



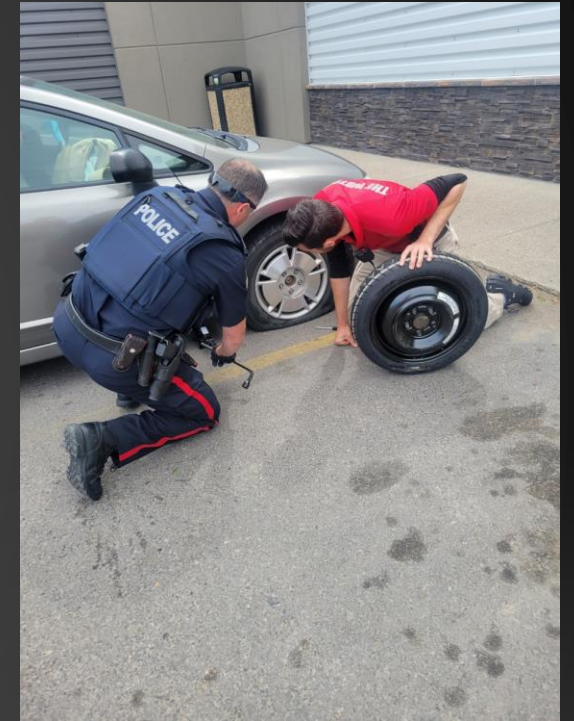
The Watch

HOW THE WATCH STARTED

- People did not feel safe within downtown Lethbridge
- The 2018 Downtown Clean and Safety Strategy
- An idea was built to put together a volunteer based program, similar to programs in Winnipeg and Vancouver.
 - There is a similar program in Kelowna called Downtown on Call (DOC)
- November 2018, Lethbridge City Council approved Lethbridge Police Service to develop a new initiative called *The Watch*.
- May 1, 2019, The Watch hit the street for the first time

MANDATE

- Volunteer based initiative of LPS
- Enhance Community Safety for people to live, work, shop and enjoy
 - High visibility presence
 - Social Outreach
 - Connection
 - Intervention
- Manage range of issues and events historically involved the police
 - Not part of core police functions, and
 - Most really do not require police involvement.
- Negative behaviours more inconvenient or annoying than unlawful.



MANDATE

- Eyes and ears of emergency service providers
- Highly visible deterrence to crime and negative behaviour
- Eyes and ears of social and community services agencies
- Connect people with local public and private support agencies & organizations
- Connect people with such things as
 - transportation
 - shelter
 - housing
 - detoxification and treatment services



HOW WE DO WHAT WE DO

- We are not security guards and have no powers for enforcement.
- We are hands off and utilize relationships we have made within downtown core with both business owners and the at risk population in a attempt to serve both.
- We utilize our connections and partnerships to serve without involving the police when possible. As long as no crime as been committed and there is no danger to others.
- We are city ambassadors that provide a extra layer of security

HOW DO WE ASSIST?

One of the areas we help when we are out in the downtown core are through the following:

- Giving Directions
- First Aid
- Parking Meter Assistance
- Social Service Agency Referral
- Treatment Intake
- Telephone Assist
- Assisting with Transportation (DOT)

The other areas we assist is when we come across medical calls, fire events, police events, public service events and safe walks.



HOW WE ASSIST

Event Type	Title	Sub-Type
WATCH-PS	PUBLIC SERVICE	01 - LOCATION CHECK
		02 - ASSIST TO BUSINESS
		03 - WELLNESS CHECK
		04 - DE ESCALATION
		05 - FOUND ID
		06 - MOTOR VEH. ASSIST
		07 - STREET BEHAVIOURS



HOW WE ASSIST

Event Type	Title	Sub-Type
WATCH-E	EMS	01- DRUG OVERDOSE
		02- OTHER MEDICAL
WATCH-F	FIRE	01- FIRE
WATCH-S	SAFE WALK	01-SAFE WALK



HOW WE ASSIST

Event Type	Title	Sub-Type
WATCH-P	POLICE	01 - ASSAULT
		02 - OTHER MEDICAL
		03 - DISTURBANCE
		04 - PUBLIC INTOX
		05 - THEFT
		06 - ASSIST TO POLICE
		07 - OTHER POLICE EVENT



PUBLIC SERVICE 07

STREET BEHAVIOUR CALLS

The Public Safety Communications Centre (PSCC) will direct The Watch to attend certain calls for service. These calls for service fall under the heading of Street Behaviour calls and involve unwanted guest and check the well calls for service with the following parameters:

