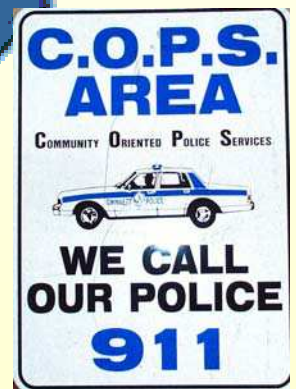


Gwinnett County Police Crime Prevention Unit



COMMUNITY ORIENTED POLICE SERVICES



Block Captain's Handbook

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C.O.P.S. – AN OVERVIEW

The goal of C.O.P.S. (Community Oriented Police Services) is to enhance the quality of community life in Gwinnett County through the establishment of an active partnership between residents and police. Active involvement by citizens in the watching, caring, and protection of their neighborhoods serves to deter and reduce crime; thereby, increasing the safety of the lives and property of its residents.

WHAT C.O.P.S. IS:

It is a **CRIME PREVENTION** program that:

- 1. Teaches citizens techniques to reduce the risk of being victimized at home and in public.**
- 2. Trains citizens on the importance of recognizing suspicious activities and how to report them.**
- 3. Allows neighbors to get to know one another and their routines, so that any out of the place activity can be reported and investigated.**
- 4. A cohesive body of concerned citizens addressing issues that are of importance to the entire community.**

WHAT C.O.P.S. IS NOT:

- 1. A vigilante force**
- 2. A program designed for participants to take personal risks to prevent or intervene in crime.**
- 3. A program open only to members of homeowner's associations.**
- 4. A 100% guarantee that crime will not occur in your neighborhood.**

MEETINGS AND REQUIREMENTS

1. **Introductory meeting – Seventy five percent (75%) of all homes must be represented. All meetings must be held indoors.**
 - A. **Roster sheet will be completed at the time of this meeting.**

2. **Block Captain Training:**
 - A. **All Liaisons and Block Captains must attend.**
 - B. **All liaisons and Block Captains receive C.O.P.S. handbooks.**
 - C. **Liaison and Block Captain List must be completed and given to the C.O.P.S. Coordinator at the next meeting.**
 - D. **Lock and Alarm: Principles of home security.**
 - E. **C.O.P.S. signs for the main entrances ordered.**
 - F. **Liaison arranges meeting place.**

3. **Community's choice of a program offered by the Crime Prevention Unit:**
 - A. **All Liaisons and Block Captains must attend.**
 - B. **Open to all neighborhood C.O.P.S. members.**
 - C. **Liaison arranges meeting place.**
 - D. **After this meeting the community graduates into the C.O.P.S. program.**
 - E. **Window decals distributed.**
 - F. **Awarding of Master Community certificates.**

4. **C.O.P.S. Festival:**
 - A. **Liaison must attend.**
 - B. **All neighborhood C.O.P.S. members are invited.**

MASTER COMMUNITY MAINTENANCE PROGRAM BEGINS...

MASTER COMMUNITIES

MAINTENANCE PLAN

Once a neighborhood has completed its first year requirements three (3) meetings a year are required thereafter. One meeting must be a Liaison/Block Captain meeting and will be attended by your Precinct Liaison Officer.

The second meeting is up to the Liaison and Block Captains as to what they would like to do. Unlike the first meeting, this event should be open to all neighborhood C.O.P.S. members. Some neighborhoods choose to team up with their Homeowner's Association and organize a block party or other social event. This situation is good and is encouraged, but cannot be a recognized C.O.P.S. meeting if it excludes C.O.P.S. members who are not members of the Homeowner's Association.

The third and final meeting is the Annual C. O. P. S. Festival held in October. This event is also open to all neighborhood C. O. P. S. members and the Liaison must attend.

You may also wish to schedule a program offered by the Crime Prevention Unit at other times of the year. Listed below are some of the programs offered to Master Communities. Please note that the programs are available Monday through Thursday only.

- 1. Child Safety for Parents**
- 2. Date/Acquaintance Rape Awareness – High school and college-age young men and women.**
- 3. Gang Awareness**
- 4. Drug and Alcohol Awareness for Parents**
- 5. Consumer Fraud**
- 6. Domestic Violence Prevention – danger signs, resources, how to get help.**
- 7. Senior Citizen Safety – For seniors and their family members/caretakers.**
- 8. Bicycle Rodeo**

If you would like to schedule a Crime Prevention Unit program, please try to call at least a month in advance. We fill up fast!

