

Policy No:	RC – 007
Department:	RECREATION AND CULTURE
Subject:	SAFE COMMUNITY CENTRES POLICY

SAFE COMMUNITY CENTRES POLICY

Preamble

The City of Vaughan is committed to providing city-operated community centre facilities that ensure the safety of its users. Dealing with harassment, violence, abuse or vandalism in our city-operated community centre facilities requires providing staff with the skills and tools to act, intervene, or obtain assistance when necessary.

The Canadian Human Rights Act provides every person the right to freedom from harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction. These are referred to as prohibited grounds.

The application of this policy will create an environment for users and city staff that encourages a safe environment, free of harassment, violence, abuse or vandalism.

Policy Statement

The City of Vaughan recognizes that the majority of users conduct themselves in a responsible manner while using facilities. The City of Vaughan strives to ensure greater safety and protection of its users while they participate in the use of city-operated community centre facilities. In addition, the cost of repairing city-operated community centre facilities that have been vandalized or damaged through violence should not be the responsibility of responsible users, or the general public, but should be the responsibility of the offender(s).

Policy Goals

1. To provide a safe environment for users to enjoy the amenities and programs offered in city-operated community centre facilities.
2. To provide all employees working in city-operated community centre facilities with the information and tools to deal with incidents of harassment, violence, abuse (including verbal) or vandalism.
3. To eliminate acts of harassment, violence, abuse or vandalism in city-operated community centre facilities.
4. To increase awareness and promote the importance of positive behaviours in city-operated community centre facilities.
5. To work in cooperation with other agencies and the general public to foster and support prevention of harassment, violence, abuse or vandalism in city-operated community centre facilities.

Definitions

Harassment

For the purposes of this policy, harassment is any improper conduct by an individual, that is directed at and offensive to another person or persons, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It includes harassment within the meaning of the Canadian Human Rights Act. Harassment will also be defined as any verbal abuse, bullying or aggressive approaches to an individual or group. It may also include remarks and actions that

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Policy No:	RC – 007
Department:	RECREATION AND CULTURE
Subject:	SAFE COMMUNITY CENTRES POLICY

create a hostile or intimidating environment.

Vandalism

For the purposes of this policy, vandalism is defined as the malicious, wilful intent to destruct or the deliberate destruction, theft, damage or defacing of city-operated community centre facilities.

Violence

For the purposes of this policy, violence includes but is not limited to the following:

- Verbal threats and/or attempts to intimidate
- Throwing of articles in a deliberate or aggressive manner with intent to cause personal injury, or property damage
- Physical intimidation or striking of another individual
- Attempts to incite violence in others
- All unwanted physical contact, including sexual assault
- Bullying

City-Operated Community Centre Facilities

City-operated community centre facilities as it relates to this policy, includes all community centres, indoor/outdoor pools, heritage buildings, theatres, arenas, outdoor sports fields, and leased program space for city-operated programs.

Role and Mandate of the City of Vaughan

The City of Vaughan is committed to providing employees with opportunities for acquiring skills necessary to promote safe environments.

The City of Vaughan is committed to informing the public and user groups about the Safe Community Centres Policy through various means including but not limited to the “Code of Conduct,” (see Appendix 1), the Declaration of Citizens’ Rights and Responsibilities (see Appendix 2) and various communication tools regarding the program (media advisory, brochures, etc.).

The City of Vaughan promotes respect and civility in all city-operated community centre facilities and will not tolerate harassment, violence, verbal abuse or vandalism. The City will take appropriate steps to deal with these incidents.

Role and Mandate of Management

Management is expected to ensure that employees are aware of the policy and to remind them of its contents as deemed necessary. The policy information should be included as part of any formal or informal training for new and existing staff.

