel used by members of the Silverton CPA.

Radio users, including patrollers, must report all incidents to the controller who may advise the patroller on appropriate action to be taken. The controller will record this in an incident report.

Use of channels.

- Channel 1 is to be used for all communications by all radio users from 08:00 until after the signal test in the evenings (usually 20:15)
- Patrollers must use Channel 2 from after the daily signal test to 07:00 for all communication with the controller. Only when there is no response from the controller after repeated calls should patrollers use Channel 1 to call for assistance in case of a serious situation having arisen.
- Always keep your radio switched on. Do not use the scan function during patrols. At night between the signal test until 07:00 use Channel 2, and between 07:00 until after the signal test use Channel 1.
- Press the (PTT) button; hold it for one second to ensure the start of your message is not cut off before sending your message.
- Always identify yourself, state which channel you are using and ask the controller for permission to transmit.
- Stay available on the radio once you have called in and remain on stand-by until the issue you have raised is resolved.
- Speak slowly, clearly and directly into the microphone of the radio. Hold the radio about 150 mm from your mouth. If a message has to be repeated because it was not clear the first time, valuable time might get lost in a critical situation or misunderstanding may result.
- After each 15 seconds of transmission interrupt your transmission for three seconds, except in the case of emergency that does not warrant such a break, after having announced that you are resting to give any emergency transmissions the opportunity to contact the controller.
- Keep transmissions concise and relevant.

- When describing a situation the patroller should be at pains to describe direction either as north, east, direction Witbank or direction city. Also describe a corner in terms of both street names and state whether northeastern or southwesterly corner.
- Call "Break" if you wish to interrupt another transmission or "Break-Break" if you need to interrupt with the announcement of a serious emergency. Interrupt with discretion and adequate cause.
- During an emergency keep the radio frequency open and only respond when called upon by the controller or when crucial information needs to be reported.
- Use the phonetic alphabet (Annex B) when communicating letters and use English for numbers when transmitting a report.

PATROL TIMETABLE

Patrols are regulated by a timetable listing the names of the available patrollers to be on duty for every two-hour slot throughout the month. However, patrols of shorter or longer duration could also be accommodated.

The timetable

- Is compiled on a monthly basis
- Patrollers choose from vacant slots which he/she will take responsibility for, but taking into account crime tendencies.
- Three to five patrol slots are scheduled during the night and three or more during the day.
- Slots will be adapted according to crime trends. This will be communicated to patrollers by the member responsible for compiling the patrol timetable.
- Keep to the schedule and notify the member responsible for compiling the timetable or controller of any patrols undertaken in addition to those scheduled or of changes in your patrolling team.

Patrollers must

- Notify the member responsible for compiling the timetable well in advance if he/she is not available.
- It is the responsibility of each patroller to ensure that he/she is in possession of the latest timetable.
- It is the responsibility of each patroller to arrange a replacement if not available.
- Contact his/her patroller buddy well in advance if there is any change in arrangement or circumstances.
- Radio the controller to advise her/him of your unavailability for the scheduled patrol and ask whether anyone would be willing to deputise for him/her.

BASIC PATROLLING RULES

Never patrol alone at night. A second patroller in the car

- provides backup in case of danger;
- assists with record-keeping, making calls and consulting information sources;
- enhances the patrol's observation capacity;
- provides a second assessment opinion when confronted with a situation; and
- is a witness in an incident.

Stay in your vehicle as far as possible and never put your own or your patrol buddy's life at risk. Should the patroller judge it necessary to leave the vehicle (like at an accident scene) it should be done with safety in mind and after informing the controller.

Keep the controller informed of anything happening during the patrol. Remember the controller could only base her/his decisions on information provided to her/him.

Always notify the controller of any suspicious vehicles and persons and call for backup before confronting anyone.

Under no circumstances may a patroller use any force to search or interrogate a suspicious vehicle, residence or person.

