

Reed College
Community Safety

Officer Training Guide



CSOT _____
Hire Date _____

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Overview

The Reed College Community Training Guide is to guide and track the training of a Community Safety Officer Trainee (CSOT). The goal is for a CSOT to become a well-trained, prepared Community Safety Officer (CSO).

The CSOT will learn to perform the duties and responsibilities of a CSO. The CSOT will be learn through one-on-one training with the Community Safety Manger (CSM), with help from designated CSOs, daily observation reports (DORs), written tests, and scenarios.

Phase 1, Administrative, CSOT will complete administrative tasks, on the New Employee Checklist, and office training, guided by the CSM.

Phase 2, Crawl > Walk > Run Training, CSOT will learn the basic fundamentals of what is expected of a CSO. The CSM will rely on discussion, participation, DORs, and scenario performance to evaluate the CSOT.

CSOT should progress from being shown and talked through (crawl)> walking through with guidance (walk)> performing duties and tasks with minimal help or guidance (run).

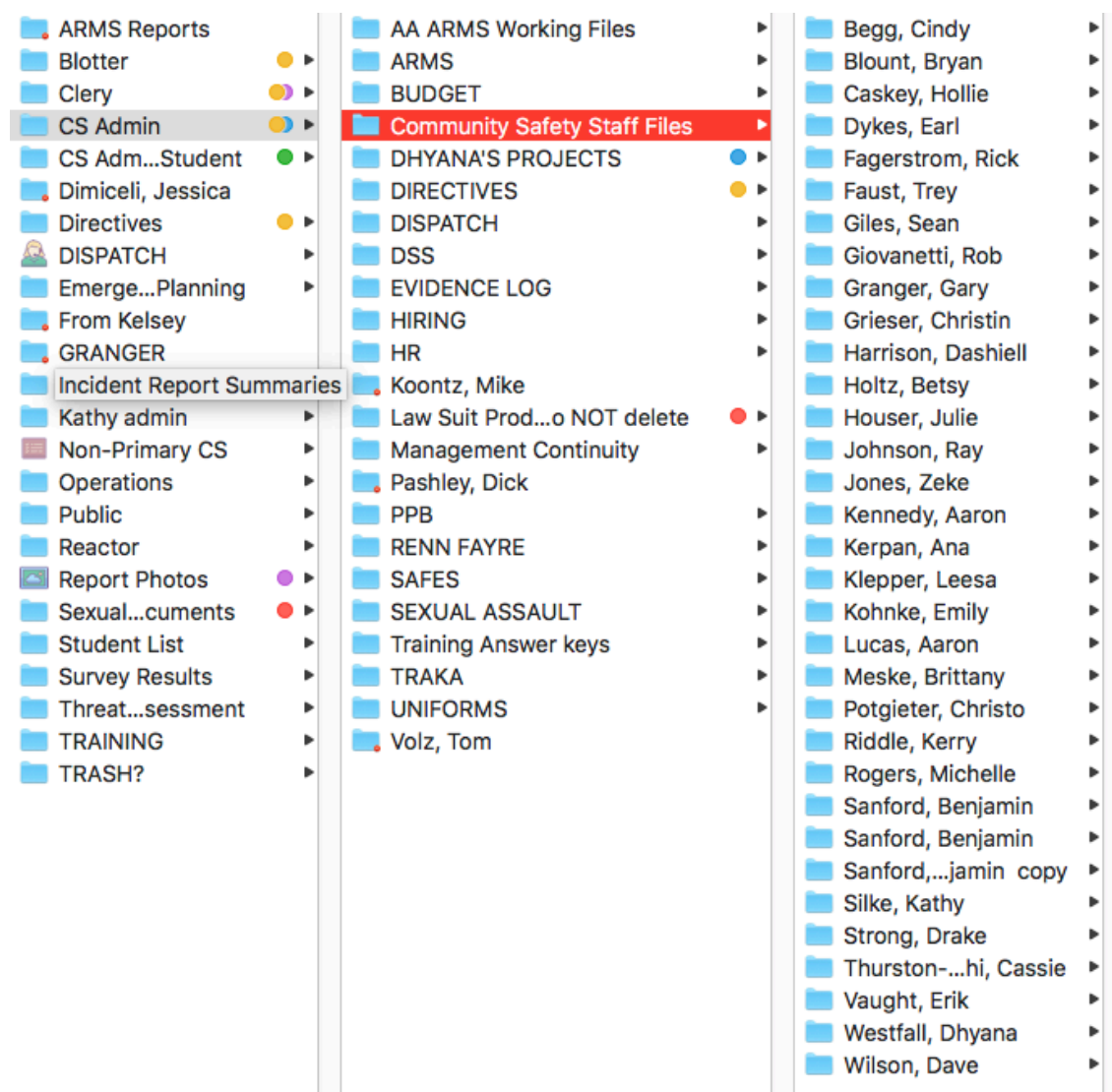
Phase 3, Shift Training, CSOT will work and train on all shifts (day, swing, and grave) with designated CSOs. On each shift the CSOT will demonstrate that the CSOT has grasped the nuances of the shift. The CSOT will demonstrate their understanding of the EMS and shift specific regular tasks and duties. The

CSM will rely heavily on the DORs filled out by the designated CSOs and daily debriefs with the CSOT to evaluate the CSOT.