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Policy No:	RC – 007
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Subject:	SAFE COMMUNITY CENTRES POLICY

Management is expected to ensure that employees have access to learning opportunities on the prevention and resolution of harassment, violence, abuse or vandalism in the workplace. Management is expected to support staff in their efforts in dealing with incidents relating to harassment, violence, abuse, or vandalism in the workplace. This will be done in collaboration with the appropriate departments and/or with the utilization of external resources when necessary.

Role and Mandate of Employees

All employees working in city-operated community centre facilities are expected to be familiar with the policy and act accordingly as outlined in the section Handling Incidents of Violence, Harassment, Abuse and Vandalism and deal directly with their immediate supervisor/manager for guidance.

Types of Incidents

The Safe Community Centres Policy identifies three (3) classifications of incidents that may occur in city-operated community centre facilities. They include, but are not limited to, the following:

Level 1 - Smoking in city-operated community centre facilities, foul/abusive language, horseplay causing injury, misuse of emergency exits, inappropriate or obscene gestures that are non-sexual and non-threatening, not following rules and regulations for programs offered in city-operated community centre facilities.

Level 2 - Escalation of level one incidents/failure to cease and desist Level 1 incidents, verbal assault, racial or ethnic remarks, sexual harassment, threatening language or gestures, repeat Level 1 offences, deliberate damage to facility, defacing of city-operated community centre facilities or graffiti, trespassing, refusal to leave.

Level 3 - Illegal activities governed by criminal code, physical assault causing bodily harm, violent throwing of articles causing injury of property damage, sexual assault, robbery/theft, possession of, or under the influence of drugs and/or alcohol, possession of alcohol out of licensed area, possession of weapons.

Handling Incidents of Harassment, Violence, Abuse and Vandalism

Following are the types of incidents that could take place in city-operated community centre facilities, the action to be taken by staff and the consequences to the offender.

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Policy No:	RC – 007
Department:	RECREATION AND CULTURE
Subject:	SAFE COMMUNITY CENTRES POLICY

INCIDENT	ACTION Follow-up	CONSEQUENCE TO OFFENDER
<p>Level 1 incidents include, but are not limited to, the following examples:</p> <ul style="list-style-type: none"> ▪ Smoking in city-operated community centre facilities ▪ Foul/abusive language ▪ Horseplay causing injury ▪ Misusing emergency exits ▪ Inappropriate or obscene gestures that are non-sexual and non-threatening <p>Level 1 incidents</p> <p><i>Cont'd</i></p> <ul style="list-style-type: none"> ▪ Not following rules and regulations for programs offered in city-operated community centre facilities 	<ul style="list-style-type: none"> ▪ Immediate follow-up is required by the full time or part-time staff when the incident is observed, brought to staff's attention or where by the staff member who is involved in the incident. ▪ If incident escalates, seek additional staff support or immediate Supervisor ▪ Follow the operational procedures for recreation program rules and regulations. ▪ Complete an Incident Report form, obtain information from witnesses (staff or public) ▪ Forward the Incident Report Form to the immediate supervisor ▪ A copy of the Incident Report Form Report stays within the facility. 	<ul style="list-style-type: none"> ▪ A verbal warning is given by the onsite staff and/or supervisor indicating that the behaviour is inappropriate ▪ Explain the consequences of failure to comply to the rules ▪ Incidents involving minors must include parent and/or guardian contact as soon as possible if a claim for costs will/may be made, as well as, any cases where a suspension or ban is be implemented