A patroller's arrival on the scene of an incident will influence the response of those present. Be assertive, friendly and professional and never aggressive.

TRAINING

This guide is a means of improving the skills and efficiency of patrollers. Discuss any aspects that are unclear, inaccurate or incomplete with the coordinator of patrols or a member of the management committee.

Periodically the CPA will arrange opportunities for patrollers to attend training events. Attend as many as you can not only to learn, but also to assist other patrollers by sharing your knowledge and experiences.

New and inexperienced patrollers must accompany experienced patrollers on patrols to benefit from practical hints and customs.

Remember that patrollers acting with knowledge or skill enhance the reputation of community patrollers and the CPA and thus contribute to greater safety of all residents.

Should a patroller regard any other patroller's actions as damaging or not effective, this should be reported to the coordinator of patrols. All efforts would be made to assist such a patroller to become effective.

Ensure that you are familiar with the CPA's Code of Conduct and behave accordingly.

PATROLLING GUIDELINES

SCOPE OF POWER AND DUTY

A patroller is a private person before the law and does not have more power than another citizen due to the fact that he or she is member of the CPA. They do not have the authority of the police. A patroller is not above the law and must obey the law, especially the Criminal Procedures Act, 1977.

Although a patroller, as private person before the law, has the right to make a citizen's arrest as prescribed by the Criminal Procedures Act this should not be attempted unless the patroller has been adequately trained to do so and understands the full implications of such action. Making a citizen's arrest may have very serious implications for a patroller and it is therefore discouraged.

Under certain circumstances a patroller may find it necessary to prevent a suspect from leaving the presence of the patroller. In such a case, the patroller should attempt to obtain the suspect's consent to await the arrival of the police or of other support. If unsuccessful, the patroller should glean potentially useful information from the suspect without detaining him/her. Such information gathering may include taking a picture of the suspect and identifying possible witnesses. If safe to do so, the patroller may follow the suspect and periodically keep the controller informed of their position.

One of the Help Team's functions is to support patrollers. Members of the Help Team are skilled, experienced and equipped to deal with those incidents patrollers may not be able to handle by themselves.

Make sure you have the telephone number of the controller and the controller has the cell phone numbers of the members on patrol.

Should you require use of the CPA equipment, collect these from the cubicle at the SAPF Station on the corner of Pretoria Road and Fakkkel Street. Contact the coordinator of patrols beforehand for the code required to open the cubicle. When returning the radio, ensure that it is switched off prior to placing it in its cradle to be charged.

Patrol in random fashion. For example, drive very slowly and enter each blind alley and at other times drive faster to cover a larger area.

Notify the controller that you are going on patrol and state the expected time of return. Notify the controller when you stand off. Should your patrol end late at night or early in the morning arrange with the controller before 22:00 how assuming control, standing-off and minor matters are to be reported.

EQUIPMENT

A vehicle patrolling team will require the following equipment when doing vehicle patrols:

- Vehicle with CPA markings and green light to identify the vehicle as a CPA patrol. Contact the coordinator of patrols where and how to obtain this.
- A two-way radio. A spare battery could be useful.
- Flashlight when patrolling at night
- Cellphone to contact control, police or other emergency agencies or fellow CPA members, if and when needed.
- The telephone and cell phone number and email address of the controller on duty, as well as numbers of two or three friends who could assist if required.
- Pocket notebook and pen or electronic note pad.
- CPA identification (the format of this is to be finalised) and driver's license.
- Map of the area.
- A firearm or any other weapon is optional as the main aim of patrolling is to observe and report incidents to control. Use of a firearm or any other weapon is subject to the law and up to patroller's own judgement and responsibility. Should a patroller carry a weapon he or she must inform the other patroller at the start of the patrol.
- Appropriate dress. Be visible and identified as a CPA patroller.
- Surgical gloves, a towel or blanket may be useful.
- Useful information is provided on the website, announced on the radio, emailed or sms'd by the controller.

