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Canada's National Law Enforcement Magazine

March 1999



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- Editor / Publisher -

Morley S. Lymburner

Phone (905) 640-3048 - Fax (905) 640-7547
E-mail: blueline@blueline.ca
Web Page: www.blueline.ca

- News Editor -

Blair McQuillan

General Manager

Mary K. Lymburner, M.Ed.

- Advertising -

Mary Lymburner (Director)

Phone (905) 640-3048 Fax (905) 640-7547

Bob Murray

Phone (905) 640-6506 Fax (905) 642-0900

- Illustration -

Tony MacKinnon Steffon Sepa

- Pre-press Production -

Del Wall Blair McQuillan

- Mechanical Specifications -

Gary Welch Phone (905) 466-5039

- Contributing Editors -

Ballistics & Firearms	Pierre Descotes
Tactical Firearms	Dave Brown
Police Leadership	Robert Lunney
Survival Tactics	Joel Johnston
Case Law	Gino Arcaro
Computers & Technology	Tom Rataj

- Contributing Writers -

John Burzinski	Melanie Collison
Daryl Francis	Terry Nunn
Wayne Watson	Kerry G. Watkins
Michael A. Coates	Floyd Cowan
Devon Clunis	Reid Goldsborough

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BLUE LINE

Canada's National Law Enforcement Magazine March 1999



This month *Blue Line Magazine* presents a profile on Calgary Police Chief Christine Silverberg. While being interviewed by CBC television as to why Silverberg was selected for the annual chief's profile, *Blue Line* publisher Morley Lymburner stated "because she is the kind of chief who lets her officers spread their wings. She has an excellent grasp of the fundamentals of policing and has a no nonsense style of leadership that puts the rank and file officers first." Enough said... next question!

In this edition of *Blue Line Magazine* freelance writer Melanie Collison files her report on Christine Silverberg starting on page 6. Her insights into Calgary's top cop are both fascinating and revealing.

Calgary is also the focus of attention in a profile on their Automated Fingerprint Identification System (AFIS). This system is the centre piece of a five agency network of police services that span two provinces. The use of this technology is not only a fine example of technological advancement but also inter-agency cooperation.

On the same note, and in the continuing flavour of western policing, *Blue Line* presents a profile on the Winnipeg Police Service's acquisition of AFIS technology from California-based Cogent Systems. This company has introduced a part of its system that is dedicated to the innovation of palm print technology.

Blue Line's award winning staff writer, Blair McQuillan, has completed an extensive review of Critical Incident Stress and this month files his report on this increasingly critical area of police work.

Toronto Police officer Kerry Watkins supplies you with a primer on interviewing the elderly. His in-depth research will explain the problems encountered when relying on elderly witnesses and methods to employ in getting more complete evidence from them.

Not to take ourselves too seriously, Dave Brown writes about what it is like being a fire-arms consultant for a major motion picture production.

There is much more in this issue and much more to come in future issues. Stay tuned!

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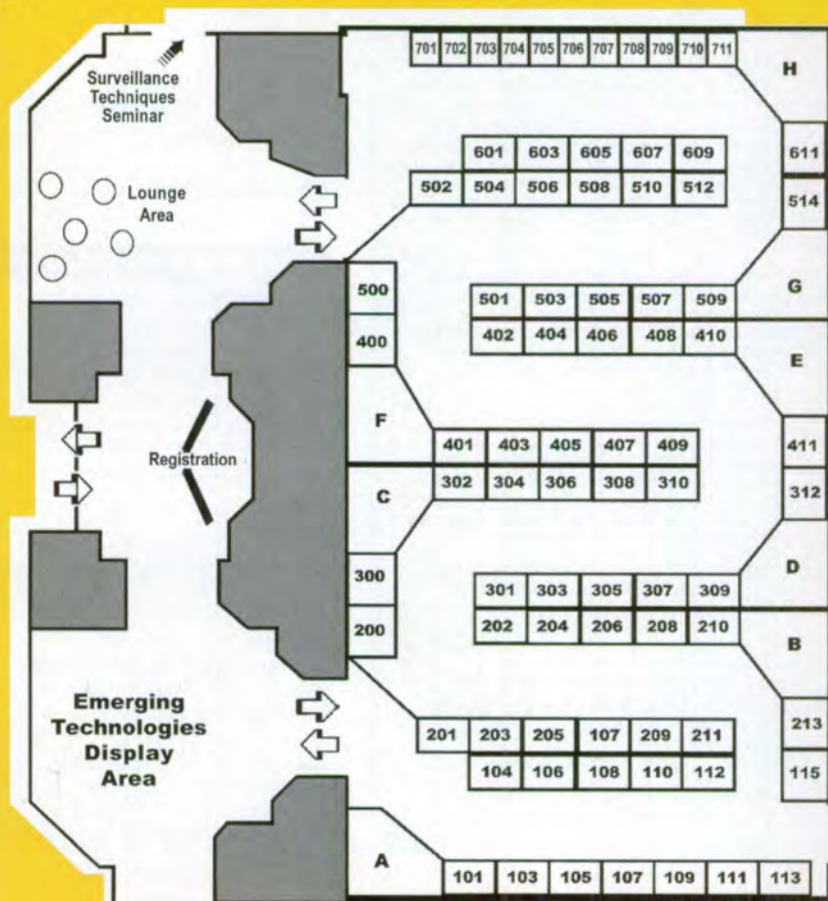
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You need more than education and physical fitness to be a cop

by Morley Lymburner

Dear Editor:

I am a 16 year old student in Belleville, Ontario. I would very much like to be a police officer when I grow up. It would be a great help if you could tell me about the testing and physical demands I must meet to be a police officer. It would also help if you could tell me what kind of classes I should take next year in Grade 11.

Thank You

Drew White

Drew

The testing you will have to go through to become an officer varies considerably from place to place. Your best bet would be to get a hold of the agency you would like to join and ask them about their requirements.

Your physical conditioning is important, but not simply to policing. In any job your physical condition is very important to an employer. You do not need a muscular physique but a prospective employer who sees a person who is concerned about their own health and takes care of themselves with a healthy attitude about physical health, is a valuable employee. They can be depended upon to be there when the boss needs them. They are there when their fellow workers need them. They are also the people who are there when their community and family needs them.

Education is important. Higher education indicates to an employer that the worker has proven themselves to be able to learn. They have acquired a discipline that requires systematic attention to detail. Discipline that requires mental agility as well as ability. Law enforcement today is one of constant fluidity. It requires people with open minds and a willingness to accept change and, if appropriate, move with it.

The proper mental discipline can help you survive a career that will introduce you to all that is bad in our society. Although a lot of what you learn in school is theoretical you will find that it does give you a good grounding in understanding life and it introduces you to a broader spectrum of interests that you must have. In school I recommend you simply take the normal range of courses that most students take PLUS a language.

There is one aspect that I must touch on and that is your spiritual life. I don't want you to think you are being preached to here. I simply want to point out that going to your local minister, (priest, pastor or whatever) can be a tremendous help to you in the future. Talk to that person about your interests in becoming a police officer and ask him or her about what they feel you require to handle such a job. I think you will be surprised to hear what they say. There is no task more noble in God's humanity than to become a caregiver; to be willing to help others in need; to be willing to enforce a law that corrects a negative behaviour; and be willing to be thought less of for doing so, is a task that puts you in a very high realm indeed.

There are many passages in the Old and New Testament that explain the importance of law enforcement officers in society. Saying this I will leave the challenge of finding them to you. (But check out Romans 13 to start with).

There will be times when you will find that your faith will be the only anchor you will have. Without it you quickly become extremely cynical. When you only see what is bad in society all day long you must go somewhere to see

something good. I found that "good" by simply going back to church. All I had to do was sit there. Nothing more. I was not only helped but changed. My work became lighter and easier. Everyone thought I was working harder than anyone else. They thought I was working smarter than anyone else. But all I had to do was re-focus and simply do what was expected of me by my two bosses. The one in heaven first and the one on earth second. Your real challenge is to not mix up that order. (WWJD?)

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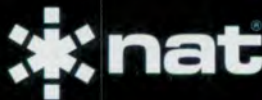


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Permission to lead with a compelling vision

by *Melanie Collison*

Special to *Blue Line Magazine*



Calgary Police Chief Christine Silverberg has blazed a trail in the masculine world of policing by becoming the first woman to head a major police department in Canada.

Now she's blazing a larger trail by taking community policing beyond where any other police service has marched. It's not enough that the police service seem flexible and responsive; it must actually be flexible and responsive.

By changing the way it operates, changing its systems of reward, training and communication, Silverberg — who became chief 3 1/2 years ago — is painstakingly reshaping a traditional, command-and control-oriented paramilitary force into an organization that works with the community. She applies her systems approach to operational issues, as well, creating tough, effective responses to prostitution, high risk offenders, and organized crime, for example.

Her task is occurring at a time when personnel are stretched to the limits by the trends toward crime and social disorder that are accompanying Calgary's rapid growth.

For Silverberg, being female is a fact, not an issue, and her fear is that attention paid to her gender robs attention from her achievements. But there is no question her being a woman is germane.

"I think having the ability and courage to be the first woman police chief in a major Canadian city says it all," says Janice Dickin, head of the Law and Society program at the University of Calgary. "Intrinsically, no matter what her training is, she brings different values to the job. Just getting there is a huge success and a huge milestone. Given how difficult her situation is, she's really gutsy."

The only other woman to head a major police organization in Canada is Gwen Boniface, who was recently appointed as Commissioner of the Ontario Provincial Police. "That will change because recruit classes are half female now, says Sgt. Terry Hawkes, Regina Police Service. "There will be more and more women NCOs and officers," he said in a telephone interview. "It's just a matter of time. Nothing will stop them from going as high as they want."

Silverberg's gender helps define her conviction that leadership depends on relationship and consultation, just as it underlies all aspects of her style. Her tailored suit is softened by lace and embroidery and colour. She wears jewellery and nail polish. An exquisite dream catcher created by a prison inmate hangs by her computer.

Accustomed to being completely in charge, she speaks deliberately, her voice soft and serious, as she guides a recent interview firmly away from the personal. She wants the spotlight on the



accomplishments of the Calgary Police Service.

After 25 years of community policing, Calgary is on the leading edge of aligning the internal systems, structures and decision-making processes with the needs and expectations of communities. "There's a huge issue of walk the talk (in aligning the organization with community values)," Silverberg says.

"On a long-term basis, merely enforcing the law is not getting us anywhere. We must build the capacity of our communities through leveraging their assets, and build our organizational capacity through continuous learning. Those two must be aligned or else from a long-term point of view, we can't manage the growth, and we certainly can't manage the crime and disorder trends of a big city."

Her understanding of the need for systems-based approaches was recognized by the Honourable Anne McLellan when she appointed Silverberg to her National Steering Committee on Community Safety and Crime Prevention.

The department has been reworking recruiting, promotion, performance evaluation and discipline systems to reward core values of integrity, fairness, compassion, respect and commitment. Gone are the days of management by control. Recruits are now trained to make decisions based on values as well as rules. The service has taken a long stride forward from promoting on the basis of seniority alone, or skill in office politics and the bureaucracy.

"I think she's a chief who has recognized the changing face and culture of the police organization. Certainly she's not a traditionalist in terms of how policing should be done," says Jon Netelenbos, Calgary Police Association spokesperson, and provincial association leader. "She has high regard for the front-line officers, particularly in terms of recognizing their diverse skills. Police today come from all walks

of life. Most of them have college degrees and have done other things. She utilizes those skills."

Early on, Silverberg sliced a thick layer out of the top-heavy bureaucracy, and she has reorganized departments by function; for instance, linking the family, youth and violent crime units, and focusing on issues not incidents.

As with any woman in a position of prominence, Silverberg has been a target for petty sniping, gender jokes and criticism. Before she even donned the chief's hat, argument raged about whether the police commission should have hired from outside Calgary, and a woman, at that. Days after she arrived, a pink body outline — in standard police issue paint — defaced the street outside police headquarters.

Later, city council argued with the contract the police commission agreed to, and then there were fusses about her need for security at public events, being elected to the Chamber of Commerce, and being the subject of a cover story in a gay publication.

But it's clear that Silverberg has weathered the balkiness outside the department as well as any hazing from within. "Women face resistance, both subtle and overt," she says. "There is a double standard that hasn't disappeared with the shattering of the glass ceiling."

"Christine Silverberg has created many changes," says Dave Mitchell, chair of the Calgary Police Commission. "These are viewed very favourably by the community and by the commission." He points out it takes time for changes to be accepted, but believes she has done what the commission hired her to do. "She is bright and dedicated. Her biggest current problem is the need for significantly increased resources for a rapidly expanding city."

Common as re-engineering is in business these days, the challenge in the police service

continued page 8



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is more complex because it must retain its law enforcement command functions even as it becomes a responsive organization. As in any reorganization, values must be consistent from the front lines to the boardroom. That's where Silverberg's commitment is vital. "When people call me determined, it's because of the passion (for community policing). I'm determined to do everything I can to make it work."

Silverberg, 49, has created an unprecedented public profile for a Calgary police chief — making numerous speeches, participating in fund-raisers, mixing with the public, and being generous with interviews, including an in-depth profile broadcast on CBC-TV's national *Life and Times*, on March 1. Silverberg gives up sleep to answer letters herself and work on her own speeches, "largely because at the end of the day, it's who I am" that gives meaning to a speech or public appearance.

Who Silverberg is, is central to the way she balances her roles: chief commander of a police service, with all its legal and political ramifications; CEO of a 1,730-member service organization (1,210 sworn officers and 520 civilians) with a \$138-million operating budget; wife to an educator whom she describes as very supportive; mother of two children, 11 and 13; and a public figure.

In a speech to a local organization on overcoming obstacles, Silverberg said she has an insistent commitment to living by her own values and a vibrant belief in herself. "Who I am as a person is very much a part of who I am as a leader," she said. "Merely being appointed chief commander does not give you an inherent right to lead. People give you permission to lead because they believe in you, because you have established your credibility with them."

She believes in having a compelling vision that allows for the flow of circumstance. Her vision motivates her work in decentralizing policing services, empowering front-line officers, working with diverse communities and service agencies, focusing on the development and wellness of employees, and emphasizing leadership rather than supervision.

Through her commitment to community policing, Silverberg has overcome many barriers. Her success shows in an "environmental scan," a survey of community perceptions of the Calgary Police Service. Between 1995 and 1997, public satisfaction with the police service jumped from 53 per cent to 70 per cent. Public perception of police fairness, trustworthiness, appropriate use of force and access to services each rose between six and 10 per cent. But most important to Silverberg was the 15-per-cent increase in the consultation rating. She has received the Platinum Podium Award from Toastmasters for leadership through communication; been honoured with the aboriginal name "Bluebird Lady" by the Peigan Nation; and named an honorary Nigerian. Her work in the diverse communities has built trust.

"Police organizations that don't build organizational and community capacity are very reactive and become even more distant from the community," Silverberg says. Establishing the department as a learning organization has been key to moving it well into the next century. This February, her vision was rewarded when from among a field of some 20 major provincial organizations, the Calgary Police

Service was named winner of The University of Alberta/Telus Learning in the Workplace Award of Distinction.

Silverberg has developed her convictions about policing since 1972, when she hired on as the second woman in the Mississauga Police Department, after a brief stint as a correctional officer in Brampton. In those early days, women were not assigned to uniformed patrol duty, so Silverberg began in the youth bureau, investigating juvenile crime, child abuse and missing child reports. She also was called on to help in undercover work.

When the force merged with four others to become the Peel Regional Police Service, Silverberg was asked to set up a public relations department. She continued in administrative work even after women were put into uniforms in the late '70s.

By then she was too far along in her career to climb into a patrol car, but it was tossed in her face regularly that she did not start in uniform. One way of compensating was to broaden her competencies, so she earned both her masters degree in criminology and professional accreditation in public relations — while working full-time. In 1983, she made inspector and transferred into uniform to take charge of traffic management.

Seven years later, still an inspector, she took a job as a director in the Policing Services Division of the Ontario Ministry of the Solicitor General, where she oversaw the inspection and review of police departments across the province — and formed a clear vision of what she would like to see change in policing. Two years later she was appointed Deputy Chief at Hamilton-Wentworth, where she earned a solid reputation, then moved to Calgary.

The Calgary Police Service was looking for a good chief who was a strong leader, retired Deputy Chief Jim Mathews said in a recent telephone interview from his winter home in Palm Springs.

"When she was appointed, I was looking for a change in the direction of the leadership," he says. "It didn't matter if it was a man or a woman, I was hoping for a good chief to lead us. Within the department, quite honestly the fact that the new chief was a female was a non-factor. I and a lot of other people were prepared to let Christine do her thing, and we would measure her on how she performed. As far as I was concerned, it was a great, great success. I really enjoyed working with her because she is a great chief and a leader.

"She has vision, she provides direction and she allows people to do their own thing. She recognizes that we all have certain skills and certain abilities. She was like a good coach, instrumental in placing people in positions where they perform well."