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INCIDENT	ACTION Follow-up	CONSEQUENCE TO OFFENDER
<p>Level 2 incidents include, but are not limited to, the following examples:</p> <ul style="list-style-type: none"> ▪ Escalation of level one incidents / failure to cease and desist Level One incidents ▪ Verbal Assault ▪ Racial or Ethnic remarks ▪ Sexual harassment ▪ Threatening language or gestures ▪ Repeat Level One offences ▪ Deliberate damage to facility ▪ Defacing of city-operated community centre facilities or graffiti ▪ Trespassing, refusal to leave 	<ul style="list-style-type: none"> ▪ Immediate follow-up is required if the incident escalates, seek additional staff support ▪ Contact your immediate supervisor. ▪ Contact Vaughan Enforcement Services for assistance ▪ Incident report completed by first responder ▪ Incident reports are copied to Enforcement Services Department. ▪ Debriefing with Supervisor ▪ Management reviews City Harassment policy with employees if appropriate ▪ Guiding Policies for further information: Nuisance Bylaw, Trespass To Premises Act, Vaughan Harassment Policy, Young Offender Procedure. 	<ul style="list-style-type: none"> ▪ Send a letter of reprimand to offender signed by the Supervisor and reviewed by the Director of Recreation and Culture. Copy provided to the Commissioner of Community Services ▪ Invoice the offender for the full cost of repairs or damages if appropriate ▪ Issue a suspension or ban to the offender from all facilities for a time period set at the discretion of the City of Vaughan, which may supersede suspension imposed by Bylaw. Item reviewed with the Legal and Enforcement Services Departments ▪ Incidents involving minors must include parent and/or guardian contact as soon as possible if a claim for costs will/may be made, as well as, any cases where a suspension or ban is implemented

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INCIDENT	ACTION Follow-up	CONSEQUENCE TO OFFENDER
<p>Level 3 incidents include, but are not limited to, the following examples:</p> <ul style="list-style-type: none"> ▪ Illegal activities governed by the criminal code ▪ Physical assault causing bodily harm ▪ Violent throwing of articles causing injury or property damage ▪ Sexual assault ▪ Robbery/theft ▪ Possession of, or under the influence of drugs and/or alcohol ▪ Possession of alcohol out of licensed area ▪ Possession of weapons 	<ul style="list-style-type: none"> ▪ Immediate follow-up is required by the full time or part-time staff when the incident is observed, brought to staff's attention or where by the staff member who is involved in the incident ▪ Contact York Regional Police immediately ▪ Contact Vaughan Enforcement Services ▪ Contact Supervisor ▪ Complete Incident and/or Accident report (more than one report may be required depending on the number of staff involved in the incident). See appendices 3 & 4, attached. ▪ Debriefing with Supervisor ▪ If police, ambulance or fire services are called, obtain name and badge number of all contacts for follow-up reports. ▪ Supervisor contact the immediate manager with the details ▪ ▪ Report distributed to the Directors of Recreation 	<ul style="list-style-type: none"> ▪ Reviewed by appropriate departments (ie. Legal, Enforcement, Building and Facilities, Recreation and Culture, Human Resources) ▪ Suspension or ban from all facilities for a time period set at the discretion of the City of Vaughan, which may supersede suspension imposed by Bylaw. Item reviewed with the Legal and Enforcement Services ▪ Letter of suspension signed by Commissioner of Community Services ▪ Invoice for the full cost of repairs ▪ Follow City Harassment Policy if appropriate

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INCIDENT	ACTION Follow-up	CONSEQUENCE TO OFFENDER
Level 3 incidents, cont'd	<p>and Culture, Building and Facilities.</p> <ul style="list-style-type: none"> ▪ Recreation and Culture and Building and Facility staff city-wide are advised if the offender is banned from city-facilities. ▪ A copy of the incident report that includes personal injury is required by the Clerks Department, Risk Management. ▪ Critical injury to employees requires procedures as outlined by Occupational Health & Safety Act. Supervisors must report accidents to Human Resources, Health & Safety immediately along with a copy of the incident report. ▪ Guiding Policies: Criminal Code 	

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Supporting a Safe Community

Participation in leisure, sports and recreational activities in city-operated community centre facilities requires individuals to conduct themselves in a manner that respects other individuals.