PATROL SAFETY

Never place yourself or your fellow patroller in danger.

Especially at night, do not enter a cut-off space (e.g. a narrow dead-end lane) where you could be trapped without first informing the controller and having back-up available.

Do not go on private property without permission of the legal occupant (like the owner) or another authorised person.

Do not confront a suspected criminal or attempt to make an arrest alone unless you have been trained to do so and have informed the controller.

Be visible. Use the green light, CPA patrol vehicle stickers and dress to be seen. Visible CPA identification is a crime deterrent. For your own safety, do not dress darkly or operate by stealth.

The use of the green light by members of the CPA is not authorised by law. However, we have an understanding with the Metro Police in our area allowing Silverton patrollers use of the light, not to stop our patrollers using the green light and not to take legal action against our use of the light. Other areas (such as Sinoville, Garsfontein and Centurion), do not have such an understanding, and community patrollers from those areas have had action taken against them by the Metro Police., Such action could include confiscating the light and a traffic fine,

When on patrol using the green light

- Use the green light only while patrolling in our area;
- Do not misuse the light which might result in the patroller being fined and even the Metro Police withdrawing the existing understanding;
- Should you leave the area of jurisdiction of the Silverton Police station whilst on patrol, switch off the light or remove it;
- Should you be stopped by the SA Police, the Metro Police or any other official of a law enforcement agency whilst on patrol, politely explain that you are a Silverton CPA patroller on duty, do not argue with the official and offer to remove the light and, if appropriate, proceed to do so.

PATROL OBSERVATION

Be visible, observant and vigilant.

Look and listen for the unusual and suspicious, such as:

- Open doors, garages and gates that should usually be closed;
- Suspicious persons and vehicles;
- Vehicles and persons that do not belong in the neighbourhood;
- Sounds such as screaming, gunshots and broken glass;
- Anyone or anything out of the ordinary for your neighbourhood. You know your neighbourhood. If it does not seem right - it probably isn't.

Drive slowly and at night use as much light outside the vehicle as possible without unduly invading the privacy of residents.

Keep the vehicle's windows somewhat and safely open to be able to hear sounds and noises that might indicate suspicious circumstances.

Suspicious activities that should be reported are:

- Anyone who is looking into parked vehicles or windows.
- Anyone sitting in a parked vehicle - in front of a home or business, especially at an unusual hour.
- Anyone removing parts or license plates from a vehicle.
- Anyone going door-to-door without apparent reason.
- Anyone loitering around the neighbourhood, parks, schools, churches and business premises.
- Anyone loitering outside of, entering or leaving a place of business after hours.
- A stranger going into a backyard.
- A stranger going into an unoccupied or abandoned house.
- A stranger loitering around children.
- Vehicles cruising slowly back and forth.
- Persons habitually and illegally sleeping in a public street or place, especially when an informal structure has been erected.
- Persons selling or offering products or services for sale in a public road or place and making a nuisance of themselves or presenting a potential safety risk.
- Drug activity of any kind.
- Sounds of gunshots, screaming, someone in distress, broken glass, etc.
- Evidence of forced entry into houses and vehicles.
- Any obvious crime in progress.

Ask for police backup when observing:

- Drug trafficking.
- Underage teens drinking, doing drugs or driving.
- Drunken driving
- Child neglect, endangerment and abuse.
- Theft, burglary and trespassing.
- Person brandishing or using a firearm or other weapon.
- Vandalism and graffiti.
- Domestic violence.
- Harassment, menacing and threatening behaviour.
- Disorderly conduct and public nuisance.
- Public intoxication of a hostile or aggressive nature.