Silverberg spent a great deal of time in the first year talking with members of the service at all levels, finding out what they wanted and explaining her vision. "It's human nature that some people didn't agree with her or didn't like her personally," Mathews says, "but she engenders respect. The one thing is that she does what she says. She'll walk that mile."

A seasoned journalist, Melanie Collison is a Calgary-based freelance writer, editor and communications consultant. She can be reached at 403/630-0714.



ACCOMPLISHMENTS CALGARY POLICE SERVICE

- Communication and involvement with communities are improving through neighbourhood police stations and community liaison officers. Surveys show increasing public satisfaction.
- Recruiting is continuous, rather than campaign-style. A comprehensive review of the selection process to ensure bias-free, job-relevant, competency-based standards has resulted in more proportional representation of women, visible minorities and aboriginal peoples. Recruit registration at the University of Calgary has doubled.
- Front-line officers have the power to make decisions. Cross-functional and cross-rank issue teams solve problems the front line identifies.
- Organizational learning mixes learning and work, and includes values-based training and decision-making. Defined job competencies now feed into performance measurement systems that measure relevant qualities.
- Improved technology supports front-line and investigative services. Data tracking has improved.
- Collaborative models of community development, and alliances, such as Child at Risk Response Teams that partner police officers and social workers, produce better service delivery.
- Services in clinical psychology, forensic psychology, and organizational psychology are now integrated.
- Links are closer with diverse communities.
- Balanced organizational performance scorecard measures customer service, internal business processes, learning and growth, and financial accountability.

AFIS Technology at your fingertips



by John Burzinski

Over the past two decades, agencies fortunate to have access to Automated Fingerprint Identification Systems (AFIS) have experienced amazing success in solving criminal cases and improving overall agency effectiveness. However, AFIS technology isn't only producing results in big agencies with deep pockets. Police agencies in the provinces of Alberta and Saskatchewan are using affordable AFIS solutions to better serve their citizens.

Historically, the extremely high costs associated with the deployment and operation of AFIS technologies have restricted their use to the world's larger law enforcement organizations. In Canada, the Royal Canadian Mounted Police (RCMP) and major police services in cities such as Toronto are recognized as long-time users of AFIS technology. Unfortunately, crime is not limited to highly populated areas, and as smaller police agencies are discovering, neither is the technology to fight back. Provincial police services in Canada can — and do — employ the same AFIS capabilities as their larger counterparts to solve crimes and identify perpetrators.

Why AFIS Technology?

For hundreds of years the fingerprint has been used as a method of positive identification. In ancient China, leaders sealed important documents with their thumbprints to ensure the authenticity of information. Today, the fingerprint is still used as a method of identification by law enforcement bodies, social service agencies, correctional facilities, and commercial businesses. In fact, the uses of the fingerprints for identification are continuously expanding in today's society. The advent of technology is changing the way police services handle fingerprint functions — increasing speed and accuracy — making fingerprint identification a

more effective law enforcement tool.

While the eye is still an important part of fingerprint analysis, AFIS technology implements electronic print storage, searching and matching capabilities. Thus, the time-consuming manual task of sifting through hundreds, even thousands, of fingerprint cards is performed in minutes by a computer. In addition, law enforcement services can electronically link AFIS resources so that jurisdictional boundaries are virtually eliminated as fingerprint databases are shared between cities, provinces and even countries. Criminal investigators around the world have solved thousands of crimes from burglary to murder with the help of fingerprints and AFIS technology.

What is AFIS?

AFIS technology uses computer imaging and information databases to capture and store fingerprints. These automated systems are driven by sophisticated image processing algorithms that extract fingerprint characteristics for comparison against an electronic "bin," or database, of stored fingerprint files. The computer provides matching capabilities that allow investigators to submit fingerprints which it compares to a database for a match. Databases may range in size from hundreds to millions of fingerprint records, and the computer compares prints based on identifying characteristics, or minutiae.

AFIS technology, which virtually replaces traditional, manual methods of fingerprint matching and classification, not only allows tenprint cards to be stored and compared to the database, but can compare latent prints found at crime scenes to the archived fingerprint records.

When an individual is arrested and booked, law enforcement officers can enter fingerprints into the AFIS system in one of two ways. Us-

ing a tenprint card, a technician can book using the traditional ink method — stamping and rolling the fingers — and then scan the card into the computer. However, AFIS technology also offers a cleaner method for larger, high-volume law enforcement bodies. Live-scan machines take fingerprints electronically — eliminating ink, paper and virtually all error. A suspect rolls his or her fingers on the machine's glass scanner, which captures an image of the finger and displays it to ensure that it is complete and of high-quality. The resulting computer image is then stored in the database, and hard copies can be printed if necessary.

Once a law officer records an individual's tenprints, s/he compares them to those filed in the computer's database for identification of the arrestee. If no record has been previously entered for an individual the officer can create a new record. AFIS databases store mathematical representations of the fingerprints, along with demographic information for the arrestee, and are capable of holding up to tens of millions of stored records. AFIS databases all over the world are increasing in value, strength and capability as they continue to grow and become networked, housing and sharing a growing number of fingerprint records.

In addition to tenprints, AFIS offers latent matching capabilities to assist investigators in solving a wide array of crimes. Latent prints are often the only piece of physical evidence linking a suspect to a crime. Until the advent of

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AFIS technology, the number of work hours involved in manual latent matching rendered this valuable piece of evidence practically useless. AFIS technology allows investigators to collect latents at a crime scene and scan them into an AFIS system which compares the latent print to the identified tenprints within the database. NEC Technologies offers software to enhance partial latent prints for increased matching success. In most cases, when "hits" — matches to latent prints found within the database — are uncovered by the computer, a trained specialist must visually compare the records to ensure that the match is accurate.

Thus, with AFIS technology, police services can book individuals taken into custody accurately and positively. Furthermore, latent prints become useful crime-solving clues as the computers swiftly and reliably match them to stored fingerprint records and identify suspects.

AFIS Technology in the Field

The first AFIS systems, developed in the late 1970s, were prohibitively expensive to implement for most law enforcement agencies. Consequently, their use was limited to the large and wealthier agencies. In the 1980s, many police services began to recognize AFIS power to save lives outweighed the expenses of its implementation, and widespread adoption of the technology began.

NEC Technologies, Inc. is a leading provider of AFIS systems. There are 41 major NEC Systems in North America, including six in Canada, with 240 remote agency sites linked. In addition, NEC AFIS maintains 56 systems, with 300 linked remote agencies systems worldwide.

NEC first brought its AFIS technology to North America from Japan in 1984 when The San Francisco Police Department (SFPD) chose the company to implement one of the United States' first AFIS systems. The SFPD was using standard manual tenprint searches to solve crimes, and the community and police department raised funding and support to employ AFIS technology to improve the process.

Today, NEC AFIS solutions are operated by police agencies across the globe, and NEC's technology supports the largest AFIS database in the world. The California Department of Justice (CalDOJ) is comprised of 27 Police and Sheriff's departments throughout the state. There are seven million tenprint cards and 3.5 million latents registered in the CalDOJ system, which processes 10,000 to 12,000 searches a day. The same NEC technology that powers the largest AFIS network in the world is also being used by the Canadian cities of Calgary, Edmonton, Regina, Lethbridge and Saskatoon.

Provinces Pool AFIS Resources

A little more than ten years ago, the advantages and benefits of AFIS were still relatively unproven. Early adapters of NEC AFIS technology were pioneers, but the trail-blazing involved with AFIS technology is far from complete. In one part of Canada local police services on the leading edge of law enforcement technology are banding together with the help of NEC to increase the scope of their AFIS technology. In Alberta and Saskatchewan local police services are building electronic communication links that allow them to construct comprehensive fingerprint databases that are shared between them.

In an effort lead by Calgary and Edmonton, five city police services are collaborating to support a large AFIS database which contains both tenprint and latent records. These cities both enacted separate NEC AFIS databases in 1986 and 1987. Five years ago, the cities combined their systems to create a shared AFIS network — Calgary Police Service/Edmonton Police Service AFIS (CPS/EPS AFIS). At the time, both services needed to upgrade their existing AFIS and for economic reasons opted to pool their resources. Over the next several years additional police services in the two provinces began to network with CPS/EPS AFIS. Today, the mainframe containing the database is housed in Calgary. Police services in Edmonton, Regina, Lethbridge and Saskatoon process all fingerprint functions from their remote locations using a dedicated communications line.

"The development of this AFIS network is the first time Calgary and Edmonton have partnered on this scale," said Inspector Rene Bailly of the Calgary Police Service. "AFIS goes a long way toward improving the quality of the police service, and our system increases in value and solves more crimes every day. As more and more prints are entered into the database its usefulness and power grows."

Each police service has one or more fingerprint workstations. These desktop computers and scanners allow staff to scan tenprint cards and latents and transmit them to the main database to perform all searching and matching functions. Thus, when an individual is arrested in any of the five cities, his or her prints are added to the shared CPS/EPS AFIS database which currently contains almost 500,000 tenprint records. Typically, when an arrestee's card is entered with accompanying basic demographic information, the computer can identify the individual within a minute with a 99 percent accuracy rate.

In addition, the AFIS network has full latent capabilities. The CPS/EPS AFIS database contains more than 20,000 unsolved latents. The member police services perform about 7,000 latent searches a year, and in 1998, CPS/EPS AFIS had 1,348 latent hits. The system always performs a thorough search comparing the latent prints against all ten fingers on the electronically stored cards — not just the finger an investigator believes the print might be from. In the NEC AFIS system in Calgary, the average search is completed in about 20 minutes. In the field, CPS/EPS AFIS's latent capabilities are extremely useful. At the crime scene, latents are lifted and entered into the computer, which can process them and have a suspect's name to the investigators within 20 minutes. Within two hours of arriving on the scene officers can have a suspect.

"We wanted a system with excellent latent capabilities," said Bailly. "An AFIS database that is mainly a tenprint storehouse does not maximize the technology. We needed a system that was going to go further in its service to the cities. CPS/EPS AFIS pays off every time we get a hit, and every time we don't. Unsolved latents are stored forever. If an individual is arrested for anything, and has left a print while committing a past crime, our AFIS system will catch him immediately."

For police employees trained in traditional

fingerprint methods, such as the Henry Fingerprint Classification, learning to use AFIS technology is relatively easy. In Calgary, civilians have been responsible for fingerprinting since 1980. However, in the other participating cities sworn officers operate CPS/EPS AFIS. Although learning to use AFIS technology is not difficult for trained patrolmen, hiring a trained crime-scene investigator may improve the probability of coming away with usable prints. Second only to the precision of the AFIS matching algorithm, the integrity of the lifted latent is crucial to the search results.

"The quality of the print is of utmost importance," explained Bailly. "We have trained technicians use the system to ensure the integrity of the latents. Prints are always verified and checked before they are entered into the system, and this is possibly the most defining factor in accuracy."

The member police services have plans to continue to enjoy the benefits of CPS/EPS AFIS and have extended its services to some of their neighbours. Six or so other agencies in Alberta manually send latents and tenprints to Calgary for processing on a per transaction basis. The police services also have plans to upgrade the system. CPS/EPS AFIS will be upgraded to NEC's state-of-the-art AFIS21 product line. The upgrade will expand the system's database to hold up to 800,000 tenprint records, will implement AFIS21's automated workflow technologies, and will make it Y2K compliant.

As the CPS/EPS AFIS database grows, so will the crime solving powers of the participating agencies. By implementing and expanding this crucial technology, these smaller police services offer the same capabilities that larger police agencies boast to solve crimes and identify criminals. NEC Technologies continues to capitalize on its strengths in advance image recognition and processing, and its incorporation of the latest technologies to offer affordable AFIS systems so that the benefits of AFIS technology can be put to use by police services of any size.

John Burzinski, Director, Central Region, NEC Technologies AFIS Division. John retired as a Lieutenant with the Chicago Police Department (CPD) after 35 years of service and where he managed the CPD's Identification Services Section of the Records Division. For further information about NEC Technologies call 1-888-234-7632.



Palm Prints: The next generation

By Daryl Francis

The Winnipeg Police Service AFIS (Automated Fingerprint Identification System) has been in operation since 1991. The current AFIS is a second generation system manufactured by NEC Technologies. AFIS has shown its usefulness over the last six years by averaging 1000 criminals identified at crime scenes (HITS) per year in Winnipeg.

The AFIS was originally configured for a life span of five years, a milestone already passed. A capital request for a new AFIS computer was submitted in May 1996 to the executive for approximately two million dollars. In February 1998, the AFIS 2000 Committee was struck to deal with the selection and acquisition process.

The committee was responsible to establish goals, prepare a request for proposal (RFP), and prepare a series of benchmark tests used to assess and evaluate the AFIS equipment in the current marketplace. The RFP was issued in June 1998 and five companies responded by the end of August. Two were rejected - having failed to meet strict WPS requirements.

The second phase of the evaluations dealt with benchmark testing of the equipment proposed by the vendors. The tests were done by the WPS ARS 2000 committee at a site selected by each vendor who was responsible for all expenses related to the benchmark test.

In October and November of 1998 the benchmark team attended to the test facilities. The selected vendors all located in California included:

- NEC Technologies (Sacramento)
- Printrak Systems (Anaheim)
- Cogent Systems (Alhambra)

Further testing and inspections of operational sites took place at the California Department of Justice in Sacramento and the Anaheim Police Department.

The key component tested was the accuracy of ten print searches (fingerprints taken at time of arrest to determine identity) and latent searching (fingerprints found at crime scenes). Each vendor was required to "hit" on 100% of all ten prints and 80% of all latents tested and vendors were scored accordingly.

After intensive testing and evaluations the AFIS Committee recommended Cogent Systems be awarded the contract. The new Cogent AFIS System is scheduled to be up and running by September 15, 1999.

Future plans include the possibility of Manitoba AFIS network which may include remote sites at other police detachments and services linked to the WPS as the central sight.

Other plans include the electronic transmission of fingerprint and demographic information to the RCMP central repository in Ottawa in an effort to create a paperless environment.

The AFIS 2000 project has been time consuming in terms of ident personnel resources," states Chief Jack Ewatski. "The AFIS committee and Ident Unit members maintained regular services throughout the search process. We feel this investment will pay dividends to all members of this service."

AFIS has a proven record in Winnipeg which should place their service at the forefront of forensic investigations well into the new millennium.



Let Me Read Your Palm!

You would probably expect to hear these words coming from a fortune teller, who is about to reveal your future by reading the lines in your palm.

You would not expect these words from a Law Enforcement Agency. But that was until now! Thanks to Cogent Systems Inc. of Alhambra, California, another major advancement in Law Enforcement Technology is now available to agencies around the world. With the help of "Automated Palm Print Identification System", they can now predict the future of a criminal by "reading" the palm print, even if just a fraction of it, left at the scene of a crime.

Cogent Systems Inc. has installed some of the most advanced Automated Fingerprint Identification Systems (AFIS) around the world. Its DELTA-S system uses Cogent's highly advanced, innovated AFIS technology for the processing, matching and handling of millions of fingerprints. With this foundation, Cogent has developed the most modern "Automated Palm Print Identification System" commercially available today and started to deliver it to Cogent's worldwide users, including what is believed to be the world's largest palm print database installed for The Republic of Slovakia in August of 1996.

How The Magic Works

Cogent's fingerprint encoding and matching software is a leading edge technology. Unlike older fingerprint technology, Cogent's fingerprint system does not need to locate a core (center of a pattern) or a delta (area that diverts around a pattern) in order to search and match databases of millions of fingerprints. A fingerprint is made up of points of identification (minutiae). These features by themselves are enough to search and return a small number of candidates from millions of fingerprints. Since a palm print is composed of the same points of identification (minutiae), it can be encoded easily in the way of en-

coding a single fingerprint.

Palm latents that are found at the scene of crimes are routinely filed away by law enforcement agencies around the world, because there was no automated way of searching them. Cogent's breakthrough technology has solved that problem. Using less than a square inch of palm print detail left at a crime scene, fingerprint examiners can now search the entire area of both palms in databases of millions of palm prints.

There have been numerous cases where the only usable latent print information has come from a palm print and not fingers. Without an Automated Palm Print Identification System it was impossible to identify an unknown suspect.

The Polly Klaas, kidnap-murder in California, was one of those cases. The only usable form of positive identification left at the crime scene was a partial palm print of the suspect. Had an Automated Palm Print System been available that one individual may have been identified out of a database of millions in a matter of minutes.

The Slovakia system mentioned before, which consisted of a central database of fingerprints in the capital city, connected to three regional forensic laboratories, forty district police stations, and sixty border stations, has successfully identified over two hundred latent fingerprints from crime scenes, in the short period of time since the system has been in operation.

Cogent Systems is in the process of supplying the advanced Automated Finger and Palm Print Identification Systems technology to several Law Enforcement Agencies in the United States and most recently in Winnipeg, Manitoba.