Phase 4, Dispatch Training, CSOT will train with the day shift Dispatcher. The CSM will rely on the DORs filled out by the Dispatcher, the Dispatch documents, checklists, procedures, and daily debriefs with the CSOT to evaluate the CSOT.

Phase 5, Final Scenario and Director Walk, CSOT will get a final scenario, evaluated as the previous scenarios. CSOT will patrol being observed by the Community Safety Director.

****Note regarding storage of training documentation:** All documentation pertaining to CSOT performance, certification, evaluation, etc. will be scanned and stored on the Homeserver (see below).



Phase 1 Administrative

The New Employee Checklist is to be completed during Phase 1. The list template is in the CS homeserver in the training folder, see image below, it may be adapted to each unique CSO with respect to the circumstance and items issued. Print, complete, and scan the New Employee Checklist, put it into the staff members Community Safety Staff File (see above).

ARMS Reports	ASHI	2012-2013	2019 01...CSOs.pptx	2019 11...ining Guide
Blotter	Compendium	2014-2015	2019 05...ining Guide	2019 11...ecklist.xlsx
Clery	Corpus...trine.pdf	2015-2016	2019 08...ining Guide	
CS Admin	CSO Tr...g Guides	2016-2017	2019 11...fa-76VvK1	
CS Adm...Student	DPSST	2017-2018	CSO Drills	
Dimiceli, Jessica	NIK	2019-20...ining Guide	DPSST	
Directives	Sexual...entations		Kim's Games	
DISPATCH			Scenarios	
Emerge...Planning			Tests	
From Kelsey				
GRANGER				
Incident...maries				
Kathy admin				
Non-Primary CS				
Operations				
Public				
Reactor				
Report Photos				
Sexual...cuments				
Student List				
Survey Results				
Threat...essment				
TRAINING				
TRASH?				

Phase 2 Crawl

- CSOT in the proper procedure for beginning and ending a shift. This includes keys and radio checkout, reviewing the EMS and unlock/lockup schedule and checking the shift summary from the previous shift.
- CSOT will learn how to plan their activities for the shift based on the EMS, unlock/lockup schedule and current patrol priorities.
- CSOT will learn proper use of department radios.
- CSOT will be introduced to campus geography. This includes the campus boundaries, roadways, lots and buildings, including off-campus properties such as faculty houses.
- CSOT will learn all of the building names, locations and uses.
- CSOT will learn which keys unlock each building or areas of buildings. Also included in building introductions will be the locations of the fire alarm panels as well as the arming and disarming of security alarms.
- CSOT in proper procedure for checking the reactor.
- CSOT will need to go through the reactor certification process with the reactor staff.
- CSOT will learn proper foot patrol procedures, both interior and exterior building checks. CSOT will learn to check that doors properly secure on a free swing.
- CSOT will learn contacts with students, faculty and staff, and non-community members.
- CSOT will learn proper vehicle patrol procedures. This includes vehicle inspections, patrolling the lots, how to spot suspicious activities, and documenting vehicle damage.
- CSOT will learn how to recognize and report maintenance and safety issues.
- CSOT will learn to advise Dispatch via radio of a needed work order.
- CSOT will learn fire alarm panel locations, and how to properly respond to an alarm.
- CSOT will demonstrate, the proper response to alarm calls. This includes locating the alarm panel, verifying the location and status, and resetting the alarm.
- CSOT will take the written test on the major areas that were covered during that week's training. This test will include some Department Directives, such as Use of Force and Fire Response.
- By the end of the first week of training, the CSOT should be comfortable in finding locations on campus, be able to communicate on the radio (including the use of the phonetic alphabet), perform scheduled unlocks and appropriately respond to alarms.
- Sign off on the appropriate lines of the sign off list

Phase 2 Walk

During the phase 2 walk training, the CSOT will begin to be expected to handle calls for service.