“NEIGHBORHOOD OF THE YEAR”

Each year one neighborhood is selected as the “C.O.P.S. Neighborhood Of The Year.” This award is presented at the Annual C.O.P.S. Festival. Selection is based on the following:

A. Attendance and Participation

1. Percentage of homes that are members of C.O.P.S.
2. Percentage of Liaisons and Block Captains who participated in the Ride- Along program.

B. Extracurricular Activities

Neighborhoods will receive credit for projects that are in keeping with and/or promote the goal of C.O.P.S. Some examples of special activities are:

C.O.P.S. NEWSLETTER

SENIOR CITIZEN SERVICES (meals, transportation, visitation, etc.)

HOUSE NUMBERING PROJECT (details from the Crime Prevention Unit)

IMPROVEMENT OF STREET LIGHTING

POTLUCKS/SOCIALS

OPERATION IDENTIFICATION (details from Crime Prevention Unit)

SPEED HUMP PROGRAM

C. Community Service

C.O.P.S. neighborhoods receive credit for members who volunteer with service organizations within Gwinnett County such as:

JUVENILE COURT YOUTH DIVERSION PANEL

VICTIM/WITNESS ASSISTANCE PROGRAM

BATTERED WOMEN’S SHELTER

RAPE CRISIS CENTER

CHILDREN’S SHELTER

SENIOR CITIZEN SERVICES

****Liaisons be sure to keep us informed of activities!!! Good luck, and may the best neighborhood win!!!**

MEMBER RESPONSIBILITIES

LIAISON – Primary contact between neighborhood and Police Dept.

1. Coordinates all C. O. P. S. activities.
2. Maintains a master ledger of all Block Captains and Participants.
3. Notifies the Crime Prevention Unit of activities, changes, etc.
4. Distributes information to Block Captains
5. Coordinates introduction of new residents to C.O.P.S.
6. Participates in “Calling Tree” according to guidelines.
7. Documents all reported incidents.
8. Attends all meetings.

BLOCK CAPTAIN – The contact between Liaison and Participants

1. Assist liaison in coordinating meetings and activities.
2. Is responsible for an assigned number of homes.
3. Maintains a ledger of assigned participants.
4. Participates in the “Calling Tree” according to guidelines.
5. Documents all reported incidents.
6. Attends all meetings.

PARTICIPANT

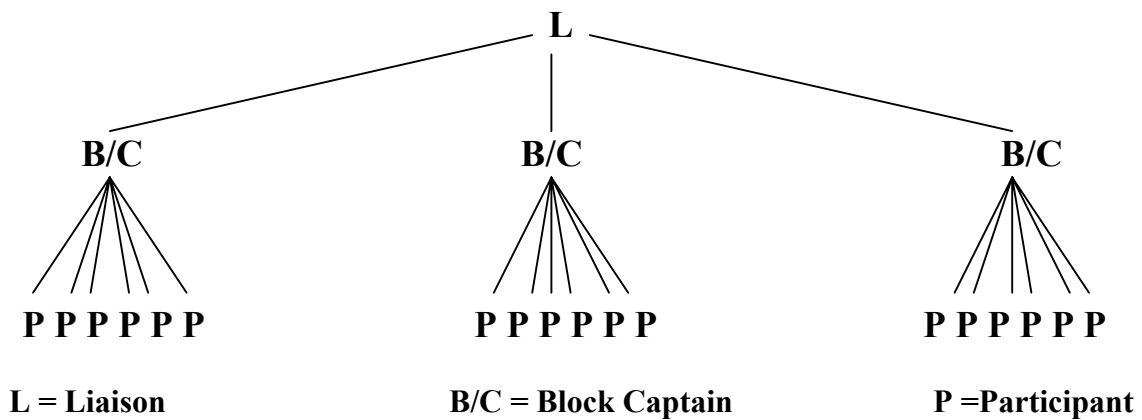
1. Supplies Block Captain with ledger information.
2. Participates in the “Calling Tree” according to guidelines.
3. Notifies Block Captain of new residents.

Remember, in reporting crimes or suspicious activities contact the Police Department first. Then, notify your Block Captain or Liaison as soon as you can.

REPORTING SUSPICIOUS OR CRIMINAL ACTIVITY

- Call 911 immediately.
- Activate the intra-neighborhood “Calling Tree” by:
 - *Reporting the incident to your Block Captain or Liaison as soon as you can.
 - *Upon receipt of the report, Liaisons will call Block Captains; Block Captains in turn will notify all Participants.
 - *Liaisons and Block Captains will fill out an Incident report sheet contained in the C.O.P.S. handbooks.