For more information contact:
Wally Briefs at Cogent Systems Inc.
3001-A West Mission Road Alhambra,
California, 91803, USA (626) 300-
8828 Fax (626) 282-9992

Critical Incident Stress – Getting it all together

by Blair McQuillan

Everyday police officers across the country face the possibility of being involved in or witnessing traumatic events including shootings, fatal car accidents and multi-casualty disasters.

These incidents have the potential to be very dramatic and officers associated with them will have to deal with very powerful emotions when they are over. These emotions, if internalized and not properly dealt with, can result in a disorder known as critical incident stress (CIS).

Critical incident stress is "a normal reaction by normal people to an abnormal situation," according to Edgar Card, the Employee Assistance Program Co-ordinator for the Halifax Regional Police Service. "Critical incident stress is a term that has been applied to people who have suffered severe trauma in their lives and as a result may develop certain physical and psychological symptoms."

CIS is a relatively new form of stress, which has been recognized and studied over the past two decades. The emergency response community has paid significant attention to critical incident stress because people employed in those fields have the highest potential for being involved in traumatic incidents which can cause it.

Critical incident stress can be difficult to recognize because it can manifest itself in a number of ways and symptoms may appear instantly or within hours of a traumatic event.

Symptoms of critical incident stress include:

- Disorientation
- Anxiety and fear
- Tremors of hands, lips and eyes
- Increased use of alcohol, tobacco or other drugs
- Irritability, restlessness and hyperexcitability
- Increased heart rate, respiration and blood pressure
- Social withdrawal, distancing, limited contact with others
- Feelings of weakness, numbness, tingling or heaviness in arms or legs
- Difficulty in using logic, making judgements and decisions or problem-solving
- Recurring dreams of the event or other traumatic dreams and sleep disturbances

"The short-term symptoms are usually the physical ones like lack of appetite, sleep disturbances, being tired," said York Regional Police Cst. Dieter Boenheim, who serves as a peer counsellor with the region's critical incident stress management team. "Things that weigh on you mentally are usually the long-term symptoms, where you get depressed and you don't want to go to work anymore."

Talking can help

Mental health professionals, peer counsellors, EAP members and police managers don't want their officers suffering from the long-term effects of CIS. That's why a number of police forces across the country have developed critical incident protocols to ensure that officers receive assistance after they have been involved in or witnessed a traumatic event.

Like crime, the best way to combat CIS is through prevention and communication. To facilitate this, mental health counsellors usually hold debriefings within 24 to 48 hours after a traumatic event has taken place.

The debriefing is an open forum discussion which gives everyone involved in the incident,



whether they are a 911 dispatcher, police officer or any other emergency services worker, the opportunity to talk about the event that has taken place and their feelings surrounding it.

"A debriefing is really a directed activity," said Dr. Adriana Celser, chief psychologist and manager of psychological services for the Calgary Police Service. "It involves making contact with people to allow them to express their emotions. The idea is to allow people to share their thoughts and feelings."

Critical incidents can have varying effects on those associated with them. What is very dramatic to one person, may have little or no effect on another. Regardless of the level of impact, mental health professionals prefer to include everyone in a debriefing to give them an opportunity to speak, listen or offer comfort.

"Sometimes, people may make it through an incident with no problem," Boenheim said. "These people are great to have at these debriefings because they help out other people. We still try to encourage them to come even though they might not be affected by it, their presence might help somebody else."

"The debriefing is actually the key to the whole process. Generally, 95 per cent of the people walk out of one, realizing they've been in a bad situation, but feeling better about it."

However, not everyone is going to feel better immediately following a debriefing, nor do they have to. Depending on the department's critical incident protocol, mental health professionals may hold a second debriefing involving some or all of the initial participants, make follow-up phone calls to ensure everyone is on the road to recovery, or approach some participants individually and suggest they seek further help.

It's important that people deal with the stress they are feeling because it can lead to long-term problems if they try to ignore it, said Card, who served as a police officer in Halifax for 27 years

before joining the force's EAP in January.

Internalizing the stress resulting from a critical incident, is like placing a problem in a shoebox and putting it into a closet, Card explains. Eventually, the closet will fill up and when there's no more room all of the shoeboxes will come tumbling out the next time you open the door.

"If people let these things build up over a period of time... you get a delayed reaction until the person becomes totally traumatized and maybe even dysfunctional," the EAP co-ordinator said. "Of course, then you get into substance abuse, alcohol and drugs - anything to escape from the real world you're dealing with."

Card speaks from experience. He knows what it's like to carry the stress from a critical incident. He did it for 12 years before he realized that an accident which occurred in 1979, involving a two-year-old boy who was run over by a bus, was having a lasting effect on him.

"Being in my late 20s at the time I thought, 'Well, this is fine, I've handled this. It's just another call,'" Card recalls. "I thought it was handled, but I was packing this in the shoebox."

"Twelve years later I went through one of these debriefings for another incident regarding a motor vehicle accident. The person facilitating the debriefing spoke up and said, 'Edgar I see some tears running down your cheeks, do you want to tell us what brought that on?' And I started describing this car accident which happened 12 years ago."

"That was a release for me. I realized then that I'd been carrying this around with me. It had been gnawing at me underneath all this time and I hadn't even realized it. That was all I needed to deal with it."

While it's never too late for someone to talk about an incident which is bothering them, internalizing it for an extended period of time can create severe problems, Boenheim said.

"If (CIS) doesn't get treated what happens

is it develops into post traumatic stress," said Boenheim, a 15-year veteran and member of York Region's Emergency Response Team. "If it's not treated it's a long-term disability. Once you get the disorder it's very, very difficult to get people back to work."

Post traumatic stress is caused by unresolved critical incident stress. The disorder can alter a person's life dramatically and usually requires professional help to resolve.

CIS and the family

While critical incident stress can adversely affect those suffering from it, the disorder can also have a negative impact on the family. In many cases, officers afflicted with critical incident stress try to hold their feelings in and separate their job from their families. This, coupled with the fact that the disorder can result in drastic changes in a person's mood and behaviour, can put a strain on family life.

"Family members are a double-edged sword at times, especially for police officers because we sometimes feel that we want to leave the job at the office," Boenheim said. "The problem is you can't. Once you get home and you don't want to talk about it actions speak louder than words sometimes."

When a person suffering from CIS shuts their family out, it makes the family feel very isolated, Card said. It leaves family members feeling as though they have no one to talk to.

"They're really carrying as much stress and strain as the principle member involved," he said.

This is when the family can turn to an employee assistance program. Most EAPs cover spouses and children as well as the police officer's themselves and the aid they offer can help put everyone on the road to recovery.

Of course, while they may suffer adverse effects from their loved one's disorder, the family's main concern will be improving the mental health of the person afflicted with CIS. Like a peer counsellor or psychologist, the family can help by letting the person talk about what's troubling them.

"The family has to know how to listen," Celser advises. "They have to be aware of (CIS) symptoms and watch for them."

"They have to spend time with the person who is exposed to the critical incident to offer assistance. They have to reassure them that they are safe."

Celser also says it's important for family members to refrain from telling someone that they're lucky that the incident wasn't worse. Those suffering from CIS already feel the situation was bad enough and they shouldn't be led to imagine how it could have been any more traumatic.

Officers can help each other

Recovering from CIS doesn't just have to take place at home. Co-workers can also play an active role in helping a colleague who is recovering from critical incident stress.

Sometimes, police officers tend to avoid a colleague who has been involved in a traumatic event, Card says. This can often leave a person afflicted with CIS feeling alienated and alone. The best thing a fellow officer can do is to be friendly and offer a line of communication.

"Three or four members might be sitting in the coffee shop or lunchroom at work and in comes this person who shot somebody the month before. They'll come over, pull out a chair and before you know it there's just him and one other person sitting there. Everybody else has left and

the one with him is saying, 'Why am I here?'"

"It's not because they don't want to talk to him, but because they don't know how. People are afraid of saying the wrong thing, so they don't say anything, which is even worse."

"The big thing is to make the person feel comfortable," Card advises. "Extend to them permission to talk about what's bothering them. If you give someone that permission, often all you have to do is sit there and listen."

Police officers can also help each other by getting to know those around them, Boenheim says. If an officer is familiar with his co-workers he or she is in a position to act as a surrogate family member who will be able to recognize when someone is suffering from CIS or another ailment.

"If you work with somebody, try and find out a little bit about them," the York Region officer says. "If I work with you day-in and day-out, a lot of time I know what you're like. If something traumatic happens, then I can watch for a change of behaviour and perhaps intercede before any serious complications develop."

However, it isn't enough for police partners, or even entire platoons to be watching out for one another, according to Boenheim. Every one in the law enforcement community has to believe in the treatment mental health professionals can offer.

"Everybody has to work together - management, association and members," he said. "Everybody has to work together because that's the only way it will all come together."

It's okay to ask for help

Card says he feels that police officers are becoming increasingly aware of the benefits of receiving professional treatment following a critical incident and the negative stigma associ-

ated with asking for help is fading.

"By being affected you're no worse off than anyone else," Card explains. "The passer-by, the school teacher, the carpenter, they're going to be affected if they witness the same thing. Therefore police officers, also being humans, are going to be affected the same way."

"It's no longer considered a weakness to step forward and say, 'Look, I'm having troubles with that call I went out on last week, can I talk to you?'"

And what happens after someone works through critical incident stress? Well, there are positive after effects. Boenheim, like Card, can speak from experience.

The York Regional constable has been involved in two critical incidents, the most recent being a 1990 fatal shooting involving an armed man. Boenheim says he has learned a lot from dealing with the stress resulting from critical incidents.

"Just knowing what to expect, that by itself is important. That's why through education we try to let people know what to expect after critical incidents. If you know what to expect you can deal with it. You know it's going to go away, it's not going to be forever."

"Going through a critical incident and dealing with it in the proper way does make you a stronger person."

To contact Edgar Card of the Halifax Regional Police Service call (902) 490-5414. York Regional Police Cst. Dieter Boenheim can be contacted by phone at (905) 895-1221. To contact Dr. Adriana Celser of the Calgary Police Service call (403) 268-8380.

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Swissair Flight 111... The ripple effect

by Terry Nunn

In September 1998, I was contacted by Health Canada to compile a list of trained trauma responders in the greater Toronto area to fly to Nova Scotia to assist the Emergency Responders in dealing with the Swissair crash at Peggy's Cove. I eventually compiled a list of eleven police officers trained in Critical Incident Stress Management.

On Thursday, October 8, 1998, I flew to Nova Scotia with Sgt. Glenda Shields of Peel Regional Police. We arrived and were accommodated at the Shearwater Air Force Base. We were given an orientation session and then partnered up with mental health professionals, mine being psychologist Dr. Sheila Clyne from Windsor. We were stationed at Peggy's Cove to assist the RCMP, Canadian Coast Guard, Games and Fisheries Officers, Ground Search and Rescue staff, and the very special people who were the residents of Peggy's Cove.

The magnitude of the full operation was unbelievable. Everything from washrooms, food and sleeping arrangements that had to be put into place to assist in the operation of the recovery of human remains, aircraft parts and personal belongings of the victims. A morgue was set up in a hangar at Shearwater Base which included a DNA, dental and X-ray section.

It was made clear to us that all human re-



The Canadian Coast Guard at Peggy's Cove. Their boat would patrol around the crash site picking up debris. They worked eight to ten hour shifts six miles offshore in ten to twelve foot swells.

mains were to be treated with the utmost dignity. A special ventilation system had to be installed in the morgue, as well as refrigerated trailers for the human remains and numerous body bags. A second hangar was allocated to

accommodate the Swissair aircraft wreckage.

Health Canada set up an operations centre in the Coast Guard building at Halifax harbour with phones, faxes, computers, boardroom, washroom facilities and a kitchen. Cars were rented to transport people around as needed.

For approximately 12 days, Dr. Clyne and I would head out to Peggy's Cove and talk with anybody who wanted to talk and vent about what they had to deal with on a daily basis - the retrieval of human remains, personal effects, plane parts, etc. We also talked to the local Legion members who set up a trailer to operate 24 hours a day to feed the emergency responders. They were all volunteers and the food was donated.

We also spoke with some of the local residents of Peggy's Cove. All the people we met impressed us with their caring and willingness to help at any time. Some gave up their holidays or took time off to help in any way they could.

Working with people from all over Canada was an experience. The RCMP, fire fighters, nurses and doctors were all committed to trying to assist in any way they could. Dr. Clyne has a private practice in Windsor and works with the Windsor Police. She knows how emergency personnel think and her competency and understanding shone through.

There is, without doubt, a very heavy emotional aftermath to this tragedy which will take its toll on the community of Peggy's Cove for years to come. It has also had a tremendous impact on the helpers. The vivid memory of what they experienced will be with them always.

I am thankful for the opportunity to have been able to help at Peggy's Cove in some small measure and am very impressed with the efficiency and dedication of all the helpers, volunteers and residents. When I left this close knit community, it was with the feeling that maybe, in some way, I could have done more.

The Police Leadership Forum's Leadership Award

by Scott Bleecker

The Police Leadership Forum's first annual Leadership Award - conferred for Attitude and Creativity in Leadership - will be presented to the successful nominee at the Forum's 4th Annual Leadership Conference planned for September 26-28, 1999 at Windsor, Ontario.

The Leadership Award - established to recognize and encourage a standard of excellence that exemplifies "Leadership as an Activity, Not a Position" - was instituted to increase the effectiveness, influence and quality of police leadership in Canada from an organizational and community perspective.

While communities and police organizations have traditionally recognized police officers and the public for special acts of heroism and dedication to public service, the Forum believes that visionary men and women need also to be recognized as ethical role models and agents for change.

Award Categories

The award may be conferred upon an individual who showed leadership in a specific initiative or strategic endeavour as well as for distinguished visionary service to the broad police community. The award may also be presented to a team of people who conceived and initiated a project that serves as a model in policing on a wide scale, or establishes a precedent in policing practice and service to the consuming public.

Eligibility

The Leadership Award is open to all members of police organizations in Canada, as well as individuals and institutions which serve as community partners. To be considered for the

award, an individual or a team must be nominated by a group of at least five people.

Selection

An independent panel, comprised of one representative from the following list of organizations, groups and individuals, will make a recommendation to the Board of Directors of the Police Leadership Forum for final consideration:

- The Canadian Association of Chiefs of Police
- Canadian Police Association
- Police College or Justice Institute
- University or Community College
- Community Police Committee
- The Canadian Bar Association or Judiciary
- Blue Line Magazine
- Previous award recipient

Nominations and More Information

The Police Leadership Forum is now actively soliciting nominations for the 1999 award.

For more information about the Leadership Award, to obtain a nomination package or discuss nominations for the 1999 award, contact Sergeant Scott Bleecker, at:

Ontario Provincial Police,
Eastern Region Headquarters,
3312 County Road 43 East, P.O. Box 2020
Smiths Falls ON K7A 5K8
Ph: 613-284-4557, Fax: 613-284-4597 or
Email: scott.bleecker@jus.gov.on.ca

The application deadline is July 15, 1999.

The Police Leadership Forum gratefully acknowledges Blue Line Magazine as the sponsor of the 1999 Leadership Award.



by Terry Barker

Blue Talk is a regular column of advice on the topic of police communication problems. Terry Barker is the creator and teacher of Dalhousie's Communication Skills for Police Personnel course, and is the author of **Boss Talk** and the **Five Minute Police Officer**. He taught communication skills for the RCMP, the Justice Institute of B.C. and the Canadian Police College for over 20 years, and is recognized in Canadian police circles as an expert on the subject of how members can better talk to each other. He will answer your questions on communications problems. Send them in!

Q: My boss is a real penny-pincher. He won't spend a dime. He also has a bad temper and thinks that requests from below amount to mutiny in the ranks. I'm entitled to a five-year star but last week he told one of my troopmates it isn't worth the stamp and wouldn't authorize it for me. How can I approach him?

It's tempting to throw the stamp money on his desk and tell the cheap bugger you'll pay for it, but that will get his dander up for sure. It's hard to know how to beard these lions in their dens without getting their teeth in your backside. You may be absolutely right in what you have to say, but that won't prevent you from losing the argument. You have to find a way to skate around their hostility and get them to listen to you rationally and helpfully.

How about trying some "I"-language?

"I" language is a four-step approach you can use on difficult people who hold authority over you. You don't need it if your boss is rational and approachable, but with some dinosaurs it's the only way to get what you want without a major war. Here's a sample:

You: Hey, Boss, can I talk to you for a minute?

Boss: Sure.

You: I have a problem. Will you help me?

Boss: Okay.

You: I have to go on Remembrance Day parade, and I'll be the only officer there without a five-year star. I'm entitled to one, but they have to be ordered. I know you don't want people to think you're sending a rookie.

Boss: Hmm.

You: Can you get me one?

Boss: I'll get on it right away.

Observe what the constable did. He began by putting the boss in a helping mode by using two powerful key phrases:

"Can I talk to you for a minute?" (asking permission for a rational discussion) and

"I have a problem" (putting the boss in a helping mode). What are bosses for if not to help

eager subordinates solve problems?

