

Stonewall Citizens' Patrol



Handbook

'Helping Keep Our Community Safe Since 2006'

(Revised August 7, 2019)

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1. Welcome from the Board of Directors and Executive Director

a. Letter from President

To: Stonewall Citizens' Patrol Volunteers

From: Edwin Lohr, President

Welcome to Stonewall Citizens' Patrol. I am very excited to have you join us in providing a professional and safe quality of life to the community. Through our high visibility community safety patrols, we offer an extra layer of safety for all residents and visitors to our patrol area. They know, or will soon know, what we already know; that this is the community to be in!

We rely on Patrol Volunteers to accomplish our mission, vision, and core values. There are many years of experience both in community and with Stonewall Citizens' Patrol leadership to offer you to be the best volunteer possible. From all of us on the Board of Directors, to the Field Training Officer that spent many hours with you, everyone is here to assist you to be successful. Because a successful volunteer makes for an even more successful organization.

As a leading community organization, we are motivated to keep our community safe. This is done through teamwork both inside our organization and within our great community. I challenge you to make the best of your time here at Stonewall Citizens' Patrol.

As you get to know me, you will hear my many stories of how big challenges and positive change to our community came from dedicated volunteers just like yourself. I challenge you to ask the tough questions and bring the energy needed to the table to make this a better community for us here today and for the generations to follow. Welcome to Stonewall Citizens' Patrol!

Sincerely,

Edwin Lohr
President
Stonewall Citizens' Patrol

b. Letter from Executive Director

To: Stonewall Citizens' Patrol Volunteers

From: Sean Redmond, Executive Director

Since 2006, Stonewall Citizens' Patrol has been on patrol in the neighborhoods of Bankers Hill, Hillcrest, University Heights and North Park as the result of attacks on the LGBTQ community in Balboa Park. Our model to Patrol, Educate, and Raise Awareness to be an extra set of 'eyes and ears' and empower community members has been the center of our operations and strategic planning.

Our name defines us, Stonewall Citizens' Patrol. Just like back in 1969, the community 'had enough' and took to the streets. In 2006 our community 'had enough' and started patrolling the streets. You are part of a team that is committed to deterring hate and building an inclusive and safe community for all residents and visitors.

I welcome you and encourage you to get the most out of volunteering. It's not just about patrolling the streets. You will be presented with opportunities to build yourself, your family and friends, and be introduced to community partners with one common element – to build a strong and safe community for all.

Be proud to be part of Stonewall Citizens' Patrol, because we are proud of you. A considerable amount of time and resources have been invested to bring you on board. I ask that you return the investment of many to stand proud and join us in what we do best – 'Helping Keep Our Community Safe Since 2006'. I look forward to volunteering side-by-side with you and many more to come join Stonewall Citizens' Patrol!

Respectfully,

Sean Redmond
Executive Director
Stonewall Citizens' Patrol

2. Mission Statement

It is our mission to the San Diego community, businesses, and visitors to provide professional and ethical volunteer citizens patrol with excellent customer service building a safer quality of life. The primary method used to deter crime will be to provide high visibility community safety patrols in our neighborhoods and at events.

3. Vision Statement

We connect with the community through:

Patrol – Help law enforcement fight crime by serving as the extra set of ‘eyes and ear’

Educate – Provide safety and crime prevention education to the community

Raise Awareness – Increase awareness of street crime within our community

4. Core Values

Patrol – adhering to high values and principle

Awareness – to know our community’s needs

Teamwork – leverage our diverse backgrounds to achieve the mission of Stonewall Citizens’ Patrol

Respect – practice patience and assume good intention

Observant – see something, say something

Leadership – adhere to the mission and vision of Stonewall Citizens’ Patrol

5. About Stonewall Citizens’ Patrol

In 2006, a group of concerned citizens responded to the assaults on several gay men that occurred outside of the Pride Festival that year. The response was the formation of Stonewall Citizens’ Patrol.

The name “Stonewall” was taken in honor of those who stood up and said, “We’ve had enough. It’s time to do something about how our community is treated.” These citizens had had enough of the violence against LGBT citizens and decided it was time to take a stand.

Stonewall Citizens' Patrol is a volunteer neighborhood watch patrol group operating in the highly diverse Bankers Hill, Hillcrest, University Heights and North Park communities of San Diego. Our volunteers receive in-house field training and annual in-service training with the assistance of many San Diego agencies, to include the San Diego Police Department. Patrol Volunteers team up in pairs to then patrol the streets and community events throughout San Diego County.