“CALLING TREE” DIAGRAM



E-911 EMERGENCY SYSTEM

There are three (3) different types of emergencies: Police – Fire – Medical. You may be reporting any of these as a result of your participation in the C.O.P.S. Program. The “E” before “911” stands for “Enhanced.” This means that when a call is made from a phone in Gwinnett County, the phone number and location appear automatically on the 911 operator’s screen, along with the name of the person or business to which the phone number is assigned.

HOW TO USE 911:

- 1. Advise what kind of assistance is needed: Police – Fire - Medical**
- 2. Speak calmly and clearly.**
- 3. Stay on the phone and answer all questions. DO NOT hang up until the 911 operators tell you to. Follow the operator’s instructions. The operator is trained for emergency situations and will guide you through.**
- 4. The 911 operator will ask you:**
 - Your name, address, and phone number.**
 - What the trouble is.**
 - Where the trouble is.**
 - If applicable, a description of the suspect, suspect’s vehicle, and direction of travel.**

Emergency calls are prioritized according to the degree that persons or property are threatened. For example, a crime in progress would take precedence over one that was committed the day or night before. Police response time depends upon officer location, availability, and the priority of the call.

POLICE NON-EMERGENCY NUMBERS

- REPORTING NON-EMERGENCY..... (770) 513-5100**
- GENERAL INFORMATION..... (770) 513-5000**
- CRIME PREVENTION UNIT..... (770) 338-4170**
- DETECTIVES..... (770) 513-5300**
- ANIMAL CONTROL..... (770) 339-3200**

POLICE PRECINCTS:

- EASTSIDE (Alcovy Rd./ Harbins Rd., off Hwy 316).....(770) 338-7430**
- WESTSIDE (Jimmy Carter Blvd./I-85, Norcross).....(770) 417-2376**
- NORTHSIDE (Mall of Ga Blvd. Between Hwy 20/Hwy 324).....(770) 932-4830**
- SOUTHSIDE (Stone Dr. off Hwy 78).....(770) 982-4440**
- CENTRAL (Satellite Blvd. Between Old Norcross Rd./ Boggs Rd.)..(770) 495-3900**

POLICE INFORMATION HOTLINES (If you have knowledge about the following crimes and wish to report:

- Robbery Hotline..... (770) 513-5800**
- Drug Hotline..... (770) 962-6272**
- Gang Hotline..... (770) 513-5433**

Notes:

WHO TO CALL

RESOURCES IN GWINNETT

**** (ALL NUMBERS ARE 770 PREFIX UNLESS SPECIFIED OTHERWISE) ****

County Government Information Number.....	822-8000
Magistrate Court.....	822-8100
Magistrate Court(After Hours).....	(770) 619-6700
Recorders Court.....	822-8815
Juvenile Court.....	822-8350
Fire Services Administration.....	513-5500
Public Utilities.....	(678)376-6800
(water hookup, disconnect, billing, and repairs)	
Transportation/DOT.....	822-7400
(traffic signs, signals, speed humps)	
Dept. of Family and Children's Services.....	(678)518-5500

Poison Control	(404)616-9000
Gwinnett Helpline.....	995-3339
(Info and referrals for all types of needs)	
Battered Women's Shelter.....	963-9799
Rape Crisis Hotline.....	476-7407
Georgia Drug Abuse HOTLINE.....	1-800-338-6754
National Child Abuse HOTLINE.....	1-800-422-4453
Families First (family counseling) – Se habla espanol.....	263-8633
Teen CRISIS LINE.....	1-800-448-4663

Notes:

GET INVOLVED

Volunteer Gwinnett

- Big Brothers and Sisters...(Gwinnett)..... (404) 601-7160**
- Council on Battered Women..... (770) 963-9799**
- Juvenile Court Youth Diversion Panel..... (770) 822-8340**
- Sexual Assault Center..... (770) 476-7409**
- Boys and Girls Clubs of Gwinnett..... (770) 995-0100**
- Senior Services..... (770) 822-8850**
- Gwinnett Clean and Beautiful..... (770) 822-5187**
- District Attorney's Victim Witness Program..... (770) 822-8444**

Numbers to add:

Elementary School _____ **PTA Contact** _____

Middle School _____ **PTA Contact** _____

High School _____ **PTA Contact** _____

Other Community Resources: (Churches, Hospitals, Counselors, Etc.)