- Assault of any degree.
- Racial and hate crimes.
- Sexual, molestation and lewdness crimes of any type.
- Motor vehicle and pedestrian accidents.
- Any unsafe or endangering condition that poses an immediate threat.
- Theft of identity / fraud / forgery
- Violent or malicious gang activity
- Scam activity
- Road rage
- Reckless endangerment

When requesting police backup be clear about the reason for the suspicion. State the specific position of the incident and describe the people, vehicles and circumstances involved. Good reporting not only assists in resolving the incident, but builds confidence in the patrollers and CPA.

Non-crime related conditions should be noted and reported at the end of the patrol, either on the radio or by sms or email. These could be early indicators of crime conditions

- Violations of municipal regulations.
- Dilapidated properties.
- Safety hazards.
- Landlord neglect of rented properties.
- Violation of tenant's rights.
- Violation of a neighbour's right to quiet enjoyment.
- Nuisance properties such as drug houses and frequent crime houses
- Senior citizen, child, handicapped or mentally impaired abuse.

Keep the controller continually informed.

WHAT TO DO AT AN INCIDENT

Suspicious person(s):

- The patrollers should maintain an adequate physical distance between themselves if one or both is to leave the vehicle. For instance, one patroller should remain in the vehicle.
- Call for backup if needed and wait until they arrive before taking action.
- Ask person why he/she is here and where he/she is going.
- Observe as much personal details of the person, for example physical appearance like height, built, unusual features, hair colour and length and scars, and what type of shoes and watch the person is wearing.
- Introduce yourself as a CPA patroller.
- Escort the person(s) out of area if possible.
- Explain to the suspected person(s) the reason for your action, for instance: "we do have a problem with crime in the area". Be polite, friendly but firm.
- Try to verify the suspect's response by contacting the reference provided.

Suspicious vehicle:

- Note car make (including the series and whether new or old), colour (one or more than one) and registration number (including whether the plates are in the legal format and in the front and at the back). Note any distinguishing features like dents, missing lights, roof racks, tow-bars, canopies, tinted windows, type of tyres, wheel caps (on which wheels), place of registration disc on the window, position of aerial, exhaust, paintings or signage on the vehicle, etc.
- Note number of occupants, race, gender, age and clothing.

- Call control with the details of the vehicle(s) to verify against the CPA database and with SAPF or the Metro Police.

Residents gate/garage open:

- Ring gate/door bell to notify resident.
- If no response, try to obtain resident's home telephone number by contacting the controller in case he/she has details.
- If you suspect a problem, notify the controller and call for backup.

Housebreaking:

- Notify control and call for backup.
- and Establish if anyone is at home and try to notify the owner and/or resident
- Determine if thief(s)/robber(s) are still on the premises and if they hold a threat to anyone.
- Observe, continuously updating control of any changes in the situation
- Await the arrival of backup and act according to the inputs from the controller.

Armed Robbery:

- Notify control, call for backup and remain calm.
- Stay clear from escape routes and observe from safe distance, continually updating control of any changes in the situation
- Determine whether thieves/robbers are still on the premises and what their positions are.
- Await the arrival of backup and act according to the instructions from the controller.

Theft of vehicle:

- Obtain details of stolen vehicle (make, colour, number plate, any other feature of the vehicle, number and description of occupants) and report to control.
- Establish direction in which vehicle travels and report to control.
- Assist control to determine possible escape routes.

Hi-jacking of vehicle:

- Obtain details of stolen vehicle (make, colour, number plate and any other feature of the vehicle) and report to control.
- Establish direction in which the vehicle travels and report to control.
- Assist control to determine possible escape routes.

Motor vehicle accident

- Advise the controller and remain on the scene until released by paramedics or police.
- Advise the controller of the number of injured and type of the injuries.
- Look for hazards that could affect you or the responding emergency personnel (fuel, chemicals, electrical wires, etc.) and report their existence to the controller.
- Do not attempt to move the injured unless it is more dangerous to leave them where they are, i.e. in the event of a car fire.
- Attempt to keep the victims calm and reassure them that assistance is on the way.
- Upon arrival of emergency personnel, notify them of the number of injured and their locations.
- Control traffic to prevent further accidents.
- Remember your own safety comes first - Dead Heroes can't save lives.
- Always wear a reflective vest, and look out for motor vehicles.