Then he sold his boss on how it's to his advantage to give you what you want. Don't say you want it because it's good for *you* - say you want it because it's good for *him*.

Finally, after painting the boss into a logical corner, the officer made his request.

So to summarize, there are four steps to this little clambake:

1. Gain the boss's permission to discuss something.
2. Ask for help with a problem.
3. Sell the boss on benefits to them.
4. Make your request.

Such a technique must be planned in advance, and sometimes it may be the only way to get what you want. After all, it's no more devious than using your professional skills on drunks and speeders - and when dealing with people like your boss, who has the power to derail or delay your career, it might be very important to you.

Hey, it works with spouses, too!

Send your questions to Blue Line Magazine at the address listed on page 3 or Email - blueline@blueline.ca. No names or phone numbers need accompany the questions.

The Y zero K Problem

While browsing through some dust-covered archival material in the recesses of the Roman section of the British Museum, a researcher came across a tattered bit of parchment. After some effort he translated it and found it was a letter from a man called Plutonium with the title of "magister factorium", or "keeper of the calendar", to one Cassius. The text of the message follows:

Dear Cassius,

Are you still working on the Y zero K problem? The change from BC to AD is giving us a lot of headaches and we haven't much time left.

I don't know how people will cope with working the wrong way around. Having been working happily downwards forever, now we have to start thinking upwards. You would think that someone would have thought of it earlier and not left it to us to sort it all out at the last minute.

I spoke to Caesar the other evening. He was livid that Julius hadn't done something about it when he was sorting out the calendar. He said he could see why Brutus had turned nasty. We called in the consulting astrologers, but they simply said that continuing downwards using minus BC won't work. As usual the consultants charged a fortune for doing nothing useful.

As for myself, I just can't see the sand in an hour glass flowing upwards. We have heard that there are three wise men in the East who have been working on the problem, but unfortunately they won't arrive until it's all over. Some say the world will cease to exist at the moment of transition.

We're continuing to work on the Y zero K problem and I'll send you a parchment if anything develops.

Best regards,
Plutonium



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Ambassadors in Blue

By Wayne Watson

Their beat is the world. Their sector could be Krajna or Port-au-Prince. Their partners probably don't speak English or French nor do they wear the same uniform as theirs. The only things they have in common is that they are police officers, they wear the blue berets and they share a common willingness to help people in the far away violence ridden corners of our planet.

These law enforcement professionals are part of a peacekeeping operation called UNCIVPOL (United Nations Civilian Police) whose mandate varies according to the situation. Some police officers are deployed to other countries to institute and train a police force, as is the case in Haiti, while others may be requested to investigate human rights violations or monitor elections.

Canadian police officers first became involved in peacekeeping duties when the Royal Canadian Mounted Police sent one hundred of its members to Namibia in 1989. Since then many countries have come knocking on Canada's door to request the services of its law enforcement personnel in order to train and monitor their police forces. From Western Africa to Haiti Canadian police officers devote between six months and two years of their careers in order to share their law enforcement skills with brother officers in other countries.

The United Nations believes that in order for a new democracy to function it is paramount that its people have confidence in their legal system. The police, being the most visible instrument of the judicial system, must show the integrity on which a solid democracy is based. Canada's police community is world renowned for its integrity, tolerance and training.

How does one become a member of UNCIVPOL? The first step is to be releasable by your department. A screening process including medical, psychological and physical



testing follows. Once it has been established that you are physically and mentally capable of dealing with the stress that accompany these types of missions the officer then undergoes training in Ottawa. A thorough briefing is given to each volunteer where s/he will learn about the culture and people they will encounter during the mission.

The dangers are as varied as the countries

the peacekeepers are stationed in. Whether it is scorpions in the Western Sahara or malaria in Guatemala, these officers must learn to cope with different health risks for which they are unaccustomed. These, accompanied with violence, landmines, contaminated food and water, are the type of stressors that await the average UNCIVPOL member. Sort of makes a domestic dispute call seem rather tame doesn't it?

When I asked Staff Sergeant Graham Muir, who spent six months as a station commander in the former Yugoslavia, what motivates someone to volunteer for this type of duty he replied without hesitation, "Adventure". Some police officers will do it initially for the extra money that this type of duty will give them (as much as \$25,000 for six months) but, according to S/Sgt. Muir, you quickly get emotionally attached to your role as a peacekeeper. "It is too difficult and too dangerous a job to do it just for the money," declared this twenty three year veteran of the RCMP.

The living conditions for the peacekeeper also is dependent upon which part of the world they have volunteered to serve in. Some of the personnel reside in Club Med hotels while for others "home" is a run down apartment in a building with no running water or electricity. During their days off most members choose to visit more stable countries that surround them while others go home for a visit or arrange to meet their spouses and children at an exotic location for a family vacation.

The UNCIVPOL officers encounter numerous situations that challenge their sense of justice. Sgt. Mario Roy, a twenty-year member of the RCMP, spent six months as a station commander in St. Mare, a small town in Haiti. His mission for UNCIVPOL was to train and monitor the local police force as well as to change the population's perception of law-enforcement. The people in his area of operation had their way of handing out justice for all crimes. The usual penalty was death and the police only found out about the crime when they found the offender's body in the street.

His officers had to deal with a culture which believed in Voodoo and who were very superstitious. Sgt. Roy illustrates the type of problems they faced by telling the story of how two of his officers had tended to a man whose arm was causing him problems. The man explained to the police that the local sorcerer had placed a curse on him.

The sorcerer's best friend was supposedly having an affair with the man's wife. The police left the village after having calmed the man down. A half an hour later the officers found the sorcerer and his best friend dead. The community had placed tires around their waists, stuffed the tires with hay and set them on fire.

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Sgt. Roy realized that they had succeeded in changing the people's perception of the police and of the legal system the day the members of the community caught a thief and handed him over to the police. This man would have met a different fate had it not been for the efforts of the foreign police officers who had travelled from all over the world to help shape his country's judicial system.

S/Sgt. Muir also had a story that illustrates the type of challenges facing the Canadian police officer when s/he is patrolling a country where the rule of law is non-existent.

One morning when he arrived at his station in the former Yugoslavia the young lady who acted as his interpreter told him of two incidents that had occurred during the night. The first concerned the bombing of a car belonging to the local police's chief of intelligence. The second involved the bombing of the local photo finishing shop owned by a couple where the husband was a Serb and the wife was a Croat. Though the front of the shop was demolished, the rest of the building was intact and no one was injured. The first incident he was told was a message sent by the people wishing to show their displeasure with the way the chief of intelligence was doing his job. Seeing that this incident was not ethnically motivated and was not caused by the local police S/Sgt. Muir concluded that it was not within his mandate to investigate it. The local police would have to handle it.

His interpreter then advised him that the daughter of the couple had witnessed a local policeman throwing the bomb through the window of the shop. She also stated that it was believed that the daughter was having an affair with an employee of the British contingent of the UN and the bomb was the community's way of expressing their displeasure with her behaviour. This incident was definitely within the mandate of the UNCIVPOL. The employee pleaded with him not to mention to anyone that she had told him this story for fear of her life. S/Sgt. Muir decided to go for a walk downtown.

Upon arrival in front of the shop Muir feigned shock and disbelief at the damage that these poor people had incurred. He stormed into the local police station and requested an explanation from the chief of detectives on why he had not been advised of the incident and what were they going to do about it. He was told that they were working on it and, once they had completed their investigation, he would be told of the results.

S/Sgt. Muir "happened" to run into the daughter and expressed his sadness and concern at what happened to her parents' shop. After having answered a few of his questions she finally confirmed that she had seen a local policeman throw the bomb into her parent's store and also admitted that she had been hav-



ing an affair with a British medical officer. She then broke down and pleaded with the Canadian Peacekeeper not to mention this to anyone for it would result in certain death for her and her parents. Remembering that his job was to save peoples lives and not to have them killed, S/Sgt. Muir decided not to proceed with this matter. He did, however, arrange a "chance" meeting with the young British officer and let him know in no uncertain terms that his indiscretions almost got some good people killed. Luckily, the young doctor's tour was finished and he was leaving the country hopefully a little wiser than when he arrived.

What seems to surprise and shock the police officers that go on these missions is the random violence that people are capable of visiting on their own people. It is difficult for Canadians to comprehend the real meaning of lawlessness even though, as police officers, they often see the ugly side of society that few are privy to.

The peacekeepers I met all spoke with emotion of the relationships they had built during their mission. You quickly come to realize that this is what it was all about - people helping people. Through all the hardships and challenges they faced on their tour these world-class centurions get teary eyed and nostalgic when they speak of the people they encountered during their mission.

It has been five years since S/Sgt. Muir left Croatia and he still worries about the people he left behind. Working with law-enforcement personnel from different countries can be a very enriching experience.

Sgt. Roy recounts that as station commander his duties included evaluating the police officers under his command. On one occasion he handed an African police officer a written assessment of the man's performance for the period he worked under him. When the African police officer finished reading the assessment he ran up to Sgt. Roy and gave him a huge hug to express his gratitude for the comments he had written.

The most difficult part of going on a UN mission by far is leaving your family for such a long period. It does not help when CNN broadcasts the war directly into your living room with your spouse and children watching terrified that they will see you appear on the screen being carried on a stretcher or lying dead in a field. Though you can explain to them that it is no worse than patrolling the inner core of a big Canadian city on a warm Saturday night, the anxiety for the family is often difficult to cope with.

"Community policing" - "service delivery" - "client satisfaction" are the new buzz words in law enforcement today. Officers often wonder if the communities they serve are appreciative of the work they do or are they viewed as face-



less civil servants who happen to wear the same clothes. S/Sgt. Muir recounts the following anecdote to underline what some of the people of the community he policed in Bosnia felt about the United Nations civilian police.

Early one morning a resident of the community, an engineer, entered the UNCIVPOL station and said, "S/Sgt. Muir, I just came in to say that every morning when I look outside my window and see the blue UN flag flying over your station I know that you are in residence. That tells me that today I have a chance to make it through the day. The morning I look out and the flag is gone - God help us all". He shook my hand and left.

A remark like this pretty well sums up why Canadian police officers come back with the satisfaction of a job well done. When I asked Sgt. Roy and S/Sgt. Muir if they would go on another UNCIVPOL mission they both replied without a hint of hesitation, "At the drop of a hat!". I'm sure that hat would be a blue beret.

Wayne Watson is a free lance writer and a member of the Royal Canadian Mounted Police from Orleans, Ontario.

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Interviewing the elderly

Scientific research and police practice

By Kerry G. Watkins, M.A.

Synopsis

Canada's population is aging. The number of Canadians 65 years of age and older, is expected to double in the near future. Police - who are used to dealing with the young and middle-aged - will find increasing numbers of seniors coming into contact with the justice system, as victims, witnesses, and even suspects. Police need to be aware that there are some cognitive and behavioural differences between older and younger people, differences which can affect the elderly's ability and willingness to communicate with authorities. This article examines some of those differences to see: what affect they can have on the interview process, how they can affect police assessments of the reliability of senior's statements, and finally how they can affect the elderly person's satisfaction with, and decision to cooperate in, police investigations.

Introduction

Canadians are living longer than ever before. Currently, those 65 years of age and older make up 12% of the Canadian population. That number is expected to double in the near future. Police officers - who are used to dealing with the young and middle-aged - can expect that seniors will be coming into contact with the criminal justice system in increasing numbers, both as victims and as witnesses to criminal activities.

Given that criminal activities can have an especially severe impact on older people, and that the elderly are uniquely vulnerable to abuse, police need to prepare themselves to deal with this rapidly growing segment of the population. Some law enforcement agencies have begun to respond to this challenge by developing investigative techniques and training programs designed specifically to help police meet the needs of older citizens. A number of jurisdictions have had such programs in place for some time.

A crucial part of law enforcement's capacity to meet the needs of the elderly, is its ability to communicate with them. In order for police to communicate effectively with seniors, they must be aware that there are some cognitive and behavioural differences between younger and older people. These differences may require police to adapt some of their interviewing practices when attempting to elicit detailed statement evidence from the elderly.

The purpose of this article is to identify some of those differences and to discuss the types of interview techniques that best address the needs of elderly victims and witnesses. Limitations on the elderly's memory and communicative abilities will also be examined, as will popular attitudes towards these abilities because of their capacity to affect police judgments about the quality of seniors' statements. Finally, we will look at the factors that determine the elderly's satisfaction with, and decisions to cooperate in, police investigations.



Discussion

Stereotypes exist concerning the ability of elderly people to provide accurate verbal accounts of things that they have witnessed or experienced. Such stereotypes are often premised on the assumption that a person's intelligence and mental ability necessarily degenerate with age.

Research indicates however, that this is not the case. When one is speaking of the ability of the elderly to provide accurate and reliable information to police, one must be aware that the affect of aging on intelligence is neither simple nor uniform.

Intelligence is a complex phenomenon that refers generally to an individual's ability to adapt to their environment. Research shows that while some dimensions of intelligence do indeed decline with age, some remain the same, while others actually improve.

When an individual's intelligence does decline with age, it is normally the result of a loss of attention and memory abilities. Research indicates that most memory problems associated with aging are related to the ability of the elderly to process or "encode" information they wish to store in memory, and to their ability to retrieve such information.

It would appear that the elderly are less effective at storing new information in memory, and thus experience greater difficulty attempting to retrieve it. The significance of this phenomenon for police is that the elderly witness will often be less able than a younger subject to retrieve information from memory, and may take longer to recall specific details.

Aging, and its affect on memory processes, has been well researched; however, relatively little work has been done to determine the specific ability of the elderly to provide reliable testimony about crimes they have witnessed. Studies which do exist however, suggest that the

verbal accounts of the elderly - while less detailed than those of younger subjects - are often just as accurate. Thus, there is no reason to believe that the statements of elderly witnesses are necessarily less reliable than those obtained from younger people.

Differences do exist however, in the way in which younger and older people communicate information to others. The elderly generally take more time to answer questions which require them to recall information; they express less confidence in the accuracy of their answers; they present information in a less forceful manner; and they tend to focus on the main attributes of an experience rather than on the smaller details. These attributes can result in the statements of elderly people being perceived as less credible than those of younger people. It can result in the statements of younger, more confident subjects, being given more weight than those of older more tentative witnesses. Such results are unfortunate, especially in light of research which shows that the certainty or confidence a witness expresses is no guarantee of the accuracy of their statement.

Because older people often doubt their own ability to provide accurate information, their confidence must be bolstered by the interviewer. If the older person's confidence level is allowed to drop too low, their cognitive abilities can be impaired. They may prematurely abandon their attempts to recall information from memory by responding, "I don't know", immediately after a question is asked.

Some authorities have identified raising self-esteem as the most important factor in successfully interviewing the elderly. If an interviewer does not recognize and address this "confidence problem", the opportunity to obtain a complete statement from the elderly subject may be lost.

The investigator must ensure that the interview is an empowering experience for the subject; the older person must be made to feel that they are capable of providing the information the investigator is seeking.

There are a number of simple techniques an interviewer can use to bolster an older person's confidence.

Initially, the interviewer must make the subject aware that they are key to the success of the investigation - that they have the information the investigator requires - and for that reason, the subject, will be doing most of the talking during the interview.

Once the interview begins, verbal "encouragers" such as "ok", "mm-hmm", and "uh-huh" are useful tools with which to encourage the subject to continue talking, especially when combined with the use of body language and eye contact.

Making eye contact and leaning the upper body forward slightly can be effective ways of communicating to a subject that the investigator values their contribution and would like them to continue.

The strategic use of silence is another way of indicating to an interviewee that you want to

hear what they have to say and are willing to give them the time necessary to express themselves.

Studies have shown that the elderly tend to recall fewer details of an incident than younger people, but they "demonstrate little, if any, deficiency at recognizing the details of an event". For this reason, when an interviewer is seeking detailed information from an elderly witness he or she should ask questions which emphasize recognition as opposed to recall memory. When taking this approach however, the interviewer must be careful to avoid the use of leading questions.

One of the best ways to achieve this is to begin by asking the subject for a "free narrative" account of what they experienced. "Tell me about the man who assaulted you" - would be an appropriate way to elicit such a narrative. Only after the subject has completed their narrative should the interviewer progress to more specific questions, such as "Tell me about the man's clothing?".

The final phase of the questioning sequence should consist of a series of yes/no questions which draw on recognition memory - questions such as, "Was his shirt light or dark in colour"? This approach attempts to balance the interviewer's need to ask questions which are precise and which stress recognition memory, with the need to avoid contaminating the elderly's statement by asking too many leading questions.

The use of yes/no questions has the added benefit of being a useful way of eliciting information from elderly persons with limited communication abilities. Elderly witnesses often know more than they can easily express. When an interviewer minimizes the demands placed on the older person's memory by asking precise, recognition-based questions, they help them to function more effectively as witnesses, and increase their ability to provide valuable statement evidence.