- **Unwanted guests**. PSCC receives a call where caller wants assistance in getting a subject out of their business. The parameters we are looking for in these situations are that the caller is either the owner or calling on behalf of the owner, this combined with perquisite that business owner or his delegate has issued a request for subject to leave. Once this is established then subject's behaviour needs to be reported as displaying no reactions or behaviours that are aggressive or assaultive. If subject starts to display aggressive or assaultive behaviour Watch team will disengage. If DOT is required at the call The Watch Team will call them.
- **Check well being**. PSCC has received a call requesting a check on the well being of a subject. If there is no aggressive behaviour reported the Watch will check on the subject and call DOT if required.

WHO MAKES UP THE WATCH?

- Volunteers
 - Varies in total numbers (17-28)
- Team Leads
 - Paid positions
 - 6 full time and 3 part time
- Senior Team Leads
 - Each team working will be made up of two team leads and one senior team Lead which will supervise team and volunteers.

WHAT AUTHORITY DOES THE WATCH HAVE?

- We are not security, not licensed, hired or empowered to act for owners
- We have a “hands off” approach
- No arrests
- We utilize our connections and partnerships to service without involving police when no crime is committed or no dangers is present to others

WHAT ARE THE HOURS?

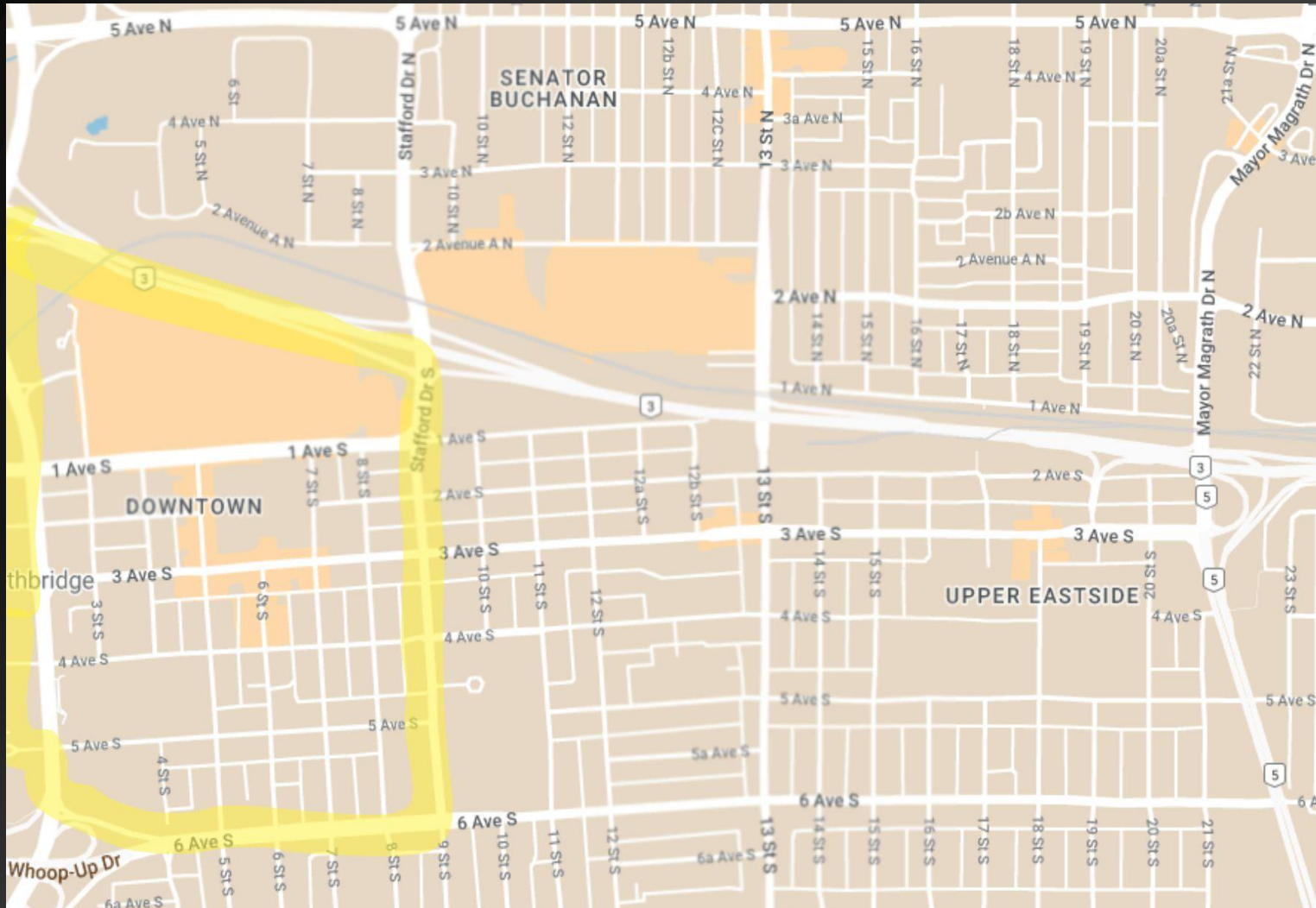
- The Watch operates 7 days a week from 1000hrs to 2200hrs
- Volunteer shifts are 4 hours
- Shift start times vary;
 - 1000hrs
 - 1400hrs
 - 1800hrs
- The Watch operates in groups (1 team lead and 1 volunteer)