- CSOT should be familiar with some of the basic procedures, such as unlocks and escorts.
- CSOT will be expected to handle basic calls for service with minimal guidance from the CSM. The more involved calls, such as medical emergencies, will take additional instruction.
- The CSM should talk the CSOT through scenarios prior to receiving any such calls during free time.
- CSOT will be initiating contact in many situations, but the CSM will still maintain control of the situation, and be doing any investigation and documentation.
- The CSM will instruct, and the CSOT will demonstrate, the correct procedure for performing an unlock (call for service). This will include correctly finding the location, knowing which key to use, identifying the person by Reed ID card and engaging the person in a polite, friendly and professional manner.
- The CSM will instruct, and the CSOT will demonstrate, the correct procedure for an escort, including advising Dispatch of starting and ending mileage.
- The CSM will instruct, and the CSOT will demonstrate, the correct procedure for performing a jump start, including having the motorist sign the waiver.
- The CSM will instruct, and the CSOT will demonstrate, how to safely contact a non-community member. This may be a friendly visitor asking directions, a suspicious person who does not belong on campus, or a dog walker who is not complying with the leash policy.
- For cold crime reports, the CSOT should be able to respond promptly and make contact, however, the CSM will still be doing the actual investigation at this stage of the training. For emergent situations, the CSOT should be learning all of the necessary steps and procedures, with the CSM being responsible for timely response and action. The CSM should allow the CSOT to handle the appropriate parts of the situation that the CSM believes the CSOT is capable of handling, without endangering anyone or jeopardizing an investigation.
- The CSM will instruct and provide scenarios on responding to medical emergencies, including how and when to use the Yellow and Green cards, explaining campus resources such as on-call personnel, the HCC, Community Care line, and After Hours Crisis line. The CSM will also explain how to properly guide in and request emergency services.
- In all cases where appropriate, the CSOT should be able to recognize which situations require notification to the Manager On-Call (MOC). The CSOT should be the one making the MOC notifications when appropriate.
- Throughout the second week of training, the CSM should be guiding the CSOT in verbal communication skills. Emphasis should be placed on professionalism, courtesy, appropriate response and listening skills.
- The CSM will instruct the CSOT in the proper methods of documenting activities. The CSOT will learn how to correctly complete and submit parking citations. The CSM will instruct the CSOT in the ARMS report system. The CSOT will need to understand and demonstrate the ability to create and complete a report in the ARMS system. This includes all sections on the face page, the basic information, description, synopsis and involved parties. The CSOT will need to know how to attach photographs and complete the property/evidence fields. In the narrative field, the CSM will instruct the CSOT the proper format for narratives, including date, time, name and position of author, and all necessary details. The CSM will instruct the CSOT in writing complete, concise narratives. An example report narrative can be found on page 32 of this manual. The CSM will instruct the CSOT in how to email a report narrative to the MOC and management team. The CSOT needs to be familiar with the MOC notification directive in order to know which narratives to forward.
- By the end of the second week of training, the CSOT should be comfortable in responding to most calls for service, be able to verbally communicate with community members in all situations, and show the ability to remain calm in stressful situations. The CSM will have the CSOT demonstrate these abilities on or before the last day of the week.
- Sign off on the appropriate lines of the sign off list

Phase 2 Run

During the third week of training, the CSOT will be responsible for demonstrating the ability to take enforcement action, conduct investigations and document all activity. To do this, the CSOT will need to be familiar with all of the directives on AOD violations, Computer Theft Reporting, and college policies.

Building on what has been learned and observed during the previous two phases, the CSOT, under the guidance of the CSM, will begin to take enforcement actions on observed and reported violations. The CSOT will have to be familiar with the department directives and college policies. The CSOT must demonstrate the proper way to contact students and others during enforcement actions. Demeaning or condescending statements or actions will not be tolerated. The CSM must instruct and stress to the CSOT that the CSO's function in enforcement actions is to gather information and document what has occurred.

In conducting investigations, the CSOT must demonstrate the ability to progress in a logical manner to discover all relevant information. The CSOT must be able to conduct interviews with victims and witnesses. The CSOT must elicit the necessary information, including who, what, when, where, why and how. The CSOT must be able to examine a scene and recognize potential evidence. The CSOT must be able to take scene photographs. The CSOT must be able to seize evidence, properly preserve it, and properly enter it into the evidence room. It is the responsibility of the CSM to instruct and demonstrate these procedures to the CSOT. If no situations arise during the week, it is the CSMs responsibility to simulate such a situation so that the CSOT can demonstrate the proper procedures.

As in the previous two weeks, the CSM should be guiding and observing the CSOT's communication skills. The CSM should instruct the CSOT in proper ways to deal with challenges and questioning by students. Discussion and interactions with students should be encouraged.

By the end of the week, the CSOT should feel comfortable in most areas of the job and be eager to begin working more independently.

Sign off on the appropriate lines of the sign off list

Phase 3 Shift Training

CSOT will be able to demonstrate the ability to independently perform all of the functions of a CSO, under the guidance of a designated CSO.