In addition to patrolling, Stonewall Citizens' Patrol focus on community safety, crime awareness and crime prevention, which include distributing safety whistles, crime prevention posters, and safety-tip cards.

Stonewall Citizens' Patrol volunteers conduct themselves with a "hands-off" approach and do not carry weapons. We are merely additional 'eyes and ears' for the community and law enforcement agencies.

From 2006-2010, Stonewall Citizens' Patrol operated under the umbrella of the American Veterans for Equal Rights (AVER) and then became an individual 501(c)(3) organization.

Stonewall Citizens' Patrol is not only out on the streets. Patrol Volunteers also provide a safe environment with Community Event Safety Patrols. Through our multi-organization and agencies community partnerships, Stonewall Citizens' Patrol provides visible presence at many events, celebrations, and rallies.

As a non-profit organization, Stonewall Citizens' Patrol understands the need for community involvement. Working with our multi-organizations and agencies community partners not only allow us to serve our community, but also gives us the opportunity to strengthen our community unity and success!

Stonewall Citizens' Patrol is proud to say we have been 'Helping Keep Our Community Safe Since 2006'.

6. Volunteering with Stonewall Citizens' Patrol

Stonewall Citizens' Patrol endeavors to be a 'from the ground up' organization. This means the organization realizes the foundation of Stonewall Citizens' Patrol is you, the Patrol Volunteer who gives your time to patrol and help carry out the mission. Without you, there

would be no organization to do what each of our Patrol Volunteers are passionate about – Community Safety.

7. Patrol Volunteers

A commitment of three hours per month (one shift) is required of all Patrol Volunteers. Additional time will be required for Board Members and staff positions that may/have combined commitment duties (i.e. Field Training Officer). All volunteers in Stonewall Citizens' Patrol are considered Members.

Patrol Volunteers spend most of their time on the streets of Bankers Hill, Hillcrest, University Heights, and North Park being the extra set of 'eyes and ears' for the community and law enforcement. This is usually performed using the patrol vehicle. In order to operate the patrol vehicle, each Patrol Volunteer must be certified in their training, provide a copy of their DMV record upon request at no expense to Stonewall Citizens' Patrol. Until these requirements are satisfied, the Patrol Volunteer will only be able to ride in the passenger or backseat as a Patrol Volunteer. All Patrol Volunteers who are authorized to drive, must have their current and valid drivers license on their person during operation of the patrol vehicle, and notify the Executive Director and/or President if there is any type of change to their driving privilege as directed by any government agency or medical institution.

Patrol Volunteers who patrol the streets will always patrol in a minimum of two-Patrol Volunteer teams and never patrol alone. This is done for the safety of both the Patrol Volunteer and Stonewall Citizens' Patrol. This safety requirement also applies to most Community Event Safety Patrol and all other activities deemed safety sensitive by the Executive Director and/or President. Non-patrol certified volunteers number requirements will be determined by the Executive Director and/or President. Non-patrol certified volunteers are not eligible to conduct patrol operations outside their scope of duties, unless approved by the Executive Director and/or President.

8. Safety

Safety is every Patrol Volunteer responsibility and is the number one concern at Stonewall Citizens' Patrol. Patrol Volunteer safety is the number one priority for you and your patrol

partner while on patrol. As a Patrol Volunteer, you are never expected to put yourself, or your patrol partner in uncomfortable or dangerous situations. Always stay together with your patrol partner while on patrol and coordinate all patrol activities together. If as a Patrol Volunteer you find yourself in a potentially unsafe situation, attempt to remove you and your patrol partner from the area and call 911. Any safety hazards, injuries, or involvement in any serious situation requires that you and your patrol partner notify the Executive Director and/or President or the Communication Department as soon as possible. All Patrol Volunteers are required to read and acknowledge safety bulletins when released.

9. Patrol Polices

a. Patrol Confidentiality:

During your duties as a Patrol Volunteer, there will be incidents where you may witness actions and comments from members of the community. It is important that their actions and comments are just that – theirs! Beyond providing information to first responders, in a Patrol Report, or discussion with the Executive Director or President, the elements of confidentiality remain whole. No personal discussion or acknowledgement of personal involvement should be disclosed outside of normal Stonewall Citizens’ Patrol public communication. As an organization, building and developing trust with our community is a vital element of confidentiality. See it, don’t speak it!