The structure of the interview is another consideration when interviewing older subjects. The investigator should avoid posing a series of questions that the subject is unable to answer. Failing to provide an answer to successive questions undermines the older persons confidence in their ability, and can affect their overall performance as a witness. Should an investigator encounter a situation in which the witness is having difficulty answering successive questions, they should change the line of questioning. A short distraction, such as offering a cup of coffee, can be used to ease the transition.

When embarking on a new line of questioning the interviewer should state clearly that he or she is changing topics. A comment such as, "Okay, lets look at another area", should suffice. The new line of questioning should begin with a number of general questions, to which the subject can hopefully provide a positive response. The area of questioning which originally gave the witness difficulty, can always be revisited at a later time.

Studies have shown that investigations conducted by police officers who have received training in how to deal with older people, result in considerable benefits for both the elderly and the police. Older people whose cases were handled by specially trained police officers - whose training included techniques for inter-

viewing elderly subjects - expressed greater support for and satisfaction with police efforts, greater feelings of personal and neighbourhood safety, more of a willingness to cooperate with police, and an increased likelihood of reporting crimes. These benefits are the result of increased levels of communication between the police and the elderly. Such initiatives have proven so successful that some police services have developed formal training programs designed to prepare law enforcement officers to deal with older citizens. Such courses help police officers develop an understanding of the elderly's attitudes and abilities, in order that they may learn to communicate more effectively with members of this rapidly growing group.

Summary

Although the topic of elderly eyewitness abilities requires a great deal more research, a number of things are clear. The statements of older witnesses, while often less detailed than those of younger subjects, are not necessarily less accurate. The elderly are often at a disadvantage as witnesses, more because of how interviewers perceive their abilities and attempt

to elicit information from them, than because they lack the ability to remember and express what they have experienced.

Older people can provide accurate, reliable statements to police, and the likelihood of them doing so is increased when appropriate interviewing techniques are used. As investigators become more aware of the affect that interview techniques can have on the evidence they gather from witnesses, and as they become more willing to adapt these techniques to suit the needs of those they serve, they will find that the elderly will take their rightful place alongside the young in contributing to the success of police investigations.

Kerry G. Walkins is an investigator with the Toronto Police Service, where he is currently assigned to the Traffic Services Detective Office. He holds a Bachelor's Degree in Criminology and Political Science from the University of Toronto, and a Master's Degree in Criminology from the University of Toronto. His primary professional interest is investigative interviewing, a topic on which he has both written and lectured. For more information contact him at 416-808-1941 or email: kgw.kgw@sympatico.ca

Seeking degree mid-career - an important step



Cst. Rob Murray

For Constable Rob Murray of the Delta Police Department, seeking a degree in mid-career is an important step for him both personally and professionally.

"Virtually every police officer hired by my department in the last ten years has a degree," Constable Murray said. "I believe that people who want to

become supervisors or managers should be working towards attaining the same level of academic achievement."

Rob said the degree completion program offered at the Justice Institute of British Columbia (JIBC), in partnership with Simon Fraser University (SFU), has met his needs. He is part of the inaugural class that began in January of 1998 and is expected to graduate in 2001. The program is unique and was designed to meet the needs of mid-career professionals working in policing, fire protection, the courts and correctional facilities. It is specifically created to be interdisciplinary, relevant to the workplace and accessible.

"It has already changed the way I personally see things," Rob said. "I have an appreciation and understanding of the issues that police managers face that I didn't have before. The program has also made me less critical and more focused on finding solutions to issues in my workplace."

Even the course work Rob and his classmates have encountered has been directly relevant to their 'day jobs'.

"One of my term papers in the first semester was on the topic of performance appraisals," he explained. "Later in the year, I made a presentation on this topic to my department's management team. Since then, I have been



application to my work place."

While there are other part-time degree programs available, Rob feels this program is the best option for him and others in justice and safety professions.

"I don't feel there are any other comparable programs," he said. "This program has the benefits of attendance — rather than distance education — while providing a schedule that recognizes that its students have full-time employment. Coupled with a career focus, I don't think there is anything else out there."

Of course, it is not easy for Rob and his classmates to keep up with all their work and family commitments as well as the demands of part-time study.

"If anyone is considering enrolling in this program, I would say make sure you have the necessary support from your spouse, children and employer," he pointed out. "Be prepared to work hard and look forward to an exciting, but demanding three years."

The next session of the joint SFU/JIBC's Leadership degree program begins in September of 1999. The deadline for application is April 15th. For an application package or for further information, call Kate Grindlay at (604) 528-5539 or Email her at kgrindlay@jibc.bc.ca.

The Action Behind the Scenes

Working on the set of a major motion picture is not all thrills and excitement.

by Dave Brown

Forget Hollywood. The current hot spot for film locations is Canada.

Film producers are attracted to this country because of its trained crews and, dare we say, wildly generous exchange rates. Provincial and federal governments encourage employment with subsidies and tax credits to the film industry.

Gone are the days that Canadian-made movies had a distinct "home-grown" flavour; locations in Canada have doubled for everywhere from American metropolises (*The Police Academy* series) to Metropolis (*Superman I, II and III*). Alberta played a credible western United States (*Unforgiven* and *Legends of the Fall*) and Winnipeg served as Minneapolis in the recently completed action adventure flick *Red Team*.

This explosion of industry also means that certain technical skills are highly valued. One element common to most action thrillers is an assemblage of firearms. This provides a perfect opportunity for interesting part-time work to Canadians trained in firearms use and with the ability to train others.

Why would local crews be attracted to the opportunity to work on a major motion picture? As I recently found out, it ain't for the glamour and excitement. Working on a film crew can mean excruciatingly long days, and standing around for hours in bone-chilling cold.

While the idea of filming a movie in Winnipeg in the winter might seem like a sure excuse to drug test California's drinking water, it is actually a logical location for an action movie taking place in and around the Minneapolis field office of the FBI.

The movie *Red Team* is about a fictional group of agents who track and hunt down serial killers. The Red Team of the title is an elite task force made up of the best of the FBI's Serial Killer Apprehension Team. Unfortunately, many of their targets seem to mysteriously disappear or die in tragic "accidents" before they can be apprehended. The Red Team begins to suspect an organized vigilante force is using the technology of the FBI to achieve their own agendas.

The film was co-produced by Winnipeg's John Aaron Productions (The producers of *The Arrow* and *For the Moment*) and Hollywood's Regent Entertainment. It stars Patrick Muldoon (of *Starship Troopers*), Cathy Moriarty (*Kindergarten Cop*, and *Casper*), C. Thomas Howell (*Red Dawn*), Fred Ward (*The Right Stuff*), and Tim Thomerson (*Uncommon Valor*). The film employed a crew of 125; mostly local talent. Due to the nature of the movie and the firearms which would be used, it was also necessary to retain a firearms safety specialist.

That's where I came in. When I was first asked to join the production team as the on-set armourer, I was positive it was because of my extensive teaching experience, my ability with firearms or perhaps my "movie star" good looks. In reality, it was simply because I was available and had the necessary Firearms Acquisition Certificate.



Dave Brown is shown here (left) cautioning actor Patrick Muldoon not to disarm him anymore. Movie co-star Cathy Moriarty (right) later apologised for teaching Muldoon how to do this.

While many firearms in the movie were converted to fire blanks, they are still legally firearms, and the on-set armourer must hold a valid firearms licence.

If I had known the grueling schedule ahead of us, I may not have been so quick to accept. I should have become suspicious when I asked for advice on what to bring to the set. The Props Master replied, "A cast-iron stomach and warm boots!" (Certainly sounds like aspects of police work, too.)

If you think that working side by side with big-name Hollywood actors sounds enticing, think again. It can mean working long hours, slamming down fast lunches and trying to stay out of the way until time to do your job. The average day is 14 hours long and the high cost of big-name actors and their accommodations means that filming must drive relentlessly forward six days a week.

While government regulations require the supervision of firearms even on a film set, etiquette demands that you stand absolutely silent and motionless during takes, often inches away from the action captured by the camera. The armourer is not there merely to comply with regulations, however. The primary duty will always be to the safety of the crew.

On-Set Safety

Blank-firing guns can be dangerous and even potentially lethal at short ranges. In fact, there is more gunpowder in a blank than behind a real bullet. The blank is designed to give a characteristic muzzle flash so beloved of Hollywood directors, but it must also have enough force to cycle the action and chamber another round.

Several high-profile actors have tragically died during filming in the past. This has emphasized the need for trained and experienced firearms safety specialists on the set. Production companies have learned their safety lessons well; if not maybe the easy way. The modern film set is very conscious of safety issues.

The armourer is always the only person to handle the firearms from storage until handed



to the actor. They are the only person to receive them back from the actor. The armourer must be the last person that handles a gun before a scene and then the first person that handles the gun after the scene. The firearm must be personally inspected before it is to be used and after it has been handled. A series of inspections ensures that the chamber and magazine contain no cartridges or blanks until required, and the barrel has no obstructions.

It is also a good practice to ensure that everyone on the set is aware of the condition of the firearm and is comfortable with the steps which have been taken for their safety. A professional armourer will open the chamber and magazine for inspection by the actors on the set, the camera and sound crews and any other person who may have the firearm pointed at them during filming.

These safety standards are necessarily high, but they must also be reasonable. Standards must be workable within the confines of budget and time considerations. It does little good if safety is irrational to the point that it unnecessarily slows down the shooting schedule. An experienced firearms trainer has the ability to

know what is reasonably required to create a redundant checklist of safety standards; and those further steps which accomplish nothing beyond a "make-work" project.

If a series of reasonable precautions is followed, there is no possibility of accidents. After all, nobody should ever be placed in a position where they may suffer injury or death just in the name of their art.

Technical Advice

In addition to the obvious safety issues, an armourer with teaching experience, particularly in a law enforcement capacity, can be a valuable source of information on all those little details that really add up to on-screen credibility and authenticity. While there is no question that certain techniques are performed simply because they "look good on camera," the true genius is often in the details. A professional armourer can advise on techniques as diverse as how to hold the firearm, to the proper way to kick in a door. While an armourer would not replace a background advisor, such as the FBI agent used as a technical advisor on *Red Team*, they can provide a lot of valuable, and cost-effective, expertise.

On the other hand, an experienced armourer understands that they are still there only in an advisor capacity and, beyond safety issues, the director always has final say. Doing some things a certain way simply for their entertainment value is a legitimate consideration as this is, of course, the entertainment industry, and not a training film. (The drop-and-roll shooting technique that will appear in the final print of *Red Team* may not be entirely realistic, but... hey, if the actor wants to do it, it does look fun.)

An armourer can also be useful long before the cameras roll. There is always a lot of curiosity about the firearms, particularly by actors and crew with limited experience with them. An armourer should be prepared to answer a lot of questions. Good armourers can demonstrate the firearms for the crew provided such handling is supervised and accomplished when the armourer has no other obligations. It is to the benefit of everyone on the set to have some knowledge on the safety and functioning of a firearm.

When I started on the set of *Red Team*, I encouraged the cast and crew to approach me and ask questions or bring their concerns to my attention. I made sure that I was clearly identified so that it was plain to everyone who was to handle the firearms and who they could approach to ask questions (or even to have a souvenir photo taken with one of the prop guns).

Working with the Stars

I enjoy my job as a firearms trainer, especially when I see how hard actors work. While I may be jealous of their multi-figure salaries, I would not be too quick to trade places. The crew may start at the first hint of daylight on the



horizon, but the actors can spend hours in the hair and makeup trailers long before the cameras roll. Often the first to arrive and the last to leave the set, they may only have the walls of a trailer to stare at in between takes.

I found all the actors to be very professional about their business and they followed my safety and technical advice to the letter. (In fact, I can think of a few police officers that took longer to learn the safety and handling techniques that the actors were quickly practicing.) It is unfortunate that someone else's previous mistakes had to result in several deaths

before Hollywood began to take firearms safety seriously, but the actors on *Red Team* were conscious of safety issues and very appreciative of the presence of a full-time armourer on the set. It added immensely to the professionalism of the production, as well as contributed to the safety and health of all the crew.

Perhaps one day we may even see a time when more actors actually demonstrate some basic safety skills on the big screen. Maybe I am dreaming, but I do know of one group of actors at least, that will certainly be more conscious of firearms safety in future productions. After all, they all want to get a chance to actually spend their multi-figure incomes.

Coming Soon to a Theatre Near You

Working on the set of a movie was a unique experience. I met some very interesting people and I managed to freeze a few body parts that I was not even aware I had.

The pay-off will be in the final product. When the movie *Red Team* is eventually released at your local theatre or video store, watch carefully for a copy of *Blue Line Magazine* sitting on the desk of the head FBI agent. If you don't blink, you may even notice a very short cameo appearance by myself as a busy FBI agent.

My brief flirt with stardom almost didn't come about, however. When the director was deciding on the extras for an office scene, they weren't too sure if they wanted to use me because I "didn't look very authentic."

What finally convinced them was that I did have my own warm boots.

In addition to his attempts at writing as *Blue Line Magazine's* Tactical Firearms Training Editor, Dave Brown has consulted and worked on the set of several theatre and film productions. He drafted a series of Firearms Safety Guidelines for Film Productions that he would be happy to share with anyone working in similar positions in Canada. He can be reached at 204 488-0714 or by E-mail at blueline@blueline.ca.

The "Response" has been great

Exhibitors are preparing their goods, guest speakers are reviewing their notes and registrations are pouring in as *Response 99* draws near.

"Everyone is working very hard to make this year's show both interesting and informative for those in attendance," said Mary Lymburner, a *Response 99* coordinator.

Lymburner says the effort being put into the show will be well worth it as law enforcement officers from across the country have shown great interest in this year's event.

"The response has been overwhelming," Lymburner said. "We've had dozens of law enforcement officials pre-registering for the show everyday."

Those attending *Response 99* will have an opportunity to view and take part in events and displays that have never been offered at other trade shows in Canada.

Hal Cunningham, a surveillance expert and one of *Blue Line Magazine's* contributing writers, has planned an extensive *Surveillance Conference* that will be of interest to both private investigators and law enforcement personnel.

The seminar will cover topics ranging from surveillance techniques and equipment, to how to train staff and perform counter operations.

The highlight of the seminar will be an information and brainstorming session, which will give officers the opportunity to privately discuss mutual concerns and questions. To register for this event fill out the registration card on the cover sleeve and mail it in to *Blue Line Magazine*.

The Canadian Police Research Centre has also planned a major display for *Response 99*.

The CPRC will host an exhibit featuring innovative technology that could some day be used by the law enforcement community.

In addition to these attractions, there will be some new faces at *Response 99*. A number of new exhibitors will be on hand featuring everything from photographic equipment, storage units and police vehicles to whistles, K-9 equipment and sunglasses.

"The show has definitely undergone some major changes over the past three years," Lymburner said. "But they have been positive changes made to benefit both the exhibitors and those who attend the trade show each year."

Response 99 will be held at Le Parc Conference Centre in Markham, Ont., from April 20 to 21. For more details regarding the show contact *Blue Line Magazine* at 905 640-3048. To pre-register for *Response 99*, and get in free, complete the form on the cover sleeve of the magazine and fax to 905 640-7547.



SURVEILLANCE



"The artful watcher"

by Michael A. Coates

If you are exaggerating an 'injury' to justify a large insurance claim, then you had better watch out - you may be the target of a well organised surveillance team intent upon collecting evidence that will refute your claim.

Hal Cunningham said that in cases such as these, people are often unaware that they are potential criminals - they don't seem to realize they are attempting to defraud an insurance company with a false or inflated claim - or even that they can be caught. He said that they think of it as an innocent game where they have nothing to lose, but with the right stories and dramatics, they have everything to gain. Cunningham said after a settlement has been reached, these people usually experience a miraculously recovery.

How would Cunningham know this?

Because he has spent a good part of his 25-year career involved in police surveillance, which included a year in the Witness Protection Program in counter-surveillance, plus - he has been deemed an expert witness with regards to surveillance evidence. Over those years, he has learned a few tricks of the trade, and has turned his experience into a profitable part-time hobby teaching the aggressive art of surveillance. To date, his clients include Canada's Military Police, large corporations, private investigation companies and of course, individuals who want to pursue a career as a private investigator.

Cunningham who is a resident of Oshawa, described his three-day course as a cross between a 'boot-camp' and an 'outward-bound experience.' On the first day he teaches the terminology of surveillance - The 'target' is the person who is the subject of the surveillance. The 'road-boss' is the team leader - the person who makes the decisions. The 'eye' is the team member who has the 'target' under direct surveillance. 'Number 2' is the team member who is in a position to take over direct surveillance in the event that the 'eye' has had to give up the position or a change-up has been called for by the road-boss. 'Shade' is either a person between the 'eye' and the 'target' when on foot surveillance, or is a vehicle between the 'eye' and the 'target' vehicle when mobile.