During this phase, the designated CSO is encouraged to review all of the CSO functions with the CSOT to ensure the CSOT feels confident in the ability to perform these functions. The CSOT should discuss with the designated CSO and practice any areas that the CSOT feels they need review or improvement.

CSOT should be functioning as if s/he is independent, with the designated CSO acting as an observer to ensure that the CSOT is capable of performing all of the job functions. The designated CSO should only step in and take control if something is observed which is potentially dangerous, a violation of law or policy, a liability issue or could cause further problems. The designated CSO will observe the CSOT to ensure that the CSOT demonstrates the ability to communicate in a proper manner with everyone they encounter in all types of situations.

Phase 4 Dispatch Training

CSOT will train with the day shift Dispatcher. The CSM will rely on the DORs filled out by the Dispatcher, the Dispatch documents, checklists, procedures, and daily debriefs with the CSOT to evaluate the CSOT.

Phase 5 Final Scenario and Director Walk

CSOT will get a final scenario, evaluated as the previous scenarios. CSOT will patrol being shadowed by the Director of Community Safety. During this patrol, the CSOT will demonstrate the ability to communicate in a proper manner in all types of situations and to effectively perform all job functions. The Director will complete a FINAL DOR with the CSOT meeting all performance requirements.

Completed Training Sign-Off List

The Field Training Officer and Community Safety Officer Trainee will each initial and date the appropriate line to indicate the completion, understanding, or proper demonstration of each training task and skill. The skill or task shall only be signed off once the signee is confident that the Trainee can perform the listed task or skill independently and properly in the field.

	<u>CSM</u>	<u>Date</u>	<u>CSOT</u>	<u>Date</u>
<u>Administrative Duties:</u>				
Able to locate needed duty and office supplies	_____	_____	_____	_____
Can access and restock supplies and equipment	_____	_____	_____	_____
Understands EMS and effectively plans shift activities	_____	_____	_____	_____
Checks email at the start of each shift	_____	_____	_____	_____
Reviews new ARMS Reports at the start of each shift	_____	_____	_____	_____
Completes a vehicle inspection at the start of each shift	_____	_____	_____	_____
Reviews Shift Pass Along at the start of each shift	_____	_____	_____	_____
<u>Communication/ Professionalism:</u>				
Accepts responsibility for his/her actions	_____	_____	_____	_____
Demonstrates appropriate communication skills	_____	_____	_____	_____
Demonstrates decision making ability	_____	_____	_____	_____
Initiates social interactions	_____	_____	_____	_____
Engages members of the community positively	_____	_____	_____	_____
Conducts self with integrity at all times	_____	_____	_____	_____
Understands the community culture	_____	_____	_____	_____
Displays a calm, professional demeanor under stresses.	_____	_____	_____	_____
Keeps clear lines of communication with management.	_____	_____	_____	_____
Maintains confidential information at all times	_____	_____	_____	_____
<u>Self-Initiated Activity/ Time Management:</u>				
Effectively performs building patrols and lockups	_____	_____	_____	_____
Effectively performs lot patrol	_____	_____	_____	_____
Is detail oriented and takes initiative to address issues	_____	_____	_____	_____
Takes appropriate breaks as required by law	_____	_____	_____	_____
Is proactive and performs patrols of populated areas	_____	_____	_____	_____
Completes all duties by end of shift (EOS)	_____	_____	_____	_____
<u>Geography and Knowledge:</u>				
Identifies master keys for each building	_____	_____	_____	_____
Knows campus geography	_____	_____	_____	_____
Know canyon geography	_____	_____	_____	_____
Locates and accesses file alarm panels	_____	_____	_____	_____
Locates and can use fire extinguishers	_____	_____	_____	_____
Locates, arms, and disarms security panels	_____	_____	_____	_____
Understands physical security of all buildings	_____	_____	_____	_____
Performs walk-throughs of dorms	_____	_____	_____	_____
Adequately performs Reactor checks	_____	_____	_____	_____
<u>Radio Communication:</u>				
Knows the department's radio call numbers	_____	_____	_____	_____
Can communicate with a phonetic alphabet	_____	_____	_____	_____
Demonstrates proficient use of radio	_____	_____	_____	_____
Can effectively transmit a BOLO broadcast	_____	_____	_____	_____
Can effectively transmit direction of travel in pursuit	_____	_____	_____	_____
<u>Vehicle Operation:</u>				

Reports any maintenance/damage to management	_____	_____	_____	_____
Locates and navigates supplies in vehicle EMS bag	_____	_____	_____	_____
Drives in a safe and alert manner at all times	_____	_____	_____	_____
Radios dispatch when performing a vehicle escort	_____	_____	_____	_____
Demonstrates safe and effective driving practices	_____	_____	_____	_____