A Patrol Volunteer roster may be provided to Patrol Volunteers for Stonewall Citizens’ Patrol operational use only. Patrol Volunteer information to include name, address, phone number, and email address are not to be given to individuals who are not a member of Stonewall Citizens’ Patrol. Patrol volunteers are not allowed to utilize the roster for business purposes

b. Non-Discrimination Policy

Stonewall Citizens’ Patrol does not and will not discriminate based on race, color, religion (creed), gender, gender identity or expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of

volunteers and vendors, and provision of services. We are committed to providing and inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors.

c. Use of Stonewall Citizens' Patrol Name

The use of Stonewall Citizens' Patrol name: A Patrol Volunteer shall not perform in the name of Stonewall Citizens' Patrol or claim to represent Stonewall Citizens' Patrol in any manner without explicit written approval of the Board of Directors.

d. General Behavior

Patrol Volunteers of Stonewall Citizens' Patrol shall refrain from any disruptive activity during Stonewall Citizens' Patrol functions. Patrol Volunteers engaged in disruptive behavior may be asked to leave and could be subject to loss of Patrol Volunteer privileges.

e. Attendance Policy

A commitment of three hour per month (one shift) is required of all Patrol Volunteers of Stonewall Citizens' Patrol. It is the Patrol Volunteer's responsibility to ensure they plan accordingly using the Patrol and Events Calendar, and Volunteer Forum prior to the end of each month.

Patrol Volunteers who are patrol certified and are in additional duties (ie: Field Training Officer, Events Fundraising, Board Member, various committees, etc) are required to meet the three hours monthly policy and the necessary time to complete their additional duties. Patrol Volunteers (certified and non-certified) are required to attend one of two annual three-hour training sessions. This time requirement is in addition to the three hours monthly commitment. These training sessions are usually in March and October, but subject to operational needs and training space/resource availability.

f. Communications

Stonewall Citizens' Patrol Internal Volunteer Website (Volunteer Hub) is our principal mode of disseminating and collecting information. Access to this website is done through the 'Login' button at www.stonewallcitizens.org. Communication to the volunteers will be handled primarily through 'Volunteers Hub' and email notifications. The volunteer-based website provides patrol and events calendar, volunteer roster, document links, patrol report, volunteer message forums, and other permission granted forums.

Open communication is essential for the success of Stonewall Citizens' Patrol. Timely engagement and response from each Patrol Volunteer is crucial. Each Patrol Volunteer is required to login into Volunteer Hub at least monthly.

g. Uniforms

All Stonewall Citizens' Patrol Volunteers are provided with a Stonewall Citizens' Patrol t-shirt, hat, and possibly other equipment. While on patrol and at community functions, the patrol t-shirt and hat are the required uniform of the day. Uniforms must be in clean and operational use. It is the responsibility of the Patrol Volunteer to maintain the uniform at their expense and request a replacement if it becomes un-serviceable. Old uniforms are required to be exchanged for new uniform replacement.

All issued Stonewall Citizens' Patrol uniform items and equipment must be returned to the organization when there is a change in relationship between the Patrol Volunteer and Stonewall Citizens' Patrol.

h. Patrol Volunteer Conduct

All Patrol Volunteers are expected to conduct themselves, always, in a courteous and professional manner, which reflects the mission, vision, and core values of Stonewall Citizens' Patrol. This includes, but not limited to, harassment in any form, the use of vulgarity and/or profanity (remember we patrol with the windows down), inappropriate physical, verbal, or sexual contact, or other behavior, which may be construed by a reasonable person as inappropriate.

i. Social Media Policy

The use of social media has become increasingly important in the way Stonewall Citizens' Patrol engages with our community, promotes events, and educates and inform our Patrol Volunteers, donors, and community. This policy is written to identify acceptable and unacceptable online behavior as it related to Stonewall Citizens' Patrol.