OUR PATROL AREA

Area 1 – Downtown



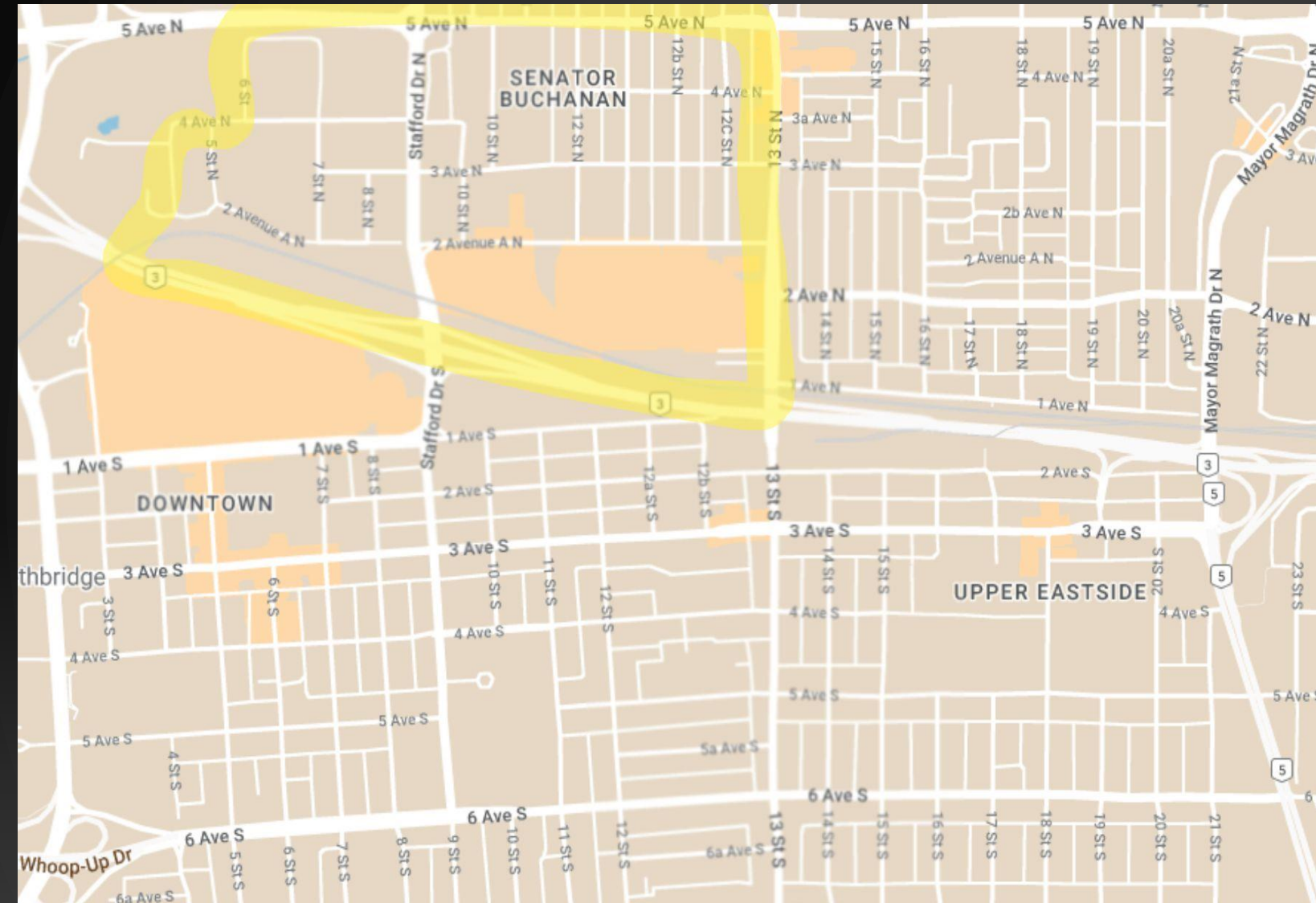
OUR PATROL AREA

Area 2



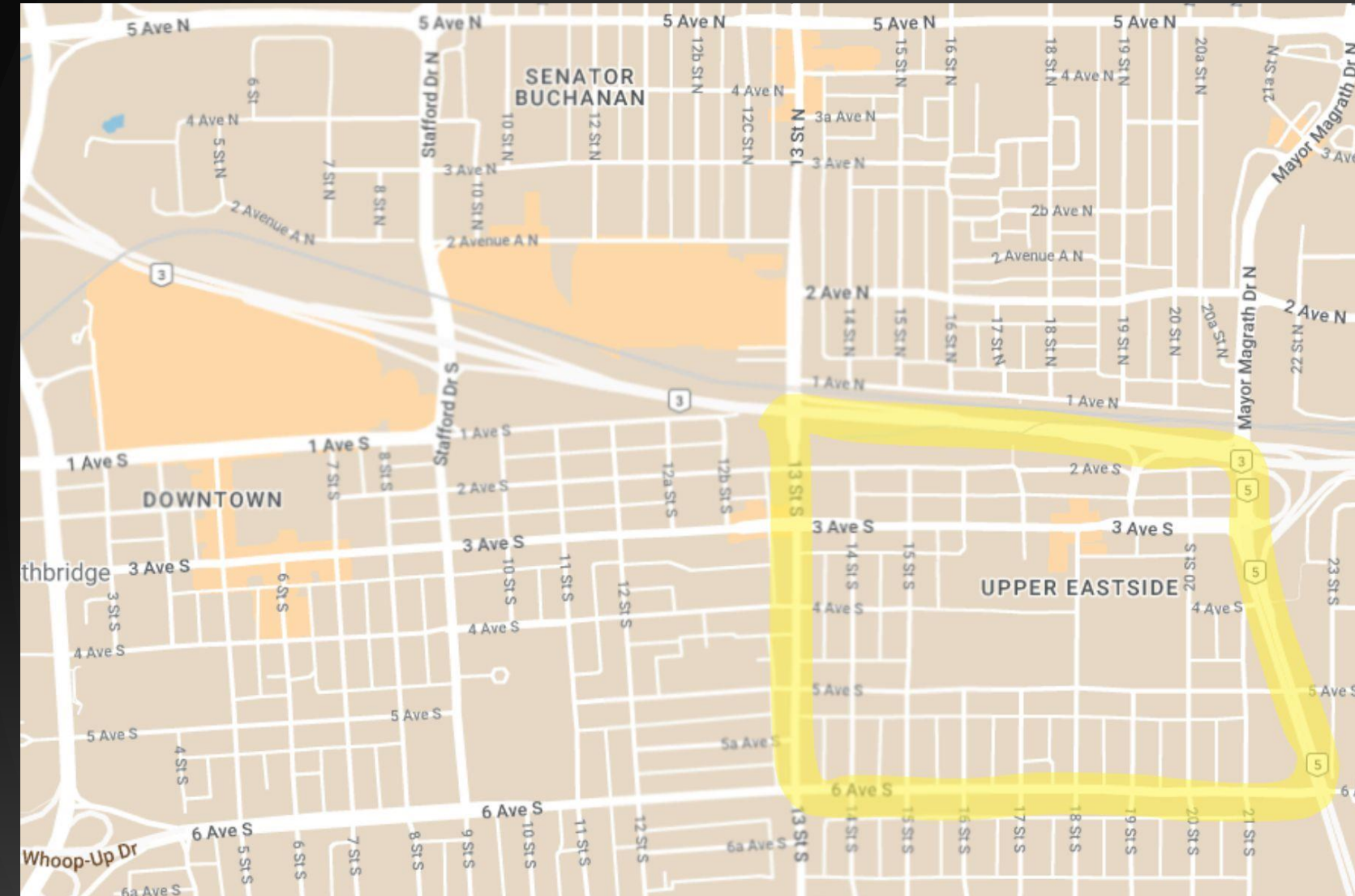
OUR PATROL AREA

Area 3



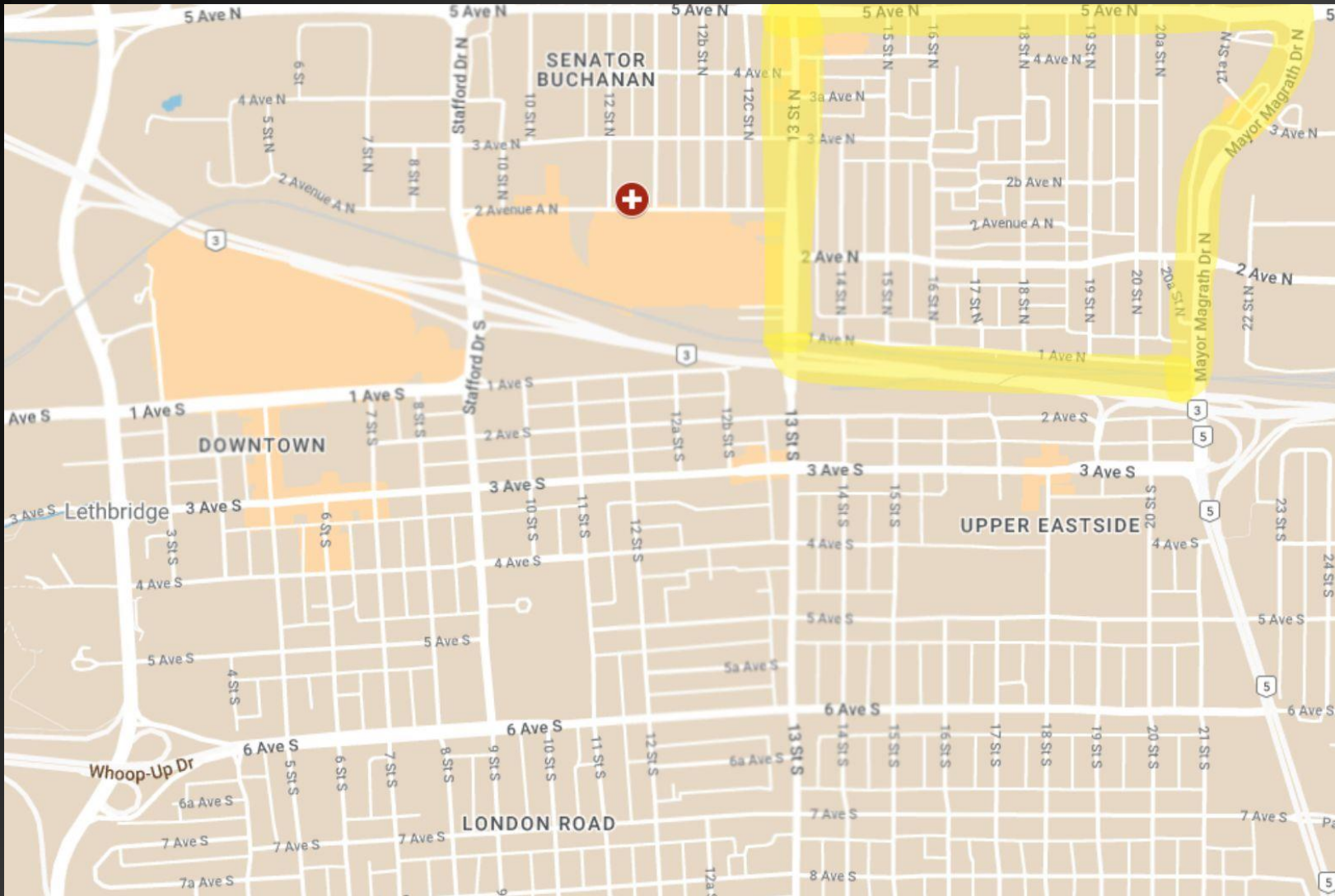
OUR PATROL AREA

- Area 4



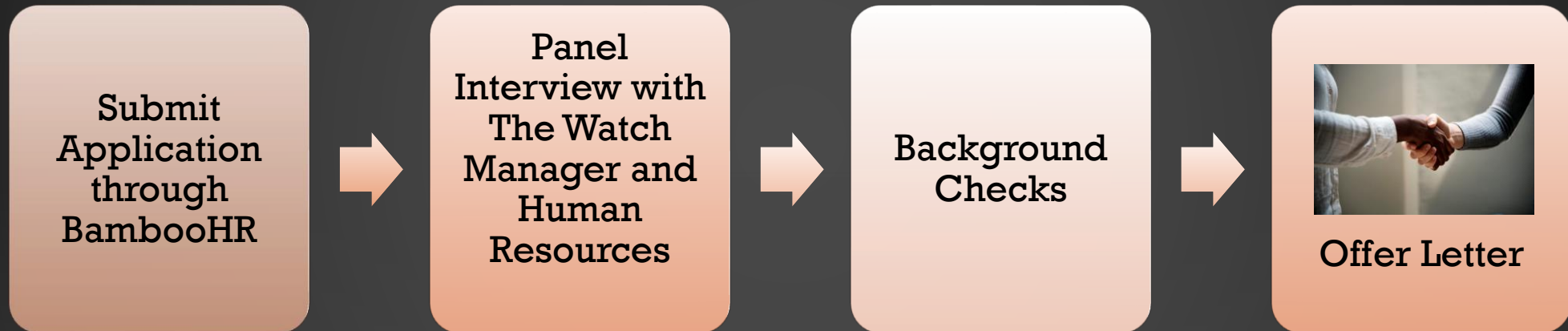
OUR PATROL AREA

Area 5



VOLUNTEER SELECTION PROCESS

The Watch is always recruiting volunteers



TRAINING

- All selected volunteers and team leads enroll in The Watch Basic Training Course:
 - 24 hour training course must be completed
 - Four evening shifts (Tuesday-Friday, 1700hrs-2100hrs)
 - 14 topics presented from 16 subject matters (subject matters come from the police service – sworn and non sworn, community, scenario based training)