Daily Patrol:

Arrives on time for official start of shift	_____	_____	_____	_____
Remains on duty until the end of assigned shift	_____	_____	_____	_____
Is in the field within one half hour from start duty	_____	_____	_____	_____
Completes lock/unlocks according to schedule	_____	_____	_____	_____
Completes admin assignments on time as assigned	_____	_____	_____	_____
Patrols areas of campus on a non-standard rotation	_____	_____	_____	_____
Notifies dispatch of his/her location at all times	_____	_____	_____	_____
Conducts initial investigations of crimes on campus	_____	_____	_____	_____
Recognizes and reports maintenance issues	_____	_____	_____	_____
Reports all incidents in a timely manner	_____	_____	_____	_____
Completes all reports/shift summaries by EOS	_____	_____	_____	_____
Turns in all keys and equipment before EOS	_____	_____	_____	_____

Report Writing:

Takes appropriate and detailed notes for reports	_____	_____	_____	_____
Writes complete ARMS Reports	_____	_____	_____	_____
Reports are concise, objective, grammatical, and clear	_____	_____	_____	_____
Reports identify who, what, where, when, and why	_____	_____	_____	_____
Reports are strictly factual and in chronological order	_____	_____	_____	_____
Reports are taken for all incidents	_____	_____	_____	_____
Understands how to complete PPB Reports	_____	_____	_____	_____
Knows On-Call notification requirements	_____	_____	_____	_____

Officer Safety/ Use of Force:

Understands the concept of cover vs. concealment	_____	_____	_____	_____
PPE for safety is always used	_____	_____	_____	_____
Calls 2 nd officer for back up when needed	_____	_____	_____	_____
Completes Use of Force Training	_____	_____	_____	_____
Keeps appropriate safety distance during interactions	_____	_____	_____	_____
Understands use of Run, Hide, Fight	_____	_____	_____	_____
Knows how to safely investigate a crime in progress	_____	_____	_____	_____

Investigations/Evidence:

Can conduct an investigative interview	_____	_____	_____	_____
Knows how to preserve a crime scene/ evidence	_____	_____	_____	_____
Knows department policy on handling evidence	_____	_____	_____	_____
Knows "chain of custody"/ "chain of evidence"	_____	_____	_____	_____
Collects, logs, and preserves evidence as directed	_____	_____	_____	_____
Photographs and properly uploads/saves pictures	_____	_____	_____	_____

Enforcement/Response:

Interact with a dog leash violation	_____	_____	_____	_____
Complete a parking citation	_____	_____	_____	_____
Interact with a smoking/burning in Dorm violation	_____	_____	_____	_____
Interact with a disruptive/destructive behavior	_____	_____	_____	_____
Interact with an AOD alcohol violation	_____	_____	_____	_____
Interact with an AOD marijuana violation	_____	_____	_____	_____

Interact with an AOD other drug violation	_____	_____	_____	_____
Interact with an AOD evidence of drug use violation	_____	_____	_____	_____
Issue a campus exclusion/trespass	_____	_____	_____	_____
Respond to a domestic dispute	_____	_____	_____	_____
Respond to a crime in progress	_____	_____	_____	_____
Respond to a report of sexual assault	_____	_____	_____	_____

Medical Response:

Respond to a medical emergency	_____	_____	_____	_____
Respond to an AOD medical emergency	_____	_____	_____	_____
Engage a mentally ill/emotionally disturbed person	_____	_____	_____	_____
Appropriately evaluate using the Yellow Card	_____	_____	_____	_____
Appropriately evaluating using the Green Card	_____	_____	_____	_____
Appropriately guide in EMS	_____	_____	_____	_____
Understands when to contact 911	_____	_____	_____	_____
Understand when to contact the RD On-Call	_____	_____	_____	_____
Understand when to contact the Counselor On-Call	_____	_____	_____	_____
Knows about health resources:				

 The HCC

 Reed Counseling Hotline

 Community CareLine

Calls for Service:

Perform a service unlock	_____	_____	_____	_____
Perform an escort	_____	_____	_____	_____
Respond to an alarm	_____	_____	_____	_____
Respond to a cold crime	_____	_____	_____	_____
Perform a jump start/ motorist assist	_____	_____	_____	_____

Test/Scenario Completion:

Successfully completed Crawl test	_____	_____	_____	_____
Successfully completed Crawl scenario	_____	_____	_____	_____
Successfully completed Walk test	_____	_____	_____	_____
Successfully completed Walk scenario	_____	_____	_____	_____
Successfully completed Run test	_____	_____	_____	_____
Successfully completed Run scenario	_____	_____	_____	_____
Successfully completed Director Shadow	_____	_____	_____	_____
Successfully completed Final evaluation scenario	_____	_____	_____	_____
Successfully write a mock report from Final scenario	_____	_____	_____	_____

Community Safety Officer Trainee

By signing below, I certify that I have completed the skills and tasks I have initialed and dated above.