Before each surveillance operation, the road-boss will brief the team on the identity and possible whereabouts of the target, the targets' vehicles, places frequented, and descriptions of known associates, plus any other pertinent information. The more the team knows about the target, the better. One person on the team will be the designated 'note taker'. Often, video evidence is required and this creates a whole new problem for the surveillance team - how to video-tape a person without being conspicuous.

Cunningham said, surveillance experts are improvisational actors, able to think on their feet - people who can immediately adapt to any new situation. They should be prepared to blend into the maze of ordinary people by wearing urban camouflage - clothes that do not attract attention. He said, very rarely will a target spot a surveillance team member on first sight, but if



Photography by Michael A. Coates

Hal Cunningham

there is something unusual about that member's appearance or demeanour, the image is stored in the target's subconscious. Should the target recognise the same person in a different locale, the 'warnings bells' go off, at which point the target will become 'surveillance conscious' - this is when the road-boss should call off the project for the day in fear of arousing further suspicion.

Cunningham promotes the concept of team surveillance. While private firms may not have the financial resources to fund a team of 4 or more people, Cunningham advocates that the one-person surveillance is both unnecessarily difficult and dangerous. He said, one should never confuse 'Hollywood' with reality. While a one-person operation may make good script, or a bumper to bumper car pursuit may provide an ideal camera shot, this is not how surveillance is done.

After a morning of theory, it was time for a practical lesson - Cunningham acted as the target to get everyone acquainted with the basic techniques of surveillance. Armed only with 2-way radios tuned to secured frequencies, the students got to experience both mobile and foot-surveillance. On day one, Cunningham made it easy - on days two and three, the new targets were less forgiving. These individuals, affectionately referred to as 'rabbits', lead the student surveillance team on a merry chase throughout the GTA. Cunningham, a perfectionist, worked with each student sharing with them everything he knew about surveillance. He pushed his students hard so they learned from their experience - he pushed them hard to think, to be creative, to work as a team - to succeed. His persistent efforts paid off - by the end of the third day the students were all starting to think as one unit. As the course progressed, communication skills and teamwork improved dramatically.

With the ever increasing problem of fraudu-

lent insurance claims, companies losing inventory, cloned cellular phone operations, video piracy, car-thief rings, etc., the need to collect evidence to curb these operations rests mainly in the hands of both police and private surveillance experts.

OK Let's try this;

- #1. Embarrassing moment # 1. Doing surveillance and committing a 4 wheel drift around a corner in front of a bus stop and four people watching my antics. Suddenly, I had to jam on the brakes, back the car up in front of them and retrieve my hub cap, put it in my trunk and race off.
- #2. A full brake lock on a busy street in front of a group of people, to do a J turn, 180 degree spin on the spot, to immediately turn around and race away, unfortunately my emergency brake stuck on and I couldn't go anywhere.
- #3. I let the target continue on the east bound Hwy. 401 as I exited and let other team members move up and take over. I went up the ramp until I was out of sight then reversed at about 40 mph back towards the highway. When I started to brake my car did an immediate 180 degree turn and stopped, leaving me in the middle of the off ramp facing westbound in the east bound traffic lanes.
- #4. During a quiet moment while one of my team members was watching our house I slipped over to the drive through at MacDonalds. I did not realize that one of my team mates was sitting in the same lot. As I pulled up to the speaker the attendant asked for my order. The team mate, our resident practical joker, timed it perfectly and used his microphone to broadcast clearly through my radio, "Yes, I'll have thirty five Big Macs and seventeen chocolate shakes", before I could reach under my seat to turn the radio down.

Hal Cunningham can be contacted at Surveillance Consultants: 416-716-3107

Michael A. Coates, is a Burlington, Ontario freelance writer. He can be reached at 905-331-0805 or Fax 905-331-0827

E-mail: macoates@inforamp.net

The Surveillance Conference

The first annual **Surveillance Conference** will be held at the LeParc Conference Centre April 20 - 21, 1998

Interested attendees can register by calling Blue Line Magazine at 905 640-3048 or by filling out the registration card on the front sleeve of this magazine.



New pins presented to BC officers

by Floyd Cowan

When 31 British Columbia police officers stepped forward to receive their awards from Lieutenant-Governor Garde Gardom at the 1998 Police Honours Night they were presented with a pin instead of a plaque which previous recipients were given.

The new pin is to be worn on the uniform, providing a more public acknowledgement of the officers' achievements. "The plaques were not really adequate," says Carol Quartermain, Program Manager for the BC Ministry of Attorney General who did a great deal of the footwork to get these pins from the drawing board to reality. "These pins provide daily recognition of the outstanding job the officers have done."

The idea for the pins was born three years ago when Victoria Chief Constable Doug Richardson was President of BC Association of Chiefs of Police. Chief Richardson has a strong interest in medals and felt there was a better way to recognize excellent work than a plaque that would sit on a shelf gathering dust. However, when the committee investigated the possibility of awarding a medal they found there were too many complications and a medal for bravery is already available, so they looked at other options.

When it was decided a pin would be awarded, Staff Sgt Wayne Coleman, who is an expert in design of medal and pins, was asked for his assistance. Staff Sgt Coleman presented several design possibilities, and the committee chose one that incorporates the BC provincial flag and a spray of Dogwood, the provincial flower.

Two pins, which are 3/4 inch by 1 3/4 inches, are awarded - gold for valour, silver for meritorious service. Awards of valour are the highest honour given to BC police officers who have knowingly placed themselves at substantial risk of death or serious injury while acting to help others. Awards of meritorious service are given to officers who act in a manner significantly beyond the standard normally expected.

All previous recipients who received plaques can apply for a pin. As the criteria for



the award has changed each Chief Constable and the Commanding Officer of 'E' Division, RCMP, will have to review the circumstances of the award and decide which pin should be given. In addition to the pin, winners are also presented with a certificate, which has long been a part of the honours.

The pin is to be worn on the left breast above the pocket.

The 1998 Awards of Valour

Cst Lisa Olson of the *Delta P.D.* for apprehending and calming a man with a shotgun as he attempted to escape the shooting of several people at a local pub.

Constables Donald Cayer, Trevor Herrmann and

Alan Kussat of *Vancouver P.D.* for rescuing a suicidal woman who had climbed a construction crane some 65 metres above the ground.

Awards of Meritorious Service

Insp. Rod Gehl and

Sgt. Bill Emery of *Abbotsford P.D.* and **Cpl. Kevin MacLeod** of the *Chilliwack RCMP* for their work in successfully investigating a vicious baseball bat attack on two young women in Abbotsford which resulted in the death of one and life threatening injuries to the other.

Sgt. Ken Mills of *Delta P.D.* for subduing a man in a Surrey Sikh temple who had just slashed the face of another man with a sword.

Constables John Horsfall and **Ian MacWilliams** of *Delta P.D.* for producing an acclaimed educational video for youth about the dangers of drinking and driving.

Sgt. A.J. Bryant of *Oak Bay P.D.* for pursuing and struggling with a bank robbery suspect while off duty and unarmed, and then calling for assistance, which lead to the suspect's apprehension.

Cpl. Tom Woods of *Esquimalt P.D.*, **Constables Ross Elliott** and **Chris Horsley** of *Saanich* and **Cst. Grant Hamilton** of *Victoria P.D.* for developing a highly successful youth violence prevention program.

Staff Sgt. Kevin Worth, Sgt. Gary Green and **Cst. Suki Dhesi** of *Victoria P.D.* for developing and implementing a diversity training program that educates police members and recruits about aboriginal and multicultural issues.

Sgt. Ian Chu and **Constables Mark Barritt, Gavin Quon** and **Gary Weishaar** of *New Westminster P.D.* for evacuating 74 people, mostly seniors, from a burning apartment building.

Constables Toby Hinton and **David Kolb** of *Vancouver P.D.* for locating and then subduing a highly agitated and violent suspect who had stolen a car and held up a gas station.

Cst. Patrick Pagazzi of *Vancouver P.D.* for saving a suicidal man by leaping between third floor balconies and then cutting down the man who had hanged himself with a rope.

Sgt. Doug Fisher and **Constables Gary Dimock** and **Andrew Lacon** of *Vancouver P.D.* for apprehending an aggressive suspect who threatened them with a handgun.

Constables Ralph Pauw and **Ray Winters** of *Vancouver P.D.* for tracking, with their police dogs, four heavily armed suspects who were about to invade a home. They apprehended three of the suspects.

Sgt. Doug Leopard of *Vancouver P.D.* for rescuing a suicidal man from the Fraser River.

Child trauma focus of seminar

The National Organization for Victim Assistance (NOVA) will present the training session "Debriefing with Children of Trauma" at the Toronto East General Hospital, May 10, 1999.

Disasters of all types strike individuals and communities on a random, arbitrary, and continuing basis. Whether catastrophe is suffered as an individual tragedy or is confronted by a large group of people, the psychological trauma that occurs in the aftermath can have long-term effects.

Children who are involved in traumatic events may experience immediate or delayed reactions to the incident, or some combination of both types of reaction. Participants will learn about children's experiences of catastrophe, death and dying, and their longer term stress reactions. Developmentally appropriate methods of addressing children's reactions to crises will be presented, and workshop participants will have an opportunity to practice these methods through role playing. Guidelines for working with children in group settings will also be provide.

For further information contact telephone 416 469-8272.



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Travel the historic Red Coat Trail



Map West logo design: Little Four Communications Inc., Winnipeg, Manitoba

In the summer of 1999, the Royal Canadian Mounted Police is planning a huge celebration of its heritage. Canadians from coast-to-coast are invited to take part.

The North West Mounted Police's arduous trek west, the establishment of frontier posts and the initiation of friendly relations with the Aboriginal Peoples will be just some of the milestones being honoured.

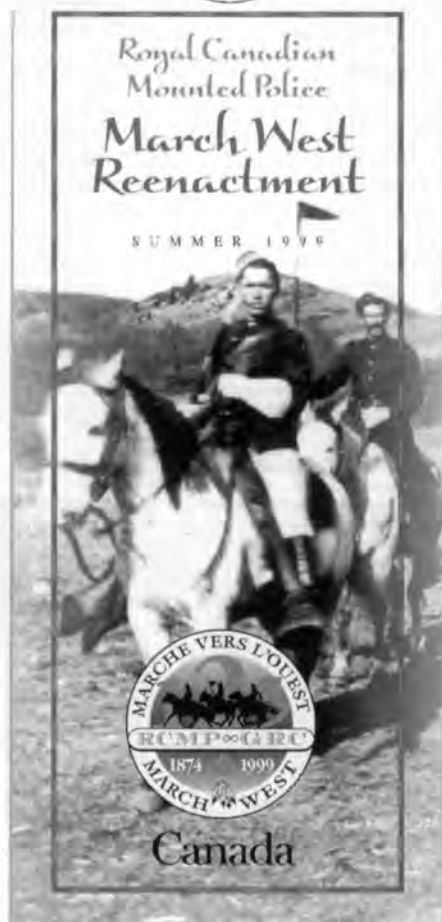
The Prairies will be the focus of an elaborate undertaking - the retracing of the Mounted Police's March West. The re-enactment of this monumental March will begin May 8, 1999 in Emerson, Manitoba, when a group of riders set out to trace the route of the early expedition. The journey will continue until July 28, 1999, when the riders reach their final destination in Alberta. The re-enactment will wind across Manitoba, Saskatchewan and a northerly and southerly route in Alberta. The event will involve hundreds of communities and volunteers.

Getting Started

The idea for a mounted police force to bring order to the frontier west was originally proposed by Sir John A. Macdonald, Canada's first prime minister. Mindful of the violence which had accompanied westward expansion in the United States, Macdonald conceived of a force of mounted police whose primary responsibility was to establish friendly relations with the Aboriginal Peoples and to maintain the peace as the settlers arrived.

Organised in 1873, the North-West Mounted Police was dispatched west to Manitoba. Here, a force of 275 men set forth across the prairies. The trek across the unsettled territory proved long and arduous, testing the capability of the fledgling corps even to survive. It was this baptism by fire which forged the identity of the North-West Mounted Police and continues to inspire RCMP employees today.

On July 8, 1874, two contingents of the fledgling North West Mounted police assembled at Fort Dufferin, Manitoba, poised to embark on the first great mission. The destination was Whoop-Up country, 800 miles away



across empty prairie.

At the outset, the route would be along the newly defined Canada-United States border - following a trail recently covered by the commission laying the boundary. The officers anticipated that there would be difficulties along the way, but never imagined the hardships this party would be forced to endure.

The mounted party of 275 officers and men

that left Fort Dufferin were divided into six troops or divisions, identified by letters "A" through "F". Included in the march were an odd collection of ox-carts, wagons, field artillery pieces, agricultural implements and 93 cattle-items needed to support the police presence on the frontier.

The first part of the journey was considered easy because of an adequate supply of forage and water, but still the horses unused to feeding on prairie grass began to fail. By July 24, the force had reached Roche Percee, 275 miles from its point of departure.

Here, Commissioner George Arthur French rested his contingent for five days and revised his plans. On July 29th, French divided his party: sending Inspector Jarvis and most of "A" Troop along with the weaker horses and oxen north to Fort Edmonton where shelter and sustenance was available at the Hudson's Bay Company post. The rest of the force pressed on westward.

The journey became more difficult throughout August and early September. Some areas of the prairies resembled desert where grass and water were very scarce. The animals suffered, many sickened and some died. The men too flagged under heat and the hardships of the journey.

Occasionally new experiences alleviated the tedium. On August 13th Commissioner French and his officers in full dress uniform sat in powwow with a band of Sioux Indians. Mutual assurances of good will were exchanged and the peace pipe passed. The mounted policemen also had their first encounters with buffalo during this time. The hunt which ensued provided a much needed and welcome supplement to the food supply.

The Arrival

On September 12th, the force reached its destination - the Belly River near its junction with the Bow River in present-day southern Alberta. To Commissioner French's great distress he found neither the notorious whiskey traders nor their forts. Whoop-Up country lay further west.

By now the force's condition was desperate.

Horses and oxen were dying at an alarming rate and the men's uniforms were wearing to tatters. Moreover, the weather was growing colder and an early winter was feared. French turned his force south and near the border found good camping and grazing grounds in the Sweet Grass Hills.

Then French and Assistant Commissioner J.F. Macleod proceeded to Fort Benton, Montana to purchase supplies. At Fort Benton, French received instruction from Ottawa to leave a large part of his force in southern Alberta and to return east with some of his men to set up headquarters near a planned seat of government for the North-West Territories. In compliance, Commissioner French led "D" and "E" troops back east setting out on September 29th and eventually establishing the first headquarters of the force at Swan River, Manitoba.

Assistant Commissioner Macleod now commanded the North-West Mounted Police on the frontier. While in Fort Benton, he hired Jerry Potts as his guide and interpreter. Potts was the son of a Scottish trader and a Blood Indian woman. His exceptional knowledge of the west and his unfailingly sage advice was to be a godsend to the Mounted Police over the next twenty years.

Immediately, Potts led Macleod, "B", "C" and "F" troops north to Fort Whoop-Up at the junction of the Belly and St. Mary Rivers. There they found that the whiskey traders had learned of mounted police's approach and had gone out of business. The NWMP then built Fort Macleod in southern Alberta - becoming the first fortified presence of the force on the frontier.

The Legend of the March West

The March West is a significant phrase in the lore of the Mounted Police. It symbolizes the force's reputation for perseverance in the face of adversity. Later generations of Mounted Police officers would take pride in this achievement of the original members. Many authors who have traced the development of the force emphasize the importance of the March West in forging the unity of the North West Mounted Police.

After a most difficult journey, a relatively small band of policemen was established on the western frontier. And from this modest beginning, its influence on the future of the west in particular and Canada in general would grow enormously. A police force was in place which asserted the sovereignty of Canada over this vast territory and which would be a powerful influence for peace in the difficult days of transition ahead for the frontier.

Saddle up and join the March West

Are you interested in taking part in the March West either as a participant or as a sponsor? The March West will cross all three Prairie provinces and pass through hundreds of western communities. Check out the map for the hottest trail of '99.

For more information regarding participation, please call 1-800-575-9600 or for general information visit the RCMP's web site at www.rcmp-grc.gc.ca. You may also contact Sgt. Kevin Graham for sponsorship/donations at 780 412-5461 or fax him at 780 412-5403. Donations may be sent to **March West Committee**, PO Box 1999, Edmonton AB T5J 4W8. Any donation over \$10.00 will receive an official tax receipt.

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The Law Enforcement Handbook

Third Edition

Supt. Des Rowland
James Bailey

New Release

This text is a compact, detailed, and highly readable reference/text that examines patrol and investigation techniques. The handbook is designed primarily to meet the needs of the on-the-street police officer. It facilitates at-a-glance reference and study with its step-by-step outline of police skills.

HIGHLIGHTS

- New material added on Canadian Rights and Freedoms (featuring precedent-setting cases), Forensics (including DNA and other new types of evidence), Ethics, Community Policing, Computer Crime, and other issues reflecting the challenges facing policing professionals in the late '90s.
- The second edition sold more than 5,000 copies since it was published in 1991. It is the only book of its kind on the market, and has been a consistent bestseller for 15 years.
- The book has received many endorsements from prominent members of both the policing and education communities.