Fire

- A patroller's function is to report the existence and nature of the fire, call for assistance and provide solid witness information to the police if required. The patrollers may decide to offer emergency assistance until support arrives. Such action will be at the patroller's discretion.
- When responding to a fire emergency remember safety of all involved overrides all other concerns. Patrollers should
 - Ensure that there is no immediate threat to themselves or bystanders. Remember your own safety comes first.
 - Scan the area for sights, sounds and smells that may present danger (e.g. hazardous or inflammable materials such as petrol) and
 - Act in such a manner as to keep themselves and other individuals safe. This involves mitigating safety hazards that may further threaten victims, bystanders, and safety personnel.
- Distinguish between three types of fire scenes:
 - Burning materials; like veld grass, refuse, plastic cables, home camp fires or large braais. Clearly not all of these smoke generating incidents require intervention of the patroller or present an emergency.
 - Burning household structures; like houses, sheds and domestic garages. As a rule of thumb, an unconfined, small fire will render a typically furnished room intolerable to enter in about 30 seconds.
 - Commercial and factory structures; like office blocks, shops, flats, and manufacturing facilities. Here many people may be threatened, access and exit might be problematic, and highly inflammable materials may be present.
- Upon arrival at a fire scene observe conditions and activities and provide the controller with an accurate and complete description. The description should include:
 - Description of the incident, including whether materials on fire, domestic home or business on fire. Make sure that you do not respond merely to the presence of smoke that might be a controlled family braai.
 - Flame and smoke conditions (e.g. the volume of flames and smoke; the color, height and location of the flames; the direction in which the flames and smoke are moving).
 - Location of the incident
 - The presence, location and condition of victims and witnesses.
 - The presence of personnel at the scene (e.g. police, firefighting, paramedics or other metro personnel).
 - Vehicles leaving the scene, bystanders or unusual activities near the scene.
 - Conditions surrounding the scene (e.g. blocked driveways, debris, damage to other structures).
 - Unusual characteristics of the scene (e.g. the presence of containers, exterior burning or charring on the building, the absence of normal contents, unusual odours, fire trails of fuel and the burn patterns caused by those trails).
 - Helping a person with clothing or hair on fire
 - "Stop, Drop and Roll":.
 - You must immediately get the person flat on the ground. Do not allow her or him to run.
 - Extinguish the flames by rolling the person on the ground. A jacket or blanket may be used to help smother the flames if immediately available. Seconds count. Do not waste time looking for an extinguisher or water source.
 - Douse the person with water as soon thereafter as possible. Do not attempt to remove burned clothing.
 - Do not attempt to puncture any blisters, do not apply any ointment, butter, oil, etc on burn wounds, cool person down with water, keep person wet and calm until EMS arrives.

RESPONSE TO A CALL FOR HELP

In the event where a radio user calls for help or report an emergency situation to the controller such as people on his/her property, a burglary that took place or in progress, theft from a motor vehicle the theft of a motor vehicle the following will apply:

- The situation is reported in by a radio user.
- Control will obtain as much information as possible and will call on all radio users to provide backup.
- Always report in if you can assist, taking into consideration your experience and physical condition.
- Follow the shortest route the position allocated to you by the controller or to the scene, should the controller not have allocated you a position.
- Remain in your known position until Control calls off the “operation” or re-deploy you to another position.
- If you are deployed as an observer:
 - Remain in your vehicle.
 - Observe and report any situation.
 - Monitor the situation on your radio.
- Assist the Help Team as directed where needed after reporting in to control.
- Once adequate resources have been deployed enquire from Control whether to resume your normal patrol duty.