Signed: _____ Date _____

CS Manager

By signing below, I certify that I have reviewed with the CSOT and CSMs the training received.

Signed: _____ Date _____

Daily Observation Report

Date _____

Shift _____

CSOT Name _____

Observer Name _____

Rating Instructions: Rate the demonstrated knowledge and observed performance according to the scale provided below. If nothing was observed for a given category, indicate that with a mark under the column "N.O.". Indicate under the "N.R.T." column if the CSOT is not responding to remedial training in a given category. On page 2 indicate the most satisfactory areas, and the areas that need focused improvement for the day. All N.R.T. ratings must have a narrative on page 2 under areas of improvement.

Rating Scale:

A 1 is stating that the trainee does not know the material or is performing in a way that is not to our expectations. A 2 states that the trainee is making progress and is capable of doing some work independently. A 3 states that the trainee is performing well and can do the task with minimal to no assistance from their CSM.

	Below Standards	Meets Standards			
	Novice 1	Developing 2	Effective 3	Not Observed N.O.	Not Responding to Training N.R.T.
Categories:					
<u>Professionalism</u>					
1. Appearance					
2. Attitude					
<u>Knowledge</u>					
3. Procedures					
4. Department Directives					
5. College Policies					
6. State Laws					
7. Campus Geography					
8. Off-Campus Geography					
9. Master Keys					
10. Alarm Panel Locations					
11. Emergency Phone Locations					
<u>Performance</u>					
12. Self-Initiated Activity					
13. Driving Skill					
14. Field Performance, Non-Stress					
15. Field Performance, High-Stress					
16. Problem Solving/ Decision Making					
17. Investigative Skills					
18. Radio Use					
<u>Written Work</u>					
19. Report Writing					
20. Citations					
<u>Interactions/ Communication</u>					
21. Students					
22. Faculty/ Staff					
23. CS Department Members					
24. Non-Reed Community Members					

CSOT _____

The most satisfactory performance area of the day included the following category number(s):

_____, _____, _____, _____, _____

Specific incidents, which justify these ratings, are:

Specific areas needing focused improvement include the following category number(s):

_____, _____, _____, _____, _____

Specific incident, which justify these ratings, are:

Other performance areas and comments include:

Category

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

By signing below you and your CSM certify you have discussed the information provided in this DOR.

CSOT Signature

Date

Manager Review Signature

Date

CSOT Scenario Evaluation SheetCSOT _____
Date _____

Observer _____

Evaluation scenarios will begin by the CSOT being dispatched to a call. The CSOT will need to display or convey the following listed criteria to pass the scenario. The scenario will end when the CSOT ends the scenario and feels they have covered everything they needed to do and/ or convey.

The following categorizes will be evaluated:

Communication:

- ☐ The CSOT uses a proper tone for the situation with all individuals
 - Greet individual and identifies self
 - Is soft and friendly in approach, only becoming authoritative as needed
- ☐ The CSOT is calm and collected in their speech and process
 - The CSO shows confidence in what they are communicating
 - The CSO shows ability to multitask by both addressing the individual and coordinating radio traffic and needs with staff
- ☐ The CSOT engages in adequate conversation with all parties to collect needed information
 - The CSOT consistently engages the individual for information
 - The CSOT's focus is on the individual(s) present
- ☐ The CSOT responds appropriately to challenges from the student, or others
 - The CSOT explains why they need information and cooperation from student(s)
- ☐ The CSOT does not guarantee medical amnesty to student, or others

Notes: _____

Identification:

- ☐ The CSOT is able to identify the individual being contacted by both first and last name
- ☐ The CSOT can explain if they did not get all of the adequate information, how they would be able to, such as running a first name through dispatch, or asking the reporting party

Notes: _____

Substances Consumed:

- ☐ The CSOT asks what substances (illegal or otherwise) the student has taken including:
 - Alcohol
 - Illegal drugs
 - Prescription medication
- ☐ The CSOT asks when the substance was first taken, how much was taken, and when they last took the substance

Notes: _____

Medical Response:

- ☐ The CSOT is able to identify the situation as a medical concern/emergency
- ☐ The CSOT appropriately responds to the students medical emergency, including taking action to prevent the student from hurting themselves, such as preventing them from falling over
- ☐ The CSOT continues engagement with the student during unconsciousness as appropriate
- ☐ The CSOT references their Yellow Card/ Green Card
- ☐ The CSOT informs dispatch to call 911
- ☐ The CSOT informs dispatch where EMS should be directed
- ☐ The CSOT directs fellow CSOs to guide in EMS
- ☐ A "Return to Campus Card" is provided for the student in transport
- ☐ The hospital the student is going to is determined
- ☐ The names of the responding EMS personnel are gathered