In an effort to foster and promote safety, respect and civility, the City of Vaughan has developed a new policy for users of city-operated community centre facilities that outlines unacceptable behaviours, such as:

Vandalism:

- malicious, willful, intent to destruct or deliberate destruction, theft, damage or defacing of property

Violence:

- verbal assaults
- threats and/or attempts to intimidate
- throwing of articles in a deliberate or aggressive manner
- aggressive approaches to another individual or group
- racial or ethnic slurs
- physical striking of another individual
- attempts to incite violence in others

The City of Vaughan promotes respect and civility in all city-operated community centre facilities and will not tolerate vandalism or violence. The City of Vaughan will take appropriate steps to deal with these incidents.

*Marlon Kallideen
Commissioner, Community Services
City of Vaughan*

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Appendix 2

City of Vaughan

Declaration of Citizens' Rights & Responsibilities

<p>Every citizen has a right to...</p> <ul style="list-style-type: none"> • <i>Live, work, and play in a municipality that promotes community safety, health, and wellness, while safeguarding the natural environment</i> • <i>Live in a municipality in which all mandated services are delivered effectively and efficiently</i> • <i>Live in a municipality in which citizens receive value for their property tax dollar</i> • <i>Live in a municipality that plans and manages growth responsibly, including the building, maintenance, and renewal of appropriate infrastructure</i> • <i>Live in a municipality that attracts, retains and promotes productive and effective employees committed to their own on-going professional training and growth</i> • <i>Live in a municipality that enhances the quality of life of its citizens by providing services beyond those mandated by law.</i> • <i>Live in a municipality whose government communicates effectively with its citizens</i> 	<p>Every citizen has a responsibility to...</p> <ul style="list-style-type: none"> • <i>Avoid behaviour that threatens the safety, health and wellness of fellow citizens or the integrity of the natural environment</i> • <i>Acknowledge that municipal services are finite, to be shared fairly with fellow citizens</i> • <i>Acknowledge that our security and well-being is built on the willingness of each of us to seek the common good</i> • <i>Acknowledge that the orderly growth of our city depends on proper planning, which requires citizen participation</i> • <i>Acknowledge that the financial stability of our city and the services we expect it to provide depend in part on the taxes we pay, and that as a consequence new services and new infrastructure must be affordable</i> • <i>Acknowledge that staff are professionals, and citizens as well; that they deserve to be treated as such; and that as skilled workers they are best retained by competitive salaries</i> • <i>Remember that communication is a mutual affair, and that voting is the most basic form of communication between citizens and their elected representatives.</i>
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*Written by Councillor Tony Carella, based on Vaughan Vision 2007
Adopted by the Council of the City of Vaughan February 28, 2005*

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Appendix 3



INCIDENT/CONCERN REPORT

Community Services Department

All Staff are required to complete this report in full. Copy to your immediate supervisor.

- Please note:**
- Accidents are documented on Accident Reports only
 - Ensure emergencies/major incidents are reported to weekend supervisor and police (if appropriate)

PLEASE PRINT LEGIBLY:

SECTION A: INFORMATION

Facility:	Al Palladini CC <input type="checkbox"/>	Chancellor CC <input type="checkbox"/>	Dufferin Clark CC <input type="checkbox"/>
	Father Ermanno CC <input type="checkbox"/>	Garnet A. Williams CC <input type="checkbox"/>	Maple CC <input type="checkbox"/>
	Rosemount CC <input type="checkbox"/>	Thornhill Pool <input type="checkbox"/>	Woodbridge Pool <input type="checkbox"/>
	Other: _____		

Please specify the location of incident: _____

Date: _____ Time: _____ a.m./p.m.