Notes:

LIAISON AND BLOCK CAPTAIN LIST

SUBDIVISION _____

LIAISONS

Name	Address	Home and Work Numbers
1.	_____	_____
2.	_____	_____
3.	_____	_____

BLOCK CAPTAINS

Name	Address	Home and Work Numbers
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
7.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____

BLOCK CAPTAINS LIST (continued):**Name****Address****Home and Work Numbers**

11. _____

12. _____

13. _____

14. _____

15. _____

16. _____

17. _____

18. _____

19. _____

20. _____

21. _____

22. _____

23. _____

24. _____

25. _____

26. _____

27. _____

28. _____

29. _____

30. _____

PARTICIPANT LIST

Block Captains list all of the addresses you are responsible for and check if the residents are participating in the C.O.P.S. Program.

Address	Participating?
1. _____	Yes___ No___
2. _____	Yes___ No___
3. _____	Yes___ No___
4. _____	Yes___ No___
5. _____	Yes___ No___
6. _____	Yes___ No___
7. _____	Yes___ No___
8. _____	Yes___ No___
9. _____	Yes___ No___
10. _____	Yes___ No___
11. _____	Yes___ No___
12. _____	Yes___ No___
13. _____	Yes___ No___
14. _____	Yes___ No___
15. _____	Yes___ No___

*PARTICIPANT INFORMATION

* This information enables neighbors to better help one another, particularly in the event of an emergency. The information is to remain with Block Captains/Liaisons.

Address: _____ Home Phone: _____

NAMES:

Adult male: _____ Adult Female: _____

Work Phone: _____ Work Phone: _____

Child 1: _____ DOB: _____ Child 4: _____ DOB: _____

Child 2: _____ DOB: _____ Child 5: _____ DOB: _____

Child 3: _____ DOB: _____ Child 6: _____ DOB: _____

Other occupants: _____

Pets: _____

IN CASE OF EMERGENCY CONTACT:

Name: _____ Phone - Home: _____

Address: _____ Work: _____

VEHICLES:

Year	Make and Model	Body Style	Color	Tag
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

Make and Model Examples: Ford Explorer, Honda Accord, Mercury Villager

Body Styles: 2-door/4 door/coupe/sedan/hatchback/convertible/sport utility

Medical or health problems/name:

Special training or skills:

Additional information:

*PARTICIPANT INFORMATION

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NAMES:

Adult male: _____ Adult Female: _____

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Child 1: _____ DOB: _____ Child 4: _____ DOB: _____

Child 2: _____ DOB: _____ Child 5: _____ DOB: _____

Child 3: _____ DOB: _____ Child 6: _____ DOB: _____

Other occupants: _____

Pets: _____

IN CASE OF EMERGENCY CONTACT:

Name: _____ Phone - Home: _____

Address: _____ Work: _____

VEHICLES:

Year	Make and Model	Body Style	Color	Tag
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3. _____	_____	_____	_____	_____

Make and Model Examples: Ford Explorer, Honda Accord, Mercury Villager

Body Styles: 2-door/4 door/coupe/sedan/hatchback/convertible/sport utility

Medical or health problems/name:

Special training or skills:

Additional information:

BURGLARY PREVENTION

Definition: “A person commits the offense of BURGLARY when, without authority, and with the intent to commit a felony or theft therein, he enters or remains within the dwelling house of another or other building...”(GA Code 16-7-1)

Frequency: Last year in Gwinnett County, over 2,500 burglaries were reported. One third of these were non-forced entry, meaning that 1 out of 3 premises were left unsecured while persons were away.

Clearance rate: The average of solvability rate for burglary is usually 10% to 20%. There are two main reasons for this: insufficient evidence left at the scene and lack of witnesses, as most burglaries are committed during the day when people are at work. A burglar gets away with his crime 80 times out of 100.

Profile: There are two common types of residential burglars. The most common in Gwinnett is a white male, 20-35 years of age with a drug habit. The second most common is a white male, 12-16 years of age. Daytime burglars like to hit when no one is home, because they do not want a confrontation. However, if they are cut off from an escape route or physically threatened they can and will often become violent.

Enemies of a Burglar: Burglars like to operate quickly, quietly and without being seen, so home security is based upon causing the burglar to have to take more TIME, make more NOISE, and risk BEING OBSERVED.

The 4 “D’s” of Crime Prevention: Crime prevention measures are intended to DETER the criminal from attacking (alarm signs, C. O. P. S. sign); DETECT him if he does attack (alarm systems, surveillance cameras, concerned C.O.P.S. neighbor); DELAY him so that chances of apprehension before achieving his objective are increased (steel safes, reinforced locks, and strike plates); DENY him access to particular targets (keeping seldom worn heirloom jewelry in a safety deposit box).

