



2015 DOWNTOWN BURLINGTON COMMUNITY POLICING PROGRAM as of March 6, 2015

Since 2000, when the Burlington Police Department introduced community policing, a range of collaborative partnerships have been initiated between the Burlington Police Department and downtown stakeholders to maximize the City's public safety resources. Every day, downtown stakeholders engage in efforts to identify problems and develop effective responses.

Community Policing illustrates how our downtown's public, private and non-profit sectors can align their management, organizational structures and personnel to support community partnerships and proactive community problem solving. The shared ownership and sustained commitment by downtown stakeholders has resulted in many successful programs and strategies.

Here are programs and tools to help you and your business.

STREET OUTREACH TEAM FOR PEOPLE WITH BEHAVIORAL ISSUES

The Street Outreach Team provides a range of services for persons in and around the downtown Burlington business district. Guided by Matt Young of the HowardCenter, the Team delivers street-based support to individuals with psychiatric disabilities, substance abuse problems, homelessness issues and unmet social service needs. These experienced social workers can help you and your business successfully address concerns about people with behavioral issues in your store and immediately outside your store. Invite them to meet with you.



WEEKDAYS Mon - Fri, 8:30 AM – 5 PM,

Matt Young (802) 343 7504 or **Tammy Boudah** (802) 324 8356; **Casey Lee** (802) 355-9475
(Works out of BPD)

WEEKENDS Fri – Mon, 8 AM – 5 PM, **Wayne Bishop** (802) 324 8357

EVENINGS, **Justin Verette** (802) 324 8358 **Mallory Sargent** (802) 355 3927

BURLINGTON POLICE. BPD's Downtown Team is led by Lieutenant Shawn Burke. He can be reached via phone or email: sburke@bpdvt.org or 802-658-2700.

- **Dedicated foot patrols.** Visibility and presence are always a deterrent to crime and disorder. Officers regularly park their cruisers and walk the Marketplace, Waterfront and downtown parks. There is an extra effort in place for our High Season. We realize an officer's presence

can't always be maintained 24/7, but every effort is made to make BPD's presence known on Church Street.

- **Flexible patrols** - using Detectives and Administrative staff rotating through posts to act as a "force multiplier"
- **Rapid Arraignment & Conditions of Release** requests for offenses in the Inner City District
- **Beach & Parks Patrol** College students studying criminal justice and supervised by BPD, patrol the Marketplace, Downtown and Burlington's Waterfront, bike paths and parks, during summer months. They provide information and enforcement of City ordinances that affect "quality of life" (aggressive panhandling, parking, bicycle and skateboarding).

PANHANDLING

The U.S. Supreme Court has defined panhandling and solicitation as forms of free speech. AGGRESSIVE panhandling and solicitation are NOT legal. In Burlington, it is illegal to

---touch or follow a person solicited or block their free passage, or continue soliciting after a person has said no

---use profane, abusive, violent or threatening language or gestures

---panhandle while intoxicated, obstruct pedestrian and vehicular traffic or panhandle in a poorly lit area

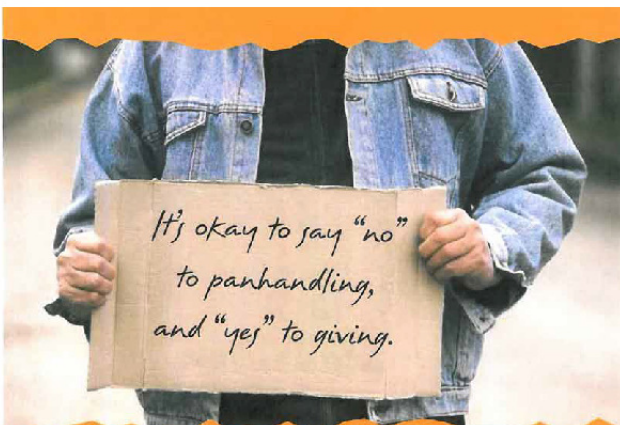
If a panhandler becomes aggressive or threatening, call Burlington Police at 802-658-2700, ext 0


In Burlington, panhandlers and non-profit solicitors must remain 15 feet from a building entrance, cart vendor, sidewalk café, entrance or exit to a financial institution, people waiting in line, handicapped parking space, public parking lot or structure, dedicated walkway to a parking structure, pay telephone, or public information booth.

TIPS FOR RESPONDING TO PANHANDLERS

Giving money to panhandlers often supports drug and alcohol addiction. Organizations throughout Burlington offer free shelter, food, medical help and other services


- Politely say "No" or "Sorry." Walk away.
- Aggressive Panhandling is Illegal. If you feel threatened, immediately call Burlington Police at 802-658-2700, ext 0
- Place your spare change in the Collection Boxes on Church Street. All proceeds benefit COTS—the Committee on Temporary Shelter.
- Share this information with family, friends and co-workers.





Have a  Give Smart

Giving money to panhandlers often supports drug and alcohol addiction. Organizations throughout Burlington offer free shelter, food, medical help and other services.

If you'd like to offer real life change to someone in need, place your spare change in Church Street's collection boxes. All proceeds benefit COTS, the Committee on Temporary Shelter.



