

Guidelines / Procedures

Illegal Activities:

- a) Drugs and Alcohol: 1. Briefly observe and note, communicate to partner.
2. Approach and inform of unacceptable behaviour
- Tell them to put away and not consume there.
- If continuing, warn them we'll call police.
3. If all else fails, call police.
4. Record and report.
- b) Weapons: 1. Observe, assess (is there a threat?), note, communicate.
2. Approach, ask why its there, tell them to put away if appropriate.
3. If continuing, tell them again put weapon away or leave.
4. If situation gets escalated, ensure safety of other users, call police.
5. Record and Report.
- c) Theft: 1. Get information (who was involved, what was stolen, etc.), note and communicate.
2. Verbally make an attempt to retrieve item(s) directly or indirectly. Talk, talk, talk!
3. Encourage victim to report to the police – document the file number.
4. Call police to report if necessary.
5. Record and report to supervisor.
- d) Vandalism / Graffiti: 1. NO graffiti. Observe, note and communicate.
2. Approach and inform there is zero tolerance, and if cont. the park will be shut down.
3. If all else fails, warn about alerting the police and call if necessary.
4. Notify the Parks Department of any vandalism or graffiti.
5. Record and report.

Safety:

- a) Spotting Hazards: 1. Perform regular walk throughs/site checks for debris, rocks, glass etc..
2. Wear protective equipment (eg. Gloves) when required.
Use safest method possible when removing and disposing of potentially dangerous items (ie. Glass, needles etc.)
- b) Foreign Objects : 1. Remove any objects/obstacles that are not part of existing park.
2. Stop anyone bringing in objects and explain why and consequences.
- c) First Aid : 1. Prevention!

2. Recognize and react to incident using the standard first aid Priority Action Approach. Assess area for hazards, how many victims, speak with any bystanders. Assess victims for ABC's (Airway, Breathing, Circulation), level of consciousness, gross bleeding, potential of spinal injury. Call EMS if necessary or if in doubt.
3. Follow appropriate 1st Aid treatment for injury. (Advise patient to see a professional if necessary)
4. Record and report.

Confrontations:

- a) Fighting :
 1. Observe, note, communicate.
 2. Prevent before it becomes physical (if no threat to ourselves), talk, Separate parties and talk, try to find a solution, tell aggressors or parties to leave if nothing works.
 3. If an all out brawl, ensure safety of other users and ourselves.
 4. Call police.
 5. Report and record.

- b) Verbal Abuse :
 1. Observe and communicate.
 2. Approach the aggressor and find out the problem, find solutions.
 3. Tell them behaviour is inappropriate, give warning and then inform them that they must leave if behaviour does not change.
 4. Record and report.

- c) Intimidation : Follow same steps as Verbal Abuse.

- d) Upset Parents/Tourists :
 1. Observe, note and communicate.
 2. Find out the problem, listen to all complaints, then try to find solutions.
 3. Record and report.

- e) Swearing:
 1. Observe and communicate.
 2. Approach and find out problem, find solutions.
 3. Tell person(s) to stop and why.
 4. If swearing continues, tell them to leave.
 5. Report and record.