



Stay Safe Workshop September 20, 2017

- 1) Tips
 - a) Always go in 2's. Especially at night.
 - b) Always have your phone with you.
 - i) Take photos of any incident.
 - ii) Mapping feature lets you know exactly where you are, which can be relayed to dispatch.
 - c) Always think about where you are going and be aware of backing yourself into a corner.
 - d) Know escape routes, be aware what is ahead of you.
 - e) Trust your instincts. If it doesn't look or feel right, it probably isn't. Pay close attention to surroundings so you can relay details if needed.
- 2) Run, Hide, Fight
 - a) In situations where someone is aggressive/active shooter, etc.
 - i) Run – Know your surroundings. Leave if possible and take people with you.
 - ii) Hide – If you can't run, hide and block doors with furniture.
 - iii) Fight – Last option if you can't run or hide. Have to be in the attack mindset and commit. You want to survive. Use a fire extinguisher or other items to protect self.
 - iv) Create a safety plan for your business. PTF will do site visits to help create plan if you'd like. Having your employees know what to do can mean the world.
- 3) Situational Awareness
 - a) Condition white: relaxed and unaware.
 - i) Comfortable, like how you are at home.
 - b) Condition yellow: relaxed but aware.
 - i) Relaxed, like running errands. Paying attention to surroundings and listening to environment.
 - c) Condition orange: potential threat identified.
 - i) Notice a potential issue. Move purse to other side of body, walk confidently, cross the street, walk with group ahead or behind.
 - d) Condition red: threat confirmed.
 - i) This is where you run, hide or fight. Shift into action and have a plan.
 - e) Condition black: freeze up.
 - i) What happens when you don't have a plan and don't act.
- 4) Calls to Dispatch
 - a) (805) 650-8010 – Non-Emergency dispatch. Goes to same center as 911 calls, but 911 calls are answered first.
 - b) Listen to dispatcher's questions. Answer succinctly and stop talking once you are done. Dispatchers are typing what you say in a specific format. Take a breath before your call and try your best to be calm.
 - c) Describe person from the top down.
 - i) Hair color, hat, facial hair, earrings, eyes, skin color, shirt, backpack and color, pant type and color, shoes, height and weight.
 - d) Be as clear as possible and state what item/description will stand out the most.
 - i) Take a photo if you can or video. It will help you confirm the person if needed. Let the dispatcher know you have video or a photo once done with the descriptions.
- 5) How and when to report
 - a) Sitting on the sidewalk
 - i) Only call when obstructing the sidewalk with body or property.
 - (1) Key phrase "obstructing free flow"

- b) Camping/Sleeping
 - i) If someone is sleeping with blankets and property.
 - (1) Key phrase "unlawful lodging"
 - (2) Say camping in front of business door if they are blocking the door. Be specific.
 - (3) Mention the bedding material.
 - (4) Make sure that you have a 602 Authority letter on file.
 - ii) If someone is sleeping with no property.
 - (1) Key phrase "trespassing"
- c) Unwanted Person in Business
 - i) Call if you have asked them to leave and they won't comply.
 - (1) Key phrase "Customer is refusing to leave and I want him/her to be advised trespassing"
 - (2) If you are uncomfortable asking the person to leave make sure to articulate this to dispatch.
 - ii) If person is removed and returns, they can be arrested.
- d) Living in Vehicle
 - i) Key phrase "person living in vehicle/motorhome"
 - ii) Mention everything you can in the description with evidence of living in vehicle. If you see people come in and out, mention you think there may be drug activity.
 - (1) Call in immediately when you see this so there is a record.
- e) Taking Recyclables
 - i) Taking recyclables is illegal; taking trash is not.
 - (1) Leaving a mess after taking trash can be called in.
 - ii) Taking trash from private property is trespassing.
- f) Drinking in Public
 - i) If you see someone with an open container call non-emergency.
 - (1) Police may not seem to respond right away. Most of the time they are observing to see if person takes a drink.
 - (a) If they take a drink – jail.
 - (b) If an open container – citation.
- g) Shopping Carts
 - i) Call when you see a shopping cart. It's theft.
- h) Hanging out in Parking Structure
 - i) Illegal to be in structure if you are not a driver or passenger.
 - ii) If you see someone not associated with a car – call.
- i) Person in Crisis
 - i) Don't call if a person is just talking to himself or herself.
 - (1) If they talk about wanting to die or wanting to kill themselves call it in. Relay exactly what they say.
 - ii) Being loud and obnoxious
 - (1) Key phrase "disturbing the peace"
 - iii) Fighting or challenging
 - (1) Make sure to take note of any offensive phrases that can escalate a situation. If they say something that can provoke someone immediately and cause a violent reaction be sure to relay exactly what is said.
- j) Panhandling
 - i) Panhandling is when one is intimidated to give money, food, or any item of value.
 - ii) It is illegal to aggressively panhandle
 - (1) Within 25' of a pay station.
 - (2) Within 25' of a bus stop.
 - (3) Within 50' of an ATM.
 - (4) By outdoor dining areas.
 - iii) It is legal to sit passively with a sign.
 - iv) If the person initially engages a conversation and asks for money – that is illegal panhandling.
 - (1) Mention if you felt intimidated, if you were following, or cussed out when you said no.
 - v) Street performers are ok if they are not panhandling.

- k) Stalking
 - i) Requires following a person with a threat.
 - ii) If there is no verbal threat call it in as a suspicious person.
 - iii) Take a photo or write down description and let DVP know. PD will interact with individual and let them know they are aware of the situation.