Patrol Volunteers' are personally responsible for the content they publish online, whether in a blog, social networking site or any other form of user-generated media. At all times, it is the responsibility of a Patrol Volunteer (patrol certified, non-patrol certified, Board Member, additional duty, etc) to follow these guidelines:

- i. Know the rules. Be mindful that what you publish will be public for a long time – protect your privacy and take care to understands a site's terms of service.
- ii. Protect confidential and proprietary information. Share only information about Stonewall Citizens' Patrol that is in the public domain. If it is posted at www.stonewallcitizens.org or on an official Stonewall Citizens' Patrol social media site, (or other official page) then it is safe to copy/paste and use in your social networking activities. Proprietary information, such as financial and/or strategic planning information that may be discussed in a town hall, board, or special event meeting is strictly for the informational benefit of the Patrol Volunteer and is not to be referenced in any media forum.
- iii. Be thoughtful about how you present yourself in online social networks. Do not engage in online activities that might bring Stonewall Citizens' Patrol into disrepute.
- iv. Know the Stonewall Citizens' Patrol Code of Conduct guidelines. Do not post derogatory or offensive comments about other Patrol Volunteers', especially in situations where the Stonewall Citizens' Patrol brands is involved. Spirited and passionate discussions and debates are fine but be respectful of others and their opinions. Refrain from harassment/bullying or posting unlawful, obscene, spam, injurious to privacy, or otherwise offensive material.

- v. Respect copyright and fair use laws. This includes respecting copyright, fair use, and financial disclosure laws, as well as proper consideration for others' privacy.
- vi. Protect Stonewall Citizens' Patrol Volunteers, donors, and community partners. Donors, partners, and community allies should not be cited or obviously referenced without their approval.
- vii. Don't speak for Stonewall Citizens' Patrol. We encourage you to express yourself and your own opinions, but not on the behalf of Stonewall Citizens' Patrol. There are designated personnel with the organization who have access to our official social media sites, only they have the authority to express the views of Stonewall Citizens' Patrol.
- viii. Use your best judgement. Remember to always use good judgment and common sense in deciding what you publish. If you're about to publish something that makes you even the slightest bit uncomfortable, review the suggestions above. When in doubt, check with the Executive Director, or President before posting anything.
- j. Stonewall Citizens' Patrol reserves the right to remove any and all posts from Stonewall Citizens' Patrol social spaces that violate these rules. It is at the discretion of the Stonewall Citizens' Patrol leadership to determine if a violation of this policy has occurred. Leadership may, at any time, investigate claims of abuse and if necessary, act in a corrective way. These actions may include suspension or termination from Stonewall Citizens' Patrol.
- k. *Alcohol and Drug Free Environment Policy*

Stonewall Citizens' Patrol is committed to protecting the safety, health and well being of all Patrol Volunteers, both patrol and non-patrol certified, who participate in organizational sponsored activities. Stonewall Citizens' Patrol recognize that alcohol and drug use pose a significant threat to our mission, vision and core values. This

policy is established to balance our respect for individual with the need to maintain an alcohol and drug free environment.

- i. This policy recognizes that Patrol Volunteer involvement with alcohol and other drugs can be very disruptive, adversely affecting the quality of patrols and other organizational sponsored functions, pose serious health risks to users and others, and have a negative impact on mission and morale.
- ii. Stonewall Citizens' Patrol has no intention of interfering with the private lives of Patrol Volunteers unless involvement with alcohol and other drugs outside of the organization affects participation or public safety.
- iii. Stonewall Citizens' Patrol encourages any Patrol Volunteer to voluntarily seek help with alcohol and drug problems.
- iv. This policy applies whenever conducting operations, in uniform, or representing Stonewall Citizens' Patrol.
- v. It is a violation of this policy to use, possess, trade, and/or offer illegal drugs for sale. Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any Patrol Volunteer taking prescribed or over-the-counter medication will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe operation of their Stonewall Citizens' Patrol duties. If the use of a medication could compromise the safety of the individual, fellow Patrol Volunteer, or the public, it is the Patrol Volunteer's responsibility to use appropriate procedures (ie: cancel a patrol, take a leave of absence, notify the Executive Director or President) to avoid unsafe patrol operations.
- vi. The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of this policy to intentionally misuse/or abuse prescription medications. Appropriate disciplinary action will be taken, including possible

termination of Stonewall Citizens' Patrol membership, if the Patrol Volunteer's operational status deteriorates and/or safety is compromised.