CONTENTS

PART I: Patrol. Working the Streets. On the Record. Responding to Emergencies. Stopping and Searching Vehicles. Traffic Accident Investigation. Hazards and Disasters. Street Psychology. Community Policing.

PART II: Criminal Investigations. Suspect Interviews. The Crime Scene. Forensic Science. Major Case Management. Raids and Searches. Surveillance. Internal Theft Investigation. Crime by Computer. In the Witness Box. PART III: Personal Challenges. Ethics. Job Stress.

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Donald G. Mills

Saint John, New Brunswick

Editor's Note:

We have been staggered by the popularity of our Web Page. January saw over 105,000 hits in 30 days. Visitors to the page downloaded over 300 megabytes of data. This page now has a complete Supply & Services guide that is searchable for whatever product or service law enforcement agencies are looking for. Our Canadian Links are kept up to date and the news and information kept fresh each month. This could be the reason for its popularity.

We are members of a team initiated for the purpose of researching and devising a means of answering public concerns about prostitution in the city of Calgary. During our research, one of the findings of our Prostitution Study Team (PST) was that the media tends to portray prostitution



as a glamorous world of pretty girls and johns. This of course is not true. Prostitution is an ugly world filled with sexually transmitted diseases, violence from pimps and sex trade offenders,

drug use and abuse, and debris such as condoms and needles left behind on our streets.

With this in mind we are writing to you to express our concern with the cover of your January 1999, Blue Line Magazine. This cover depicts an officer seated in the front seat of his police vehicle speaking to a prostitute while what appears to be either the pimp or a customer stands at the front of the vehicle. We understand that this was a "setup" photograph using an attractive female Vancouver police officer. But that is just the point. The clean, attractive, leggy prostitute is an inaccurate portrayal of the reality of what is, in fact, a harsh dirty world.

One of the initiatives developed by our PST was a plan to change the way in which prostitution is portrayed in the media, including the visual images of prostitutes and the language surrounding this portrayal. Too often the pictures of prostitutes are similar to that portrayed on the cover of the January issue. Prostitutes are not pretty. For the most part they are victims of abuse, infected with STD's, who abuse one form or another of illegal drugs. Prostitutes are just that. They are not "girls", "working girls", or "hookers", and in the same token clients are not "Johns" they are "Sex Trade Offenders" who prey upon prostitutes, young and old alike.

Areas where prostitution takes place are not "strolls" they are "sex trade locations". The media is one of our strongest tools for education of the public and we should utilize it to get our message out to the public whenever we can. If we are to expect the public media to realistically portray prostitution for what it is, then it follows that a publication intended for police officers should be responsible for a realistic portrayal as well.

We should note that the DISC program designed by Constables Ramos and Payette of the Vancouver Police Service, is to be applauded. It is an innovative program that is being considered for use as one of the tools to be used by the Calgary Police Service as we work toward the management and control of prostitution in our city.

One other note of concern regarding the cover of the magazine regards officer safety. Again, we realize that this portrayal was "set up", and our concern is not in any way a reflection on the Vancouver Police Service or its policies and procedures. However, speaking as supervisors in the Calgary Police Service, we would be dismayed to see one of our officers disregard basic officer safety considerations by placing himself at the apparent disadvantage that this officer is in. Being seated in a police car speaking to a possible offender, while apparently totally disregarding any possible threat from the male standing in front of the police vehicle should not be a cover page portrayal for a credible publication such as Blue Line Magazine.

We are avid readers of your publication and voice our concerns in the sincere hope that what we see as oversights, such as the January 1999 cover, will be corrected in future issues.

Acting Staff Sergeant Paul Laventure,
Drug Unit Commander
Staff Sergeant Debbie Middleton-Hope,
Vice Unit Commander
Acting Inspector Blake McWilliam,
1 District Commander Calgary Police Service



On January 29, 1999, the Canadian Forces Liaison Council gave the *Most Supportive Employer in Manitoba* award to the Winnipeg Police Service. The award was accepted by Chief of Police Jack Ewatski (centre) from The Honourable Art Eggleton, Minister of National Defence. The Winnipeg Police Service was nominated by Lieutenant-Colonel John Robins (shown on the left) Commanding Officer of the Royal Winnipeg Rifles.

The Winnipeg Police Service has a policy

of allowing time off for military service and topping up pay if necessary. Being commanding officer of a reserve unit is one of the most demanding jobs in the military. The Winnipeg Police Service has allowed Lieutenant-Colonel Robins the flexibility - often on short notice - to take time off to attend to his military responsibilities. This might range from two-hour meetings to nine-day exercises. A request for a year's leave of absence for United Nations duty was approved within twenty-four hours.



by Tom Rataj

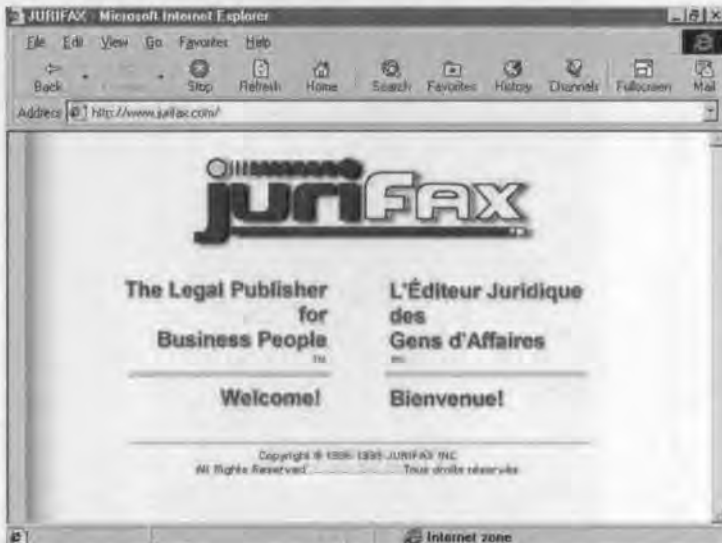
Technological resource policies — a la carte

Jurifax of Montreal introduces their complete line of technological resource policy models for the modern office environment

In these days of the completely connected society, the ability to communicate directly and indirectly with anyone from virtually anywhere has presented us with a number of problems. The unpredicted and rapid growth of the facsimile (fax) machine in the 1970's and the early 1980's, followed by the explosive arrival of the Internet with electronic mail in the early 1990's, has resulted in potential liability issues for employers everywhere.

Of late, there seems to be a story in the news media every other week about an employee using company equipment to access, download and store inappropriate or illegal materials off the Internet. There have been a number of lawsuits both in Canada and the United States over the rights of employers to monitor employee's private use of corporate equipment. Whether it is the use of the photocopy or fax machine or the sending and receiving of electronic mail or other electronic data over internal networks or the Internet, there are complex issues that need to be addressed.

In many cases the rights and responsibilities of employees and employers have never been established in any formal manner. While in most cases there is some type of informal understanding of these rights and responsibilities, the lack of established policy creates problems when these informal understandings have been breached. Many of these informal understandings are adaptations of accepted business practices carried over from the days before the influx of electronic business equipment and systems. Unfortunately they fail to address all the new issues created by the use of these systems.



POLICY A LA CARTE

Recognising these problems, Jurifax Inc. of Montreal has developed a series of ready-made policy models designed to address the specific issues of each type of technological resource. Thoroughly researched and professionally prepared by Vincent Allard and Richard Pigeon, both of who are attorneys, the policy models are designed to establish the rules of use by employers and employees. According to their research, fewer than 10 percent of companies have formalised rules established to define the use of their technological resources.

Jurifax Inc. which was established in 1995, specialises in the electronic publishing of legal products, especially commercial contract models intended for legal professionals and business people. Their products have been available through a fax-on-demand system since January 1996 and are now available electronically through their web-site. In addition to their commercial contract models, they have recently added models of company policies governing

the use of the Internet and Intranets, e-mail, computers, telephones, facsimile machines and photocopiers.

I had an opportunity to review the models of Internet and e-mail use, and found that they provide a no-nonsense and clear policy model that thoroughly defines and establishes all the parameters of use, without resorting to too much legal mumbo-jumbo. Each model came supplied in electronic document format along with a simple one-page user guide. Formatted in Microsoft Word for Windows, version 95 through to 97, the policy models are available in English, French and Spanish.

The policy models are supplied in an electronic format so that each customer can readily customise the policies to include corporate information or other special requirements. The policy models are formatted in a plain style that requires nothing more than basic word-processing skills to edit, making it very easy to produce a finished custom product. Clearly the advantage of this product is that 99 percent of the policy research has been done, and the ready-made policy can be implemented without the usual "reinventing-of-the-wheel" process that often hijacks policy implementation.

Priced at a reasonable \$49.95 per model, Jurifax products can be downloaded directly from their web-site at <http://www.jurifax.com>. Payment is accepted through a secure on-line transaction system that accepts Visa and MasterCard.

For more information about this range of products please contact Jurifax Inc. at 1155 Rene-Levesque W., #2308, Montreal Quebec H3B 2K2 (514) 395-2858 or visit their web-site.



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Dale Kliparchuk - Director / Instructor

This cop's nobody's puppet

by Devon Clunis



Dressed in a Winnipeg Police Service uniform complete with Sergeant's stripes, sporting a red-headed crew cut, his big blue eyes staring at you, Sergeant Willie sounds like a commanding figure.

But Sergeant Willie is not your average Winnipeg Police Officer. First, he only stands about three feet tall, second, he doesn't carry a gun and third, he's got a heart of wood. But none of that stops the wise cracking Sergeant from getting the job done.

With the help of his partner, 37 year old Constable Dave Dixon, Sergeant Willie has been entertaining and educating Winnipeg School children for the past four years. Dixon, a 12 year veteran of the police service is a self taught ventriloquist whose skills rival those of a professional.

What started as a hobby six years ago has grown into a dynamic safety program for youngsters, focusing on street, bicycle, personal, and Halloween safety. "I'm very pleased with the success of the program," Dixon says, "I always had in the back of my mind that I wanted to combine ventriloquism, teaching kids and my role as a police officer.

Dixon begun his craft by standing in front of the mirror and talking to himself. "Funny," he says. "To think police officers often take people to the psyche ward for doing the same thing."

In his spare time Dixon read books on ven-



Photo by Kerry Walker

triloquism and attended ventriloquism conventions where he honed his skill. After many hours and numerous rewrites he has developed safety programs specific for individual grades and student assemblies. But in each session, it's the diminutive sergeant who commands the children's attention.

The effervescent Sergeant Willie delivers his safety messages mixed with a generous dose of comic relief. During a Halloween presentation at a local school, the wise cracking sergeant offered advice to the eager trick or treaters. "Eat all the candy you want. Stay out really, really late," he said to the loud approval of the kindergarten to grade 4 audience. With some good humoured coaxing, Dixon soon had his partner offering more sensible advice, like wearing a safe costume, crossing streets at corners and never entering a stranger's house, even for Halloween treats.

Dixon believes that humour and fun is integral to teaching Sergeant Willie's message of safety to young listeners. "I present him in a way that's mischievous and fun," states Dixon. "But while they're having fun, they also learn."

Sergeant Willie's messages are always positive, which explains why he doesn't wear a gun. "I want to get away from the connotations of violence," Dixon explains. "Kids see so much violence on television."

Dixon has worked tirelessly to master the still lips, distinctive voice, and manipulation needed to entertain and educate a critical audience of children. "The younger kids, they think it's real," Dixon said. "The older kids wonder how it's done."

For Dixon, the reward comes in knowing that he's leaving something positive with the children. "As a parent myself I'm concerned about the safety of children. I see this as preventative policing."

With the help of Subway, Dixon was able to purchase the puppet complete with a travel case and built in sound system. After each presentation, the kids are left with Subway food coupons, and safety pamphlets for parents. A Sergeant Willie safety activity book and safety book mark is left with each child to help reinforce the message.

When he's not making wise cracks, Sergeant Willie spends his time answering children's safety questions in a weekly Winnipeg Free Press column. Dixon on the other hand handles other concerns. He explains, "If you come to work with a different hair cut the guys tease you. Imagine what happens when you have a puppet for a partner."

As you would expect, Sergeant Willie and constable Dixon take the good natured ribbing in stride. "The police service and officers have been very supportive," he adds. "This only helps to make my job easier."

Sergeant Willie and Constable Dixon are presently assigned to the Community Services Division of The Winnipeg Police Service. Their four years together have resulted in many memorable moments for the pair. "I'm always pleased when a parent tells me their children are doing safe things because that's what Sergeant Willie says," Dixon remarks. Asked what his most memorable moment was Sergeant Willie had no difficulty remembering. "The time I had my picture taken with Mr. Dressup," he said.

The dynamic duo intend to continue their partnership regardless of where their careers take them. Unlike the eventual partnership changes which normally occur in policing, Constable Dixon and Sergeant Willie are expected to remain partners, as they continue to take their message of safety to school children.

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ATS has worked jointly with the Ontario Ministry of Labour, assisting with a hiring process for Health & Safety Officers; Ontario Ministry of Transportation assisting with a hiring process for Truck Inspectors and a number of Ontario Police Services to assist them with hiring processes for Special Constables and Court Officers.

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Chief shaves head for cancer fund "razer"

by Floyd Cowan



Having one's head shaved for a cancer fund raiser has become fairly commonplace but when Esquimalt's Chief of Police, Norm Simmons, shed his locks for the cause it was a poignant event laced with meaning for the Department and the community. It has been less than one year since the passing of Graham Brown, Esquimalt's previous Chief Constable who succumbed to stomach cancer. At 48 years of age the very popular and well respected Brown had served less than two years as Chief and his sudden demise shocked and saddened all those who knew him.

This past December, Esquimalt Sgt. Arnie Hamilton approached Chief Simmons saying the department should be doing more to raise money to fight cancer. Simmons agreed and made the offer that if \$2000 could be raised in less than a month he would have his head shaved. It took less than two weeks for the officers and the community to come up with \$2073.00.

The Esquimalt Police Department has long had a very strong school liaison program and they saw this as an opportunity to increase the awareness of students about how cancer affects our entire society. A contest was held at Macaulay Elementary School in which the students wrote essays on how they were affected by cancer. The winners would shave the Chief's head. There were lots of entries and there were many emotionally moving pieces by students who had been personally affected by cancer.

At an assembly in the school's gymnasium winners, Mark Knight and Elana Nicholls-Sagasse, read their entries which were touched with emotion. Mark's grandmother had recently died in Hamilton, Ontario from cancer and he had been unable to attend the funeral. He hoped that by raising money to fight this "very bad disease" that a cure might be found that would "help all grandmothers out there be with their grandsons." Elana had witnessed a friend "become an absolute wreck" because of the affects of chemotherapy



which was unable to cure his cancer.

When Esquimalt Mayor Ray Rice heard of the Chief's challenge he too said he would have his head shaved if the money was raised within the time limit. The children took turns shaving one half of each of the dignitaries heads.

While the lunch time event was taking place School Liaison Officer, Bruce Cowick, offered to go under the shears if \$100 was raised in an hour. No problem. Long before the bell rang \$202 had been collected. Cpl Cowick, being no fool, put two stipulations on his shearing. His fu manchu moustache, long a part of his appearance, was not to be touched, and two of the more attractive members of the police board, Maureen Mitchell-Starkey and Julie Flatt, were to do the cutting - which they were more than happy to do.

Doug Fraser of Len Fraser's Barber Stylists provided the clippers and did a final touch-

ing up to ensure a smooth finish.

Any agency interested in hosting a Cops For Cancer event in their community are encouraged to call the national office of the Canadian Cancer Society at 416 961-7223. They will supply you with a contact in your local area. Attendees of *Response 99 Trade Show* will have an opportunity to find out more on how to host an event by talking to the people at the **Cops For Cancer** exhibit.

Floyd Cowan is a free-lance writer and Blue Line Magazine's west coast correspondent. News and story leads can be passed along to Floyd through Blue Line Magazine at 905 640-3048, by fax at 905 640-7547 or email at blueline@blueline.ca.

The Great Mac Attack!

by Tony MacKinnon



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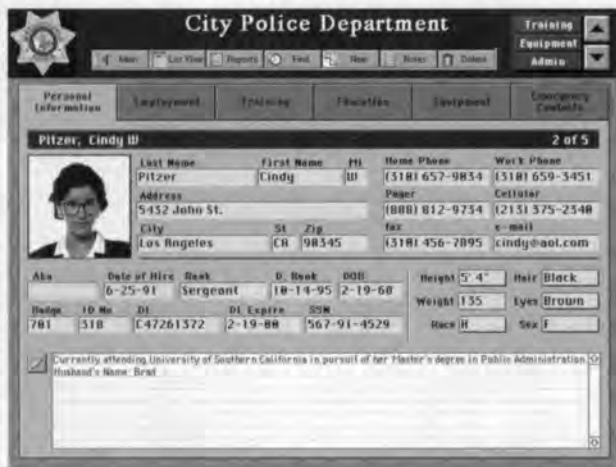
Oasys Global Network, Inc. announces the release of its unique software program, the Personnel and Training Database (PTD) v. 2.8 designed for public safety agencies.