Notes: _____

Notifications:

- ☐ The CSOT asks that the On-Call RD be contacted when 911 is called
 - o If CSOT notifies RD after the fact
- ☐ The CSOT (in the absence of the RD) asks the student if they would like their emergency contact to be called
- ☐ The CSOT notifies the CSMOC
- ☐ The CSOT emails the narrative to the CSMOC and management group

Notes: _____

Evidence:

- ☐ The CSOT identifies and confiscates any evidence
- ☐ The CSOT appropriately photographs, tags, and logs evidence into evidence and cites which locker was used

Notes: _____

Documentation:

- ☐ The CSOT takes appropriate written notes during the scenario
 - o CSOT properly documents names, substances, amounts used, etc.
- ☐ The CSOT's report is detailed and documents all needed information and does so in a manner consistent with reporting expectations
 - o Abbreviations are not used inappropriately
 - o All involved parties are listed in report with correct names
 - o Yellow Card/Green Card are cited
 - o Documented notifications

Notes: _____

Phonetic Alphabet:

CSOs and Dispatchers need to be proficient in the use of the phonetic alphabet. The practice of using the phonetic alphabet helps to prevent confusion between similar sounding letters, such as "m" and "n", and to clarify communications that may be garbled during transmission. Below are two common alphabets, but it is also important to note that any spoken word substituting a letter can be used and still assists in radio transitions being clearer.

A good example of using the phonetic alphabet would be when spelling out a name or license plate. Below are a couple of examples

Name: John Doe: "First of: John, Ocean, Henry, Nora Last of: David, Ocean, Edward"

License Plate: DBV667: "David, Baker, Victor, 667"

	Option 1	Option 2
A	Alpha	Adam
B	Bravo	Baker
C	Charlie	Charlie
D	Delta	David
E	Echo	Edward
F	Foxtrot	Frank
G	Golf	George
H	Hotel	Henry
I	India	Ida
J	Juliet	John
K	Kilo	King
L	Lima	Lincoln
M	Mike	Mary
N	November	Nora
O	Oscar	Ocean
P	Papa	Paul
Q	Quebec	Queen
R	Romeo	Robert
S	Sierra	Sam
T	Tango	Tom
U	Uniform	Union
V	Victor	Victor
W	Whiskey	William
X	X-Ray	X-Ray
Y	Yankee	Young
Z	Zulu	Zebra

EMERGENCY BLUE LIGHT PHONES

EP	Extension	Location	Brief Descriptive Location
1	5340	Birchwoods	NE Quad
2	4821	Birchwoods	South East Parking
3	4699	RCAs	South Bike Rack
4	4074	RCAs/ Canyon House	South Wall RCA 7
5	5452	Sitka	NW Corner
6	5448	Amber Bridge	North Amber Bridge
7	7672	Land Bridge	North Land Bridge
8	7670	Sports Field	Sports Field Bathroom
9	7669	McKinley	East McKinley
10	7665	Blue Bridge	North Blue Bridge
11	7635	Phycology	South of Phycology
12	4690	Art	South Art Path
13	5533	DOJO	Front Door DOJO
14	5303	Language Houses	West of Chinese
15	4691	SU	SU Old Paradox
16	4693	Amber Bridge	South Amber Bridge
17	4697	Scholz	NW Scholz West Parking
18	4698	Scholz	SW Scholz West Parking
19	4131	Anna Mann	Dumpster North of Anna Mann
20	7389	Sports Center	Sports N. Gym Entrance
21	7872	Chem Dock	Chem Loading Dock
22	4093	Parker House	PH East Entrance
23	4073	Naito/Sull.	Natio/ Sullivan Breezway
24	4071	ODB Sally Port	ODB Sally Port
25	4072	Foster	N. Entrance
26	4075	Mac	Mac N. Entrance
27	4115	PAB West	West Entrance
28	4110	PAB East	East Entrance
29	4120	PAB Dock	N. Dock
30	4347	Birchwoods	South West Parking

NARRATIVE EXAMPLE:

On (DATE), I, (NAME), was working as a Community Safety Officer (CSO) for Reed College.

At approximately (TIME), I was dispatched to the Grey Campus Center (GCC) on the report of an intoxicated student in the lower restroom. When I arrived to the GCC lower restroom I found a student on the floor and vomiting into the toilet. I asked them what was going on and they informed me that they were just “very intoxicated”. I then asked for their Reed ID and the student was then identified to me as (NAME) (REED ID#).