Staff Reporting: Name: _____
Phone / Ext: _____

Person Involved

1. Name: _____	Witness (if applicable)
Phone/Ext.: _____	2. Name: _____
Age: _____ M <input type="checkbox"/> F <input type="checkbox"/>	Phone/Ext.: _____
	Age: _____ M <input type="checkbox"/> F <input type="checkbox"/>

SECTION B: INCIDENT REPORT

Type of incident being reported:

- If the situation involves an injury, please also complete an ACCIDENT REPORT
- | | | |
|------------------------------------|-------------------------------------|--------------|
| theft <input type="checkbox"/> | lost child <input type="checkbox"/> | |
| vandalism <input type="checkbox"/> | fight <input type="checkbox"/> | other: _____ |

Please provide detailed information on this incident: _____

What assistance was provided/action taken by staff: _____



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Appendix 4



RECREATION + CULTURE
ACCIDENT REPORT
CONFIDENTIAL INTERNAL DOCUMENT

Complete this report and send a copy to your immediate Supervisor right away.

PLEASE NOTE: Accidents are documented on Accident Reports only. Incidents or concerns are documented on Incident/Concern Reports.
Ensure emergencies or major incidents are reported to the weekend Supervisor and Police if appropriate.

PLEASE PRINT LEGIBLY:

PAGES INCLUDED (PLEASE CIRCLE): 1 2 3 4 5

Section A: GENERAL INFORMATION

FACILITY: Al Palladini Community Centre Father Ermanno Community Centre Rosemount Community Centre
 Chancellor Community Centre Garnet A. Williams Community Centre Thornhill Outdoor Pool
 Dufferin Clark Community Centre Maple Community Centre Woodbridge Pool
 OTHER: _____

ACCIDENT DATE: _____ **TIME:** _____ a.m. / p.m.

SPECIFIC ACCIDENT LOCATION: _____

REPORTING STAFF: NAME: _____

JOB TITLE: _____ **SIGNATURE:** _____

PHONE NO. & EXTENSION: () _____

Section B: ACCIDENT REPORT
NAME OF INJURED PERSON: _____ **AGE:** _____ **GENDER: M / F** _____

PHONE NO: () _____

ADDRESS: _____ **CITY:** _____ **POSTAL CODE:** _____

FAMILY CONTACT: _____ **RELATIONSHIP:** _____ **PHONE NO: ()** _____

WITNESS #1: Witness statement attached: Please circle YES / NO

NAME: _____ **PHONE NO: ()** _____

WITNESS #2: Witness statement attached: Please circle YES / NO

NAME: _____ **PHONE NO: ()** _____

WITNESS #2: Witness statement attached: Please circle YES / NO

NAME: _____ **PHONE NO: ()** _____

CS03178 INITIAL: _____ 1

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ACCIDENT REPORT: CONTINUED
ACCIDENT DETAILS:

OBSERVED CONDITION OF PERSON WHEN CONTACTED:

CAUSE OF INJURY:

TREATMENT PROVIDED:

PERSON REFUSED AID: Please circle YES / NO

RELEASE SIGNATURE REFUSING ATTENTION:

I HAVE BEEN ADVISED I MAY HAVE A MEDICAL CONDITION(S) WHICH MAY REQUIRE AN EXAMINATION BY A DOCTOR, AND I HAVE REFUSED SUCH MEDICAL CARE AND/OR ADVICE AS HAS BEEN RENDERED BY CITY OF VAUGHAN STAFF; OR, I DO NOT BELIEVE A MEDICAL EMERGENCY EXISTS, AND I REQUIRE NO FURTHER ASSISTANCE.

SIGNATURE OF INJURED PERSON OR GUARDIAN:
DATE:

EMERGENCY MEDICAL SYSTEM
PERSON TRANSPORTED BY: AMBULANCE AUTO POLICE OTHER:

DESTINATION:
BELONGINGS COLLECTED: Please circle YES / NO **SURRENDERED TO:**

	NUMBER	NAME	ACTIVATION TIME AM / PM	ARRIVAL TIME AM / PM
AMBULANCE				
FIRE				
POLICE				

 CS03178 INITIAL: **2**

Council Approval: 2005/10/31
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Section C: INITIAL ASSESSMENT & VITAL SIGNS

MINOR ACCIDENT ONLY:

PRIMARY ASSESSMENT: LOC (Level of Consciousness) A.B.C. BLEEDING MEDICAL ALERT SHOCK

SUSPECTED SPINAL: Please circle YES / NO _____

CPR PERFORMED: Please circle YES / NO BY: _____ AND _____

LIST MEDICAL CONDITION(S): _____

LIST MEDICATION(S) / MEDICAL ALERT: _____

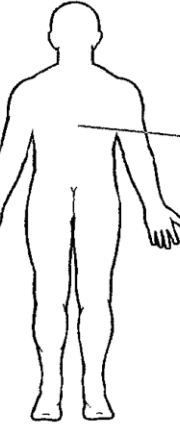
ALLERGIES: _____

TIME	LEVEL OF CONSCIOUSNESS	BREATHING		PULSE		BLOOD PRESSURE	PUPILS	SKIN
		Number of breaths in 10 seconds	Quality • Depth • Rhythm • Noise Level	Number of beats in 10 seconds	Quality:			
• a.m. • p.m.	Responds to: • Alert • Verbal stimulus • Pain stimulus • Unresponsive					• Systolic • Diastolic		• Color • Temp. • Texture
		/10		/10	<input type="checkbox"/> Weak <input type="checkbox"/> Strong		<input type="checkbox"/> Equal <input type="checkbox"/> Reactive	
		/10		/10	<input type="checkbox"/> Weak <input type="checkbox"/> Strong		<input type="checkbox"/> Equal <input type="checkbox"/> Reactive	
		/10		/10	<input type="checkbox"/> Weak <input type="checkbox"/> Strong		<input type="checkbox"/> Equal <input type="checkbox"/> Reactive	
		/10		/10	<input type="checkbox"/> Weak <input type="checkbox"/> Strong		<input type="checkbox"/> Equal <input type="checkbox"/> Reactive	

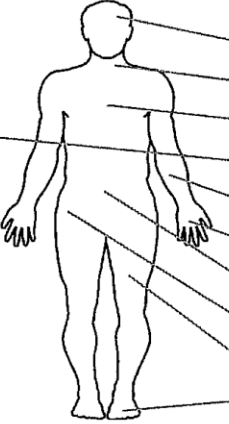
Section D: SECONDARY ASSESSMENT

CHECK ANY OF THE ABNORMALITIES BELOW AND NOTE LOCATION ON THE PROVIDED DIAGRAMS

BACK



FRONT



ADDITIONAL INFORMATION:

	OK	Type of Injury
HEAD		
NECK		
CHEST		
BACK		
ARMS		
HANDS		
ABDOMEN		
HIPS		
LEGS		
FEET		

CS03178 INITIAL: _____ 3

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Section E: ADMINISTRATIVE NOTIFICATION

FULL-TIME STAFF NOTIFIED: Please circle. YES / NO TIME: A.M. / P.M.

SUPERVISOR NOTIFIED: Please circle. YES / NO TIME: A.M. / P.M.

WEEKEND SUPERVISOR NOTIFIED (416-716-1752): Please circle. YES / NO TIME: A.M. / P.M.

REPORT REVIEWED BY: Please initial _____

STAFF NAME: _____ JOB TITLE: _____ DATE: _____

SUPERVISOR NAME: _____ JOB TITLE: _____ DATE: _____

LOCATION OF REPORT FILED: ORIGINAL COPY

Section F: FOLLOW-UP PHONE CALLS

1st ATTEMPT:

DATE: _____ CONTACT NAME: _____

VICTIM'S CONDITION: _____

COMPLETED BY: _____

2nd ATTEMPT:

DATE: _____ CONTACT NAME: _____

VICTIM'S CONDITION: _____

COMPLETED BY: _____

3rd ATTEMPT:

DATE: _____ CONTACT NAME: _____

VICTIM'S CONDITION: _____

COMPLETED BY: _____

 CS03178 INITIAL: 4

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