The PTD software program tracks: Training records, Personnel information, and Equipment or Inventory items issued. All of this is contained in a one package software program. The PTD is network ready and fully cross platform capable. It runs on Windows 95, Windows NT, and Macintosh systems.

Networked systems can support up to 20 simultaneous users. The software generates reports as set up by the user, who can customize their own agency needs to suit themselves. By the use of self programming fields, users of this software can assign personnel to shifts, groups, ranks, teams, squads, or create and name, or change any desired field or group, to track their training.

Changing shifts, duty assignments, work stations, etc., can all be easily adjusted by the user. Tracking of training is set by the user to any number of hours within a period of time for hours and years; the program is set to either track by a yearly calendar date for all personnel, or set for individual training start dates for each separate individual.

Certified/mandated or required training can be separately tracked from roll call or in-house training courses, or they can both be tracked



and be combined in a report. The program identifies the time remaining to complete required training for any officer, or employee, or group of employees, as selected by the users in the report menu options.

Reports can be adjusted to also cover only a certain period of time desired. Individual training events are easily entered. A single event can be added to one or dozens of personnel records simultaneously. They can be added by name or serial id number for greater efficiency and speed. Individual item training reports with training information and attendees/instructor can be searched, or printed out.

The system generates personnel reports for emergency data, educational record, address lists, labels, birthday list by month order, expiration date of an employees driver's license, and personal profile report with the employee's stored photograph appearing on the report.

Importing your logos, badge, patch, and agency name to the software and reports is easily done by the user. The Equipment section tracks all items issued to individuals who have been entered into the personnel database, and has various inventory reports. Inventory items are tracked by either a serial number and items with no serial numbers are tracked by quantity issued to the employee.

The software has a multi-level password structure for security. Individual passwords can be assigned to allow customized access based on each password.

A working demonstration copy can be downloaded from our web site, the URL is: <http://www.oasysglobal.net/software/down.html>. It is fully functional for up to 10 officers, employees, or staff, etc. in demo mode.

For more information or to obtain a working CD-Rom sample, call: Oasys Global Network, Inc. Ph. 310 725-5098 or fax 310 725-1777.

Snoring keeping you awake?

Snoring affects millions of people worldwide. It's a hoarse, harsh noise made by breathing through the mouth while sleeping. Snoring is caused by a partial blockage of the air passage by soft tissues in the throat pressing against each other, causing a vibration and the resulting noise. Snoring usually occurs when a person is inhaling as opposed to exhaling. A common cause of snoring is over-relaxed throat and tongue muscles due to poor muscle tone or the use of alcohol or drugs and excess fat on the neck.

Quietsleep may be helpful in reducing the noise associated with snoring and in some cases, helps to eliminate the problem all together. By spraying the back of the throat, tongue and uvula with a special formula, manufactured by a patented process known as Liposome, the soft tissues are coated, allowing up to eight hours of restful, silent sleep.

Quietsleep coats the throat area with a unique blend of natural lubricants, including almond oil, olive oil, sunflower oil and eucalyptus oil. Also added are vitamins B6, C and E.



Vitamin B6, also called pyridoxine, is involved in more bodily functions than any other nutrient. Vitamin C acts as an absorbent, allowing herbs and other nutrients to be better utilized and absorbed into the system.

Quietsleep is one of the more exciting breakthroughs in the healthcare industry in recent years, and one product with tremendous potential. It is estimated that 90 million Americans over the age of 18 snore and 37 million are considered habitual snorers.

There are thousands of solutions to ease snoring, but few of these solutions work. Quietsleep may be one of the best solutions on the market today. It is not a cure for snoring. Instead, it targets the annoying noise associated with snoring and provides up to eight hours of quiet relief.

If you think it's time you and your loved ones enjoyed a quiet, restful night's sleep try Quietsleep - the natural solution to help resolve your snoring problem. To order your product please contact Fred Fowler, independent distributor at 416 244-1919, Fax 416 242-7269.

Dry road skid control training



A Portland, Oregon, company has created a vehicle attachment unit that simulates slick road surface skids on dry roads.

SkidCar System, a unique driver training tool, is being used by many law enforcement agencies around the U.S. to train officers in skid control techniques.

The unit uses a hydraulically-controlled unit mounted to the suspension of the training vehicle that exactly duplicates loss of tire traction, but at very low speeds (10-40 kmh). Using an electro-hydraulic pump, the mechanism reduces traction by raising or lowering the vehicle tires from the road, duplicating over 20 hazardous driving conditions.

For further information call SkidCar Systems at 503 227-6707.

The Police Artists Association of Canada

Fallen leaves remembered

Police Artists Update

by David Hart - Director

I would like to begin with a warm "thank you" to the many people and organizations that have assisted with making the dream of an Association of Artists, (employed by police services across Canada), come alive. It was former Chief of the Metropolitan Toronto Police **Bill McCormack** along with the sponsorship of a very kind Toronto businessman, **Irving Ungerman** of Royce Dupont Farms, All Canada Ticket sales/All Canada sports, that got me started on the first police related painting of an old rum-runner boat that was restored for the Toronto Police.

Mr. Ungerman along with many sponsors assisted in funding the Toronto Police Museum, which is a hands-on experience, and a "must see" in Toronto at 40 College St. It wasn't long after that I realized there must be other people who can or are doing the same thing, and the Association of Artists was formed through the assistance and guidance of Blue Line Magazine.

Since then, our Association was invited to the O.A.C.P. Conference in Toronto under the direction of **Chief David Boothby** and in London under the direction of London's former **Chief, Julian Fantino**, (now Chief for York Regional Police).

Most recently our invitation was to create a work for the O.A.C.P. Conference in Windsor under the request of **Chief John Kousik** and assisted with the concept for the painting by **S/Insp Bill Stephens**. Thank you all for your support.

We would also like to thank the Canadian Police Association for inviting us to their conference at the Police Memorial last September in Ottawa. The work created for The CPA "Fallen Leaves Remembered" is now available as a Limited Edition. Stay tuned to Blue Line Magazine for details.

As well, a big thanks to **Doug Weber** CEO The Toronto Police Credit Union for assisting us by purchasing Police Art prints for their annual general meeting for the past two years. This has helped to cover printing costs for our donation prints to Crime Stoppers and many other worthwhile charities.

About Our Members In Action

Please take note of an upcoming show entitled "The Art Of Three Cops" on April 17, 1999, of three of our RCMP members on the West coast: RCMP Homicide **Det. Paul McCarl**, sculptor extraordinary / large stone work, with works valued at up to \$100,000 per piece. RCMP Police Sketch Artist **Cam Pye**, painter-sculptor; and **S/Sgt Ed Hill** RCMP (Director P.A.A.C.) painter-print maker. The show is located at the "Gift of the Eagle Gallery" Gibsons, British Columbia. If you are going to be in the area this will really be a great showing of Canadian Artists (who work for the police). For further information, call (604) 886-9244 and ask for S/Sgt. Ed Hill.

We have numerous members doing various types of artistic expression: **Sylvain Hebert** (Edmundston Police) is creating paintings in his free time as well as **Murray Whipple** (St. Johns), Painter/ Director P.A.A.C. **Dale Cruthers** (Fredericton Police) is also painting in his free time. They keep busy down East.

A very talented artist & dispatcher in Arnprior Ontario, **Donald Sproule** is creating beautiful impressionist works in the league and similar style of The Group of Seven. It's good to



see someone is keeping that type of art alive. Don works with a group of artists in his local, as well.

Toronto Police officer, **Fred Fowler** has a unique vision of creating paintings in his mono prints (one off print from painted surface). Fred recently had a very successful show at Cedar Ridge Gallery in Scarborough Ont.

Another incredibly gifted artist working for the Toronto Police Service is **Tony Salduto**. His work could be referred to as "The Norman Rockwell of Police Art". Tony's capturing of police moments are "breath taking" as they really relate to the small moments that make up an officer's life. The paintings are larger than life in subject matter.

Another amazing artist doing very fine true to life experience sketches of tactical team & police work is **Bill Wiley** in St. Catherines. Bill is so busy he hasn't been able to confirm membership with us but he deserves mention as his work stands on its own, as each drawing takes hundreds of hours. An excellent documentation of our day and age and policing in realistic art form.

We have a list of members at York Regional Police, where I am employed. **David Curran** painter/director York Regional Police Male Chorus; **PC Paul Davies**- Cartoonist; **PC Adam Daviduke** - painter(sketches); **Ted McClenny**, photographer-member York Regional Police Male Chorus; **Sgt. Steve Heater** computer artist extraordinary; and two officers who joined their ideas, **PC Keith Merith** and **PC Kevin Smith**, who create Police Motivational posters. Keith and Kevin's posters are there to pump you up, and they do! You may have seen them in past issues of Blue Line Magazine. Two other YRP employees/artists/painters are **PC Allison Smith** and **Brenda Gillis**.

In Brandon, Manitoba, we have cartoonist,

PC Michael Pelechaty. His work is adapted to many of the inside (clean) jokes that occur in policing. Really good hearted funny stuff.

We are always looking for new members at P.A.A.C. If I forgot to mention you, please let me know for next time. If you would like to become a member of P.A.A.C. remember the only requirement is that you are employed or associated with the police and you are creating art at any level (there are no dues). Send a biography, if you have one, and photos or prints of your work, to Blue Line Magazine and it will be forwarded to P.A.A.C.

The "Fallen Leaves Remembered" prints are now available. This colour print covers the 50 years of Canadian policing (original at HQ of CPA Ottawa) and represents the proud memory of all of our officers who have given the ultimate sacrifice in the line of duty. Your purchase of these works is what assists our association to print works for charities and police community programs to which we donate.

Our most recent donations were 160 **Police Winter Ice Dive** prints for the York Regional Police Schools Program and 300 police prints to The Sudbury Regional Police, with one of each of the three series of works donated to Sudbury in memory of **Bert and Yvette Phillion** and family who encouraged me as a youth, along with my parents, to be persistent and create quality art.

If you wish to contact any of our members or are interested in a "Fallen Leaves Remembered" Limited Edition print, you can contact us at: E-mail: paac@home.com Phone: (905) 898-7471. The prints are \$125 per unframed which amounts to \$143.75 (PST/GST). The cost of the print includes shipping. All orders mentioning Blue Line Magazine will get a bonus print. Remember the next time you're scribbling on the back of your police note book to get your pen working, you might start creating art. Watch for us at Response 99.

Blue Line's Classified advertisements is a FREE service to law enforcement agencies and related personnel support groups. Other persons or organizations may place their notices in this section at a price of \$50.00 per insertion up to 25 words. Pre-payment by Visa, MasterCard or Cheque only please. Send information and pre-payment to:

12A-4981 Hwy. 7 East, Ste. 254, Markham, ON. L3R 1N1 or Fax (800) 563-1792

Up-Coming Events

March 20, 1999

Police and Diversity Forum New Westminster - B.C.

This forum, which is free and open to all law enforcement officers, is hosted by the Diversity Relations Police Network. The forum will focus on taking an introspective look at and discussing the impact diversity is having upon police personnel in both a personal and professional manner. For more information contact Simmie Grewal at (604) 599-7689.

March 28 - 31, 1999

3rd Annual Community Policing Management Program

Kingston - Ontario

This focus of this year's event will be "Partners in Problem Solving for Safer Communities." The conference will focus on youth crime and disorder issues in communities. For more details contact Cst. Jim Lawson at (416) 808-7760.

April 5 - 9, 1999

Oshawa - Ontario

April 12 - 16, 1999

Winnipeg - Manitoba Crime Prevention Through Environmental Design Seminar

Participants will learn how to use CPTED to improve quality of life in neighbourhoods and reduce crime. For more information call Durham Regional Police Sgt.

Dianne Jennings in Oshawa at (905) 721-3090 or Kevin Gamble in Winnipeg at (204) 982-6840.

April 19 - 21, 1999 Incident Commanders / Crisis Negotiators & Tactical Members Seminar

Toronto - Ontario
The Canadian Critical Incident Association is hosting this seminar which will include case studies from recent Canadian critical situations and instruction on other topics of interest. For more information contact Staff Sgt. Barney McNeilly at (416) 808-3800.

April 20 - 21, 1999

RESPONSE 99 Markham - Ontario

Blue Line Magazine's third annual trade show is directed at those involved in law enforcement. This is an opportunity to check out the latest products and services available in an atmosphere designed to encourage both understanding and acquisition. A surveillance conference will also be available to those who pre-register for it. For more details contact Blue Line Magazine at (905) 640-3048 or fax (905) 640-7547.

April 20 - 21, 1999 Surveillance Conference 99

Markham - Ontario
Held in conjunction with Response 99, this conference will cover a variety of surveillance-related topics. Those interested can sign up by filling out the registration form on the front cover of this maga-

zine. Conference cost is \$225 and space is limited.

April 23 - 25, 1999 Toronto Police Inter- Denominational Retreat Pickering - Ontario

This retreat, open to law enforcement personnel and their family and friends, is a time for personal growth, relaxation and renewed hope. Space is limited. To register contact Insp. Larry Sinclair at (416) 808-7081.

May 3 - 6, 1999 Gangs, Property Crimes, Fencing: A Problem Solving Approach

Saskatoon - Saskatchewan
This conference is co-sponsored by the Saskatoon Police Service and Co-operator's Insurance of Canada. For further information contact Staff Sgt. Rick Grosy at (306) 975-8448.

May 11 - 15, 1999 Community Crisis Response

Toronto - Ontario
Presented by the U.S. National Organization for Victim Assistance, participants will learn about the consequences of trauma on individuals and large groups. For more information contact Alison Licht at (416) 469-6501.

May 13 - 16, 1999 14th Annual Peace Officers Memorial Celebration

Cleveland - Ohio
Law enforcement and corrections officers are invited to honour all fallen officers and share in the camaraderie and fellowship of the event. Air fare discounts are available and all ground transportation to and from events in Cleveland is free. For more information call (216) 621-3830.

May 15 - 16, 1999 Basic Critical Incident Stress Management

North Bay - Ontario
The North Bay and District CIS Team Inc., are hosting this two-day event. For more information call Jacquie Devolin at (705) 472-8837.

May 15- 20, 1999

Sexual Victimization of Children

Regina - Saskatchewan

Hosted by the RCMP, the conference will focus on the issues of the sexual victimization of children. This conference will foster an exchange between attendees and lecturers, which will further develop professional networks to help protect children. For more conference information call Cpl. Doug Coleman at (306) 780-5574.

May 17 - 21, 1999 Central Canadian Auto Theft Investigators Course

Winnipeg - Manitoba
The Winnipeg Police Service, RCMP and Manitoba Public Insurance are hosting this 40-hour certificate course which will cover advanced investigative concepts and techniques in the identification of vehicles. For details call Evelyn Richards at (204) 985-8801.

May 25 - 28, 1999 Technologies & Tools for Public Safety in the 21st Century

Orlando - Florida
This conference will bring together public safety and transportation officials and highlight technologies that can be used by first responders to mitigate the dangers posed by acts of terrorism. It will also focus on the need to coordinate a cooperative effort between all emergency response teams. For conference details call Michelle Healy at (301) 641-6908.

Business Opportunity

Attention: Retired police, military or military police. Successful entrepreneur seeks business partner for new venture. Police and computer knowledge an asset. Work from home. Must be willing to invest time and enthusiasm. Serious inquiries only. Send CV/Resume in confidence to: Dept. 256, C/O Blue Line Magazine, 12A-4981 Hwy. 7 East, Suite 254, Markham, ON L3R 1N1.

Criminals know...do you?

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TEN-SEVEN

Law Enforcement News From Blue Line Magazine

Chief retires to make way for new leader

The reason for leaving was simple.

After serving as chief of the Windsor Police Service for four years and bringing about major change within the force, John Kousik said he had completed everything he had set out to do when he was hired as the city's top cop.

"It's not complicated," Kousik said of his reason for retiring after 31 years of service. "You have to know when you've done your job and when to let the next generation take what has to be done and carry forward in their own way. I came to a crossroads where I could have stayed but I said, 'No I've done what I've had to do. It's time for someone else.'"

Since joining the Windsor force in 1995 Kousik has been responsible for the creation of the new joint police headquarters and provincial court house building, updating the police service's technological equipment, moving the force's training school into St. Clair College and integrating a community police station into a new building that will also hold an elementary school, day care centre and public library.

While his career spans more than three decades, Kousik says he is most proud of the work he has done in Windsor over the past four years. However, he's quick to give credit to those who have worked with him to accomplish his goals.

"Did I do it by myself?" the former chief



Chief John Kousik

asks. "Absolutely not. None of this could have been possible without a very good group