I asked Mr. Doe how much he had drank and he stated he drank a bottle of wine, a few shots of tequila, and 3 beers. I asked when his last drink was and he stated it was approximately a half hour ago. Mr. Doe stated he had started drinking at approximately 2100 hours, only 2 hours prior to my arrival. I asked Mr. Doe if he had taken any drugs that I should know about aside from the alcohol and he stated he did not.

At that point Mr. Doe started to go in and out of consciousness. Due to displaying signs outlined on our “Signs of Alcohol and Other Drug Overdose Emergencies” card (Yellow Card), I requested that medical be dispatched to my location and that CSO Hughes route them in from Botsford Drive. I also requested that the On-Call Resident Director (RD) be notified and dispatched, as well as the Manager On-Call notified. I then attempted to keep Mr. Doe stable and awake while we waited for medical by talking to him.

At approximately (TIME), AMR (Unit 341, Mark Blake), Portland Police (Officer Cox), and Portland Fire (whose names were not gathered at the time) arrived on scene. Due to Mr. Doe’s condition AMR transported him to OHSU and he was given a “Return to Reed” card for when he was ready to return to campus. They then cleared at approximately (TIME). RD (NAME) also arrived around this time and I updated them on what was going on. Prior to Mr. Doe leaving the RD asked if he wished for us to contact his parents, and Mr. Doe responded in a slurred “no”.

After everyone had cleared I notified dispatch that the restroom would need cleaned and asked that Building Services be contacted. I then cleared the scene at approximately (TIME).

A copy of this narrative has been emailed to the On-Call Community Safety Management team.

END REPORT

CSO (NAME)

NOTES:

- REPORT SHOULD BE WRITTEN IN FIRST PERSON.
- REPORTS SHOULD BE IN CHRONOLOGICAL ORDER
- DO NOT QUOTE STATEMENTS OR TIMES UNLESS IT IS THE EXACT QUOTE OR TIME. INSTEAD USE WORDS LIKE “APPROXIMATELY”
- DO NOT USE ABBREVIATED TERMS SUCH AS GCC, WITHOUT HAVING FIRST WRITTEN OUT WHAT GCC IS AND HOW YOU WILL USE IT THE REST OF THE REPORT: EXAMPLE.... GREY CAMPUS CENTER (GCC).... COMMUNITY SAFETY OFFICER (CSO)

Fire Alarm Panel Locations

Building	Panel Location	Annunciator
Anna Mann	Basement East Wall	NE entrance, on south wall
Art	203-A north wall	West wall, main entrance
Aspen	Sitka basement M03	SW entrance x from 101
Bidwell	Sitka basement M03	West entrance by living rm
Bio/Physics	B142A N. Wall	South Bio, "Bio Bubble"
Birchwood	Laundry room, janitor closet	None
Bragdon	107	N wall of 106
CAC	None	None
Canyon House	RCA manager basement	None
Chemistry	201 east wall	Exterior loading dock
Child Care Center	South Exterior Mechanical rm.	Northern most entrance
Chittick	EXTERIOR 104	None
DoJo	None	NONE
Eliot	125B	Inside E entrance near 212
ETC	B09 N wall	Inside S door, E wall
Farm House	Basement storage west end	None
Foster/Scholz	Scholz basement M100	Foster 1 st floor north entrance
Garden House	RCA manager basement	Inside E entrance
GCC	62B west end lower level	Inside SE foyer to Commons
Greywood	101 N wall	None
Greenwood	1st floor east end through 2 doors	East end of lobby
Griffin	EXTERIOR 104	None
HCC	None	None
Kaul	191A N. hall	Inside NE entrance
Library	Behind Circulation Desk	None
McNaughton	M224	North entry, on west wall
McKinley	Basement storage east end	None
Naito	Sullivan M215	Inside breezeway entrance
ODB	Doyle, laundry room	Sally port East Wall
PAB	E106, 1 st floor NW Hallway	West main entrance
Parker House	East bsmt storage under stairs	None
Prexy	Basement, room to the north	None
Psychology	119	Inside South entrance
RCA	RCA manager basement	None
Sequoia	Sitka basement M03	Central E entrance
Sitka	Sitka basement M03	Inside S central entrance
Sports Center	2nd floor near elevator	Hallway outside Cage
Student Center	109 (closet W of W entrance)	Next to E entrance
Sullivan	Sullivan M215	Inside breezeway entrance
Theater Annex	Inside main entrance	None
Trillium	1 st floor north mechanical room	Inside West entrance
Vollum	Next to 110	None
Woodbridge	Basement storage east end	None
Woodstock I/ Russian	Basement SE corner	None
Woodstock II/ German	Basement east wall	None
Woodstock III/ French	Basement under west stairs	None
Woodstock IV/ Chinese	Basement SE corner	None
Woodstock V/ Spanish	118 Elect room off SE porch	Inside NW entrance