Supported by:
Church Street Marketplace
Committee On Temporary Shelter



MARKETPLACE TRESPASS ORDINANCE

This City Ordinance enables Burlington Polices to remove people cited for disorderly conduct, unlawful mischief, public drinking or illegal drug possession from the Church Street Marketplace District. The terms of exclusion range from 24 hours for the first violation; up to 90 days for the second offense, and up to one year for the third. The law's graduated response to threatening or dangerous behavior on the Marketplace has resulted in a safer, more inviting downtown. The goal of this ordinance is to ensure that downtown remains a place where everyone can come and enjoy themselves in a safe and secure atmosphere.

NIXLE is a communication channel between residents, businesses and Burlington Police to create a safer, more informed community. Sign up for www.nixle.com and receive bulletins from Burlington Police via email or text message. When signing up, use Burlington's zip code, 05401

For **SAFE NEEDLE DISPOSAL**, contact Safe Recovery Support and Education, 45 Clarke Street, Burlington, VT 05401, 802-488-6067 tomd@howardcenter.org

SHOPLIFTING PREVENTION: Tips for store owners & managers

- **Hire the right people.** Perform background checks combined with interview and careful resume evaluations.
- **Maximize Visibility:** Place shorter displays close to the register and taller displays near the perimeter of the store so all merchandise is completely visible from your perch. Use mirrors to eliminate blind spots. Keep your store neat and tidy, so employees can tell at a glance if something is missing or out of place.
- **Find Vulnerabilities.** Ask, "If I were to steal something, how would I do it?" Identify your MOST vulnerable areas and put your LEAST vulnerable inventory there.



- **Share Your Shoplifting Policy:** Post statements such as, "Shoplifters Will Be Prosecuted."
- **Use Security Systems.** In-store cameras, Internet-based video systems and software that helps retailers analyze transactions and data are technologies that help you understand what's happening in your store.
- **Lock It Up:** Protect merchandise by monitoring and limiting access to display cases and dressing rooms. Lock up employee briefcases and wallets.
- **Relocate Your Register:** When cash registers are next to the entry and exit points in your store, customers are forced to walk past employees when they come and go. Make sure registers are manned at all times and employees know to keep a watchful eye on customers.
- **Train your team.** The best retail prevention tools are your employees. When they engage with customers they prevent theft and increase quality of customer service. Let your employees know that loss prevention is important to you.

SHOPLIFTING PREVENTION:

Tip for Sales Associates

- **Frequent interactions** with customers eliminates opportunities to steal.
- **Be Alert at all times in your store**, especially during opening, closing and restocking hours. Know which merchandise is most appealing to shoplifters (hint: small and/or expensive items) and place it in prominent areas, where employees can see it.
- **Know How to Spot a Shoplifter:** Watch for customers who appear nervous, stare at employees or other customers, wander aimlessly around the store, hang out in hard-to-monitor areas, and repeatedly leave and return.
- **Have a Presence:** Greet every customer and offer help throughout the shopping

ENGAGE VS. ENRAGE

Tools and skills for dealing with difficult people. Watch this 8 minute video!

<http://www.youtube.com/watch?v=GxpDzXltVP0&feature=youtu.be>

Information Exchange

Know your goal, what you want to communicate

- Plan what to say ahead of time so you're not caught off-guard in a conflict
- Share community and Marketplace expectations, laws, and potential consequences

Environmental Awareness

Have a system for awareness

- Know where to find exits, entrances, phones
 - Check to be sure everything is in place
- Have a safety plan
- Gauge the people who enter your store and people on the street
 - Learn to know when someone is *not* a customer

process. Not only will your presence remind potential shoplifters they're being watched, but your vigilance will give you the added opportunity to track merchandise, especially items that go in and out of a dressing room.

- **Implement a Bag-Check Policy:** Don't allow customers to bring bags and backpacks into the dressing room area. Welcome customers to check bags with an employee before they enter.
- **Don't jump to conclusions.** Don't let stereotypes or prejudice guide your judgment. Shoplifters come in all shapes and sizes.
- **Be safe.** If you sense that you're dealing with a violent shoplifter, remember that your safety and that of your employees and customers is what's paramount, not the merchandise

--Plan ahead, and share with staff, what to do when a non-customer enters your store

Self Awareness & Safety

Engage without responding emotionally

--Be aware of your emotional state, and maintain awareness while communicating

Know your boundaries

--Be clear in exchanging information without going beyond your personal boundaries

Know your boundaries

--Tell someone that their behavior affects you

A large part of communication is nonverbal, so be aware of your physical presentation

--Keep calm

--Respect others' personal space

Be Polite & Follow Etiquette

Communicate with others the way you'd want them to communicate with you

--Build rapport

--Be calm, be friendly, use a normal indoor voice

--Do something constructive (*i.e. get coffee together*)

Listen Carefully

- Don't try to solve the problem before you know what the problem is
- Find out what they need, what they're looking for, and if you can assist them
- Give a pamphlet about local services if appropriate

Active Listening

- I-messages communicate your personal experience
 - *"I'm sorry, I can't understand you, can you please lower your voice?"*
 - *"When you do this, it affects me in this manner"*
- Ask questions, be open
 - *"Help me understand what your concerns are"*
- Open-ended questions help gather information
 - *How? What? When? Where? How did that feel?*

Acknowledgement

- Confirm the legitimacy of someone's emotions, but not their bad behavior
- Paraphrase what someone says to confirm that you hear them, and that you sympathize & understand
- Show empathy and express your good intentions
 - *"I'm sorry that you're having a bad day"*
 - *"I'm sorry the system isn't working, it's difficult to navigate, I get that"*
 - *"My intent was not to harm you or offend you, my intent was to inform you"*

Weapons

Be safe. Call 911 in an emergency