 - One full day shift (Saturday, 0800-1600hrs)
 - Emergency First Aid with CPR-C

TRAINING

- Training Topics that are covered consist of:
 - Occupational Health and Safety
 - Provincial Policing Standards
 - Watch Operations (Policy and Procedure Manual)
 - Drug Awareness
 - Addiction
 - Mental Health Awareness
 - FASD Awareness
 - Tactical Communication
 - Street Awareness and Safety
 - Radio Procedures
 - Notes and Report Writing
 - Cultural Awareness, Unconscious Bias, and Indigenous History
 - Critical Incident Stress Management
 - Victim Witness Services Unit

TRAINING

- Team leads undertake 144 hours of field training
- Field training is conducted by experienced team leads
- Field training is designed to provide hands on training and developmental feedback. Feedback is given 6 times along with written evaluations.
- Team leads must be deemed “solo ready” to supervise volunteers alone

2019 OVERVIEW

Total Volunteer Hours	3647
Total Events	1411
LPS	339
EMS	115
FIRE	7
DOT	480
DISCARDED NEEDLES	528
PUBLIC SERVICE	867
LOCATION CHECKS	
WELLNESS CHECKS	81
OPOID OVERDOSE	2
NARCAN USED	2
SAFE WALKS	83

2020 OVERVIEW

Total Volunteer Hours	3442
Total Events	3951
LPS	160
EMS	70
FIRE	2
DOT	494
DISCARDED NEEDLES	927
PUBLIC SERVICE	3595
LOCATION CHECKS	2388
WELLNESS CHECKS	732
OPOID OVERDOSE	38
NARCAN USED	70
SAFE WALKS	38

2021 OVERVIEW

Total Volunteer Hours	4483
Total Events	6517
LPS	80
EMS	87
FIRE	2
DOT	409
DISCARDED NEEDLES	1166
PUBLIC SERVICE	6243
LOCATION CHECKS	5251
WELLNESS CHECKS	369
OPOID OVERDOSE	47
NARCAN USED	76
SAFE WALKS	105

2022 OVERVIEW

Total Volunteer Hours	4576
Total Events	11282
LPS	87
EMS	60
FIRE	2
DOT	338
DISCARDED NEEDLES	1399
PUBLIC SERVICE	10707
LOCATION CHECKS	9653
WELLNESS CHECKS	461
OPOID OVERDOSE	31
NARCAN USED	43
SAFE WALKS	426

2023 OVERVIEW

Total Volunteer Hours	2518
Total Events	8337
LPS	55
EMS	114
FIRE	5
DOT	280
DISCARDED NEEDLES	862
PUBLIC SERVICE	7665
LOCATION CHECKS	5464
WELLNESS CHECKS	581
OPOID OVERDOSE	75
NARCAN USED	120
SAFE WALKS	498
STREET BEHAVIOUR CALLS	109

QUESTIONS?