Citizens On Patrol (C.O.P.) Interaction with "K" Division OCCs

This document will be considered the blue print for changes in the methods by which C.O.P. members interact with both "K" Division OCCs. It provides guidance; however, more importantly consistency. This would only apply to detachments which report to the NAOCC or SAOCC and not those who have an independent Municipal OCC (Strathcona County, St. Albert or Lloydminster).

The value and importance of the volunteers who participate in the C.O.P. Program is recognized and acknowledged.

Present State:

- There is no guide book, policy or MOU which establishes a consistent method for interaction between C.O.P. members and the respective OCC which is responsible for the detachment these volunteers work from.

- The lack of consistency creates angst and confusion amongst C.O.P. volunteers.

- The lack of consistency creates angst and confusion amongst OCC personnel.

- Each C.O.P. volunteer is identified by a unique provincial identifier number.

- Some detachments have no C.O.P. representation.

- Some detachments have several C.O.P. groups who operate in various communities within their service area.

- Some C.O.P.s maintain a very positive relationship with their local coordinator.

- Some C.O.P.s have access to their local detachment while others do not.

- There is no consistent method of updating or advising the OCCs which groups are active.

- The OCCs are not responsible for monitoring or status keeping any C.O.P. member.

Future State

- C.O.P. members <u>will not</u> call either OCC to indicate they are starting or ending a patrol or provide a license plate number of the vehicle they are operating.

- Detachments will maintain a list of C.O.P. members which contain their individual provincial identifier numbers and any vehicle they may operate while participating with the C.O.P. Program.

- A C.O.P. member who reports an incident while on patrol will indicate:
    - They are a C.O.P. member and which detachment they are associated to.
    - Provide their name and immediate contact information
    - Provide their unique provincial identifier number
    - Provide the details of their suspicious observation
    - Stay on the phone with the OCC operator if the situation is deemed to be an emergency

- The OCC member would dispatch the call for service to a working member providing the details of the complaint, the unique provincial identifier number of the C.O.P. and immediate contact information.

- Detachment members would be responsible for having an updated list of C.O.P. members assigned to their detachment which contains the unique provincial identifier numbers and any vehicles which they may operate while performing C.O.P. duties.

- This process will be forwarded immediately to C.O.P. Detachment Coordinators for immediate dissemination to their C.O.P.s.

- This process would be detailed in any guide book, policy or information sessions dedicated to C.O.P. volunteers.

- The process for interacting with any C.O.P. member would be detailed in a newly developed OCC SOP or unit supplement.