A patroller may deem it necessary or may be called upon to transport a suspect or someone in distress. Should a patroller decide to do so he/she must have a patrolling buddy with him/her. The patroller must ensure that the individual to be transported does not have injuries that could be aggravated in the process, is unarmed, can be positioned safely and is not positioned where the patroller or his/her buddy cannot observe all the individual’s movements. Should any doubt exist about the wisdom of transporting someone do not do so, but wait with the individual for support to arrive.

INFORMATION TO BE PROVIDED WHEN REPORTING AN INCIDENT

Use discretion before you call.

Is the incident or condition:

- An emergency?
- A non-emergency?
- A criminal or civil incident?
- Does the incident or condition require:
 - An immediate emergency call?
 - A non-emergency call?
 - An incident report only?

Be professional, patient and as cooperative as you can. The controller, SAPF or ambulance dispatcher needs a certain amount of information to determine the coding, disposition and priority of the CPA’s call. Controllers and patrollers should bear in mind that they collectively build a reputation for the credibility that will be attached to a CPA incident report. This will affect the priority given to calls from controllers or patrollers.

Inform the controller of the nature of the crimes or incident in progress. Do not report a matter and then stay quiet. Inform the controller regularly of progress, supply relevant information and announce when you are standing off.

Provide an exact street address (is it on the northern, southern, western or eastern side in the street) and give the name of the closest cross streets to the incident.

Remain available and give all information requested by the controller.

Be patient, the Police will respond as soon as possible. Police response depends on the patrol area they respond from and the priority for them of the call.

Upon arrival of police or metro officials, immediately identify yourself to avoid confusion.

Do not interfere with the police investigation or ambulance operation, but be available for questions and assistance.

PATROLLERS IN DISTRESS

Remain calm. Do not panic.

Speak clearly and deliberately and use the PTT carefully not to cut your message off. You may only have one chance to send your message.

Observe as much detail of the danger and your environment as possible.

At the first sign of a threatening situation call the controller on Channel 1

- Call “Break-Break”;
- Give your location;
- If in danger, press the “emergency button” on the radio. Otherwise, give a concise description of the threat;
- Give a description of any people involved;
- State your name.

If the controller cannot be reached, phone the controller on his or her phone, and if still unavailable phone another CPA member.

Stay in your vehicle, unless the vehicle itself is unsafe.

Drive off as fast as safely possible to a safer location.

Stay on the radio and follow instructions given by the controller.

Answer questions posed by the controller.

Keep you patrolling buddy informed.

If safely possible, keep the source of danger under surveillance and report pertinent observations to the controller.

Remember the radio channel will be required by the controller and those giving support. Do not monopolise it.

TRAUMA COUNSELLING

- Trauma counselling is best left in the hands of well-trained and experienced professionals.
- Typical experiences that may trigger trauma include accidents, death, and having been a victim or a witness to violence. No person behaves, reacts or responds the same. Traumatized persons may display
 - much anxiety,
 - extreme vigilance
 - overreaction, including excessive anger.
- The patroller should inform the controller if there is someone he/she feels needs the help of a trauma counsellor.
- Until a professional has arrived, the patroller could assist by
 - being there and thus providing comfort, and support,
 - listening,
 - offering information, advice and directions,
 - assisting victims to contact people of their choice, like family, friends, personal health care professionals or spiritual leaders.