- vii. It is a violation of this policy to be impaired by alcohol at any Stonewall Citizens' Patrol operation, event, or sponsored function.
- viii. It is a violation of this policy to offer, or to purchase alcohol for a minor at any Stonewall Citizens' Patrol operation, event, or sponsored function.
- ix. A goal of this policy is to encourage Patrol Volunteers to seek help with alcohol and/or drug problems. If, however, a Patrol Volunteer violated this policy, the consequences are serious. If a Patrol Volunteer violates this policy, they may be subject to disciplinary action and may be required to enter rehabilitation as a condition of remaining with Stonewall Citizens' Patrol.
- x. A Patrol Volunteer required to enter rehabilitation that fails to successfully complete the program and/or repeatedly violates this policy will be terminated from Stonewall Citizens' Patrol. Nothing in this policy prohibits the participant from being disciplined or terminated from Stonewall Citizens' Patrol for other violations and/or operational problems.
- xi. Upon successful completion of a rehabilitation program, a Patrol Volunteer may be offered the opportunity to return to Stonewall Citizens' Patrol. The Patrol Volunteer must sign and abide by an agreement set forth by the Executive Director and President.
- xii. Stonewall Citizens' Patrol recognizes that alcohol, drug abuse, and addiction are treatable illnesses. The organization also realize that early intervention and support improve the success of rehabilitation. To support each Patrol Volunteer, this policy:
 - 1. Encourages Patrol Volunteers to seek help if they are concerned that they or their family members may have an alcohol and/or drug problem.

2. Encourage Patrol Volunteer to utilize the service of qualified professional in the community to assess the seriousness of suspected alcohol and/or drug problems and identify appropriate sources of help.
 3. Treatment for alcoholism and/or drug use disorders may be covered by the Patrol Volunteer's private health insurance plan. However, the ultimate financial responsibility for recommended treatment belongs to the Patrol Volunteer.
- xiii. The intent for information received by Stonewall Citizens' Patrol through the Alcohol and Drug Free Environment Policy is to remain confidential. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.
- xiv. A safe and operational alcohol and/or drug free environment is achieved through cooperation and shared responsibility. Both Patrol Volunteers and Stonewall Citizens' Patrol leadership have important roles to play.

Patrol Volunteers are encouraged to:

1. Be concerned about a safe environment.
2. Support affected Patrol Volunteers in seeking help.
3. Report dangerous behavior to the Executive Director and/or President

It is a shared responsibility of the Executive Director and the President to:

1. Communicate this policy.
2. Monitor questionable behavior.
3. Investigate reports of dangerous practices.
4. Document behavioral changes and problems in operational performance.
5. Counsel Patrol Volunteers to expected operational performance improvement.

l. Policy Against Harassing Behavior

Stonewall Citizens' Patrol is committed to providing a social, learning, and operational environment that is free of harassment. Stonewall Citizens' Patrol maintains a strict policy prohibiting unlawful harassment in any form, including sexual, verbal, physical and/or visual harassment. Harassment of Patrol Volunteers and members of the community is absolutely forbidden.

Harassment can take many forms. Extreme care must be used in communications (including social media) with other Patrol Volunteers, so that nothing being said or done could be interpreted as harassment. A Patrol Volunteer must also be sensitive to the feelings of others and must not act in a way that might be considered harassment by someone else. Examples (for illustrative purposes only) include:

- i. Verbal (racial, sexual, gender identify related or ethnic jokes and insults: name calling, questions about a person's sexual practices, derogatory remarks or questions about a person's gender identity or gender expression, graphic verbal comments about the body).
- ii. Physical (sexually suggestive or unwelcoming touching or obscene gestures, leering or staring at a person's anatomy).
- iii. Visual (insulting cartoons, sexually suggestive or lewd pictures or objects unwanted love letters, or notes).
- iv. Requests for sexual favors and/or repeated unwanted sexual advances (continued requests for dates, any threat of unequal treatment or access to operational related activities if sexual favors are not given, propositioning and individual).