Inventory: It is very important to mark and keep a record of your valuables. For particularly expensive items and items that cannot be engraved, such as jewelry, you should make a video recording of them. Please take the time to fill out the HOUSEHOLD INVENTORY FORM.

HOUSEHOLD INVENTORY FORM

(Please complete this form, make copies, and store them in safe but separate locations)

Date of Purchase	Item	Description (Make, Model #, Color)	Serial Number	Value
04/10/01	TV	RCA Color, Model 238AH	RCA 2673126	\$300.00
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
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_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

A BURGLARY CAN HAPPEN TO YOU!!!



SELECTING AN ALARM COMPANY

**** THE FOLLOWING ARE THE MINIMAL REQUIREMENTS
RECOMMENDED FOR A RESIDENTIAL SECURITY SYSTEM:**

- Sensors for all exterior doors, interior garage doors, and interior basement doors.
 - Sensors on all windows that can be reached without the aid of a ladder and all other windows deemed “high-risk.”
 - Dual technology interior motion sensors.
 - Interior and exterior enunciators.
 - Smoke and fire sensors.
 - Portable panic button.
 - Central station monitoring.
-

1. Ask the company about their hiring procedures (how they guard against hiring employees with criminal records.
 2. How long has the company been in business?
 3. Is the system leased or purchased? (If you move or cancel monitoring, will the company remove your system?)
 4. Is another company able to service the system and/or provide monitoring?
 5. What kind of maintenance service is provided? Does the company include, at no additional charge, a minimum 12-month warranty on equipment, installation, and user instruction? (If there is a problem with your system, how quickly does the company guarantee a response?)
 6. Does the company charge for service calls at all during the first year, and if so under what circumstances?)
 7. Is a written guarantee of all services provided? Do not take the salesman’s word for what service and equipment you will receive. **GET IT IN WRITING.**
 8. It is recommended that you do not sign a long term monitoring contract.
-

INCIDENT REPORT

Date: _____ **Time:** _____ **Type of Incident:** _____

Location: _____

Reported by: (Name, address, & phone) _____

Suspect #1:

sex	race	hgt.	Wgt./build	age/range	hair color, length & style
-----	------	------	------------	-----------	----------------------------

Clothing: _____ **Facial Hair:** _____

Suspect #2:

sex	race	hgt.	Wgt./build	age/range	hair color, length & style
-----	------	------	------------	-----------	----------------------------

Clothing: _____ **Facial Hair:** _____

METHOD OF TRAVEL? Vehicle/Bicycle/Foot/Motorcycle **Other:** _____

VEHICLE DESCRIPTION:

<input type="checkbox"/> passenger car	Make: (Ford, Honda, etc.) _____
<input type="checkbox"/> pick-up truck	Model: (Taurus, Civic, etc.) _____
<input type="checkbox"/> van	Style: (2-door, 4door, etc.) _____
<input type="checkbox"/> sport utility	License Plate: (Number and state) _____
<input type="checkbox"/> other: _____	

Special Designs or Distinguishing Features: (bumper stickers, body damage, etc.) _____

NARRATIVE: _____

Action taken: ___ 911 ___ (770) 513-5100 ___ Called precinct ___ Calling ___ Newsletter

INCIDENT REPORT

Date: _____ Time: _____ Type of Incident: _____

Location: _____

Reported by: (Name, address, & phone) _____

Suspect #1:

sex	race	hgt.	Wgt./build	age/range	hair color, length & style
-----	------	------	------------	-----------	----------------------------

Clothing: _____ Facial Hair: _____

Suspect #2:

sex	race	hgt.	Wgt./build	age/range	hair color, length & style
-----	------	------	------------	-----------	----------------------------

Clothing: _____ Facial Hair: _____

METHOD OF TRAVEL? Vehicle/Bicycle/Foot/Motorcycle Other: _____

VEHICLE DESCRIPTION:

<input type="checkbox"/> passenger car	Make: (Ford, Honda, etc.) _____
<input type="checkbox"/> pick-up truck	Model: (Taurus, Civic, etc.) _____
<input type="checkbox"/> van	Style: (2-door, 4door, etc.) _____
<input type="checkbox"/> sport utility	License Plate: (Number and state) _____
<input type="checkbox"/> other: _____	

Special Designs or Distinguishing Features: (bumper stickers, body damage, etc.) _____

NARRATIVE: _____

Action taken: ___ 911 ___ (770) 513-5100 ___ Called precinct ___ Calling Tree ___ Newsletter