FEEDBACK

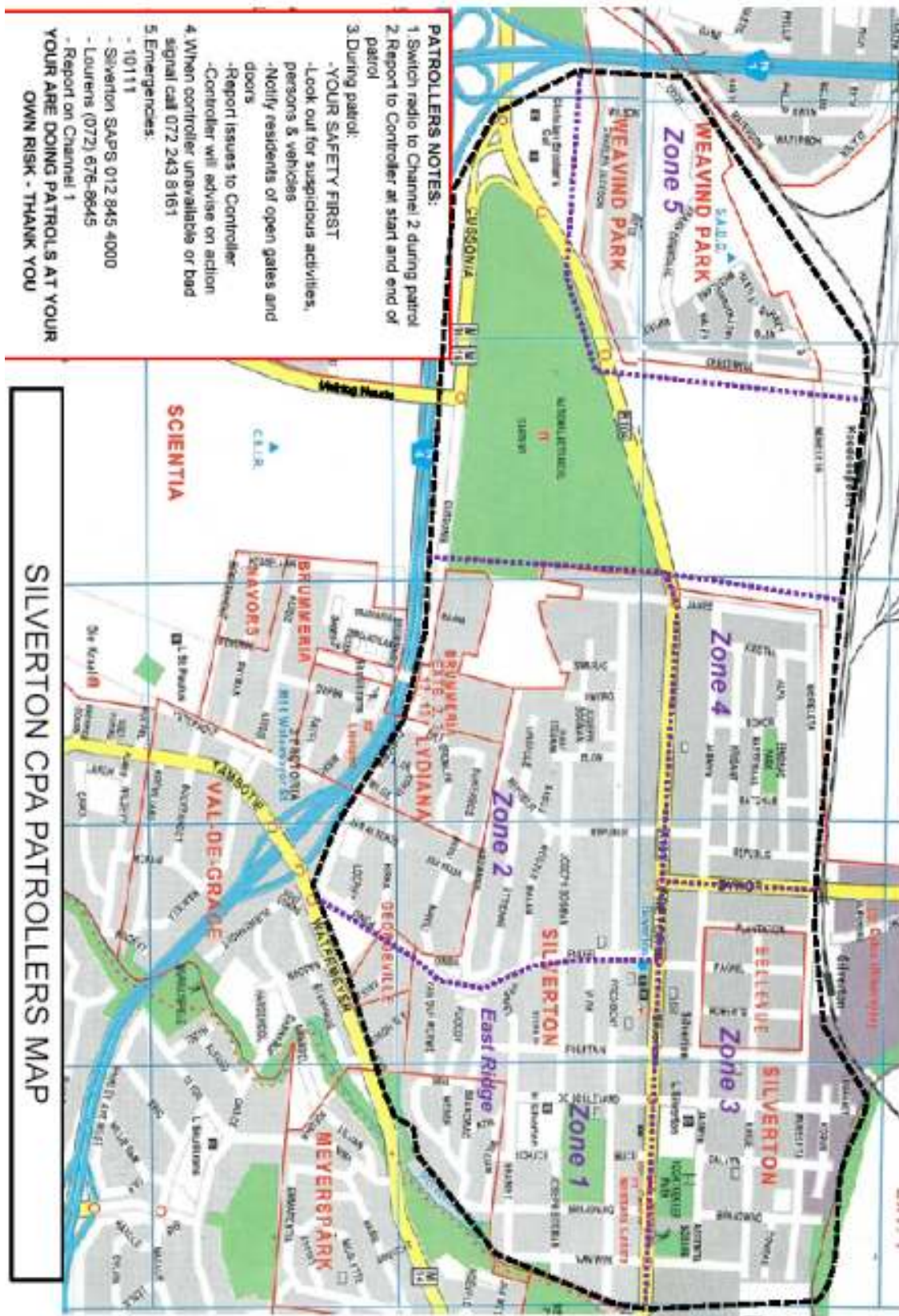
Feedback reports are made on the radio when incidents occur and at the end of each patrol up to a time agreed to between the patrollers and controller. The aim is to report back on activities or situation that happened during the patrol shift.

Feedback reports will enable the controller to:

- Inform other patrollers of what has happened during the previous shift or previous day/night
- Consolidate all info into our database more effectively
- Identify hot spots or problem areas
- respond to municipal matters in a more coordinated manner, for example: street lights not working, water leaks and unauthorised squatting.

ANNEXES

ANNEX A – PATROLLERS' MAP



ANNEX B - PHONETIC ALPHABET

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