If a Patrol Volunteer believes that another Patrol Volunteer or a community member has been a victim of harassment, the Patrol Volunteer must report the incident and the names of the Patrol Volunteer(s) to the Executive Director and/or President immediately. The Executive Director and/or President will investigate all such claims and take appropriate action. Any Patrol Volunteer determined to be responsible for

sexual harassment will be subject to appropriate disciplinary action, including termination of Stonewall Citizens' Patrol membership. If a Patrol Volunteer does not report harassment, it cannot be investigated. Each Patrol Volunteer's cooperation is crucial. There will be no retaliation against you for making a complaint of harassment.

m. No Retaliation Policy

Stonewall Citizens' Patrol 'No Retaliation Policy' describes actions taken when a Patrol Volunteer reports a harmful, discriminatory, or unethical behavior. Whether the accusations are true or false, Stonewall Citizens' Patrol wants to prevent victimization and other retaliatory behavior toward the Patrol Volunteer. It is important that Patrol Volunteers are not afraid to speak up about any issues. It is Stonewall Citizens' Patrol benefit to resolve the reported action as soon as possible. An environment of fear can only be harmful in the success of the organization.

Stonewall Citizens' Patrol will observe all legal prohibition for retaliation and will grant Patrol Volunteers the right to speak about misconduct. Stonewall Citizens' Patrol will try to preserve legality and organization ethics.

Patrol Volunteers may file complaints to the Executive Director and/or President. The 'Policy Against Harassing Behavior' will be reviewed and implemented. Patrol Volunteers who report misconduct or suspected violation will be protected from retaliation. It is Stonewall Citizens' Patrol policy to not silence complaints, but to encourage open communication.

Retaliation is in general defined as any kind of negative action against a current or former Patrol Volunteer that takes the form of disciplinary action, creates a hostile, threatening or uncomfortable environment as a result of a Patrol Volunteer reporting a complaint.

Disciplinary action may also apply to Patrol Volunteers who repeatedly file false or unreasonable complaints against Stonewall Citizens Patrol and are proven to have been intentionally lying, falsifying evidence, acting maliciously or for personal benefit. The

intent of this is to ensure that Patrol Volunteers do not take advantage of this policy and act always in good faith.

Patrol Volunteers have the right to communicate problems, suggestions or issues to the Executive Director and/or President. This policy applies to all official and unofficial reports. All complaint will be kept confidential and an investigation will be as little disruptive as possible.

If a Patrol Volunteer files a complaint for another Patrol Volunteer, the complaint will be taken seriously and investigated. If immediate action is needed during the investigation (i.e. like in cases of harassment), Stonewall Citizens' Patrol ensures the Patrol Volunteer who filed the complaint will not be affected in any way.

In some cases, a Patrol Volunteer who has filed a report may face disciplinary action on an unrelated offense. Stonewall Citizens' Patrol will provide documentation stating the reason of disciplinary procedure against the Patrol Volunteer, along with evidence for their misconduct.

10. Code of Ethics

Patrol Volunteers of Stonewall Citizens' Patrol are expected to exhibit appropriate and ethical behavior in the community and act with honesty and integrity, in furtherance of the goals and mission of Stonewall Citizens' Patrol. The Board of Directors, at its discretion, may take punitive action toward a Patrol Volunteer up to and including termination for engaging in conduct which is clearly contrary to the goals and mission of Stonewall Citizens' Patrol or which negatively or adversely affects the reputation of Stonewall Citizens' Patrol in any way

11. LGBTQ Identity

Stonewall Citizens' Patrol is proud to be an inclusive, LGBTQ identified organization. We acknowledge this fact in all our programs and public presence. Stonewall Citizens' Patrol, Board of Directors, and Executive Director will apply this policy throughout all Stonewall Citizens' Patrol activities. Stonewall Citizens' Patrol does not and will not discriminate based on race, color, religion (creed), gender, gender identity or expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities

or operations. We will not exclude non-LGBTQ Patrol Volunteers. All Patrol Volunteers must and are expected to support the mission, vision, and core values of Stonewall Citizens' Patrol. If discretion regarding identity is required, please contact the Executive Director and/or President.

12. Board of Directors

Stonewall Citizens' Patrol leadership is vested in a Board of Directors. The Board of Directors is a governing body that are responsible for overseeing the organization's activities, meeting regularly to discuss and make necessary decisions, and oversee the mission, strategy, and goals of Stonewall Citizens' Patrol. The Board of Directors supervises the Executive Director.

13. Executive Director

The Executive Director is the direct supervisor for all Patrol Volunteers, both patrol and non-patrol certified. The Executive Director is accessible to all Patrol Volunteers and will act as a liaison to the Board of Directors on matters relating to patrol and non-patrol certified. Patrol Volunteers should always feel comfortable contacting the Executive Director for concerns that need to be addressed directly to them. If a Patrol Volunteer feels the Executive Director does not need to be notified, then the President should be contacted.

14. Field Training Program

The field training to qualify as a Certified Patrol Volunteer will consist of two to three patrols, or six to nine hours total. A Patrol Volunteer Trainee will be assigned to a Field Training Officer and have one additional Certified Patrol Volunteer during each training session.

The first field training patrol the Patrol Volunteer Trainee will ride in the backseat and be able to observe, familiarize, and ask questions to the Field Training Officer and Certified Patrol Volunteer.

The second field training patrol the Patrol Volunteer Trainee will be upfront and continue to observe, familiarize, and ask question to the Field Training Officer and Certified Patrol Volunteer. Depending on the operation tempo, the second field training patrol may also consist of the Patrol Volunteer Trainee driving. This is only for Patrol Volunteer Trainees who have

met the requirements to be able to drive the patrol vehicle. A Patrol Volunteer Trainee is not required to qualify to drive to be considered a Certified Patrol Volunteer.

The third field training patrol the Patrol Volunteer Trainee will return to the front seat and driver seat (if applicable) and conduct a 'train the trainer' recap of the previous two training patrols with the Field Training Officer and Certified Patrol Volunteer.

The number of required training patrols can be adjusted by the Field Training Officer recommendation to the Executive Director and/or President. In addition, the field training procedures can be adjusted to operation demands by the Executive Director and/or President.

In all cases, a Field Training Checklist will be reference and documented by both the Patrol Volunteer Trainee and Field Training Officer.

Non-Certified Patrol Volunteers training will be on a case-by-case basis as determined by the Executive Director and/or President. Non-Certified Patrol Volunteers are not eligible to complete the required two Patrol Volunteer minimum to conduct Certified Patrol Volunteer functions.

15. Volunteer Separation and Dismissal

- a. In a perfect world, anyone and everyone would be able to stay with an organization forever. The reality is that sometimes volunteers must move on. In the event you decide to voluntarily separate from Stonewall Citizens' Patrol, the President and Vice President requests to meet with the Patrol Volunteer. This will give the organization insight as to your decision-making process, what thing you like about volunteering with Stonewall Citizens' Patrol, and you will be able to tell us about the areas you think we need to improve upon. This is not a requirement and the decision are completely yours to make.
- b. Though very rare, sometimes an organization must make the decision to part ways with a Patrol Volunteer. This may happen for a variety of reasons. Some things that may result in immediate dismissal include, but are not limited to:
 - i. Alcohol and/or drug use while on a patrol, event or organization function.

- ii. Gross violation of any Stonewall Citizens' Patrol policy or any municipal, state, or federal law.
 - iii. Excessive use of force/unnecessary use of force.
 - iv. Gross misuse of Stonewall Citizens' Patrol equipment including the patrol vehicle.
- c. Other less serious issues that arise may be handled by feedback, counseling, and training in the area(s) that the Executive Director and/or President believes need development. This method of delivery could be:
 - i. Identify an observable behavior.
 - ii. Explain the impact that behavior has on the organization and other Patrol Volunteers.
 - iii. Give the Patrol Volunteer an opportunity to respond and explain their reasoning for the behavior.
 - iv. Come to a mutual agreement that will develop both the Patrol Volunteer and Stonewall Citizens' Patrol for the better.
- d. When feedback, counseling, and training is not enough to correct a situation, a verbal warning may be issued to the Patrol Volunteer that if the behavior does not stop, they may be asked to leave Stonewall Citizens' Patrol.

When a verbal warning has not corrected the situation, a written warning may be issued.

In the unlikely event the behavior persists after a written warning, the Executive Director and the President, may decide to end the relationship between the Patrol Volunteer and Stonewall Citizens' Patrol.

Every effort will be made to keep Patrol Volunteers who truly wish to remain in service with Stonewall Citizens' Patrol.

16. Conclusion

This handbook is intended to give an overview to the more common policies and expectations for all Stonewall Citizens' Patrol Volunteers. Policies may be developed or updated periodically, and Patrol Bulletins will be distributed appropriately.

Stonewall Citizens' Patrol is very honored to have you as a Patrol Volunteer. Your time, feedback, and input are greatly valued, and we look forward to growing together to develop and grow Stonewall Citizens' Patrol into a community leader for public safety. Thank you for 'Helping Keep Our Community Safe Since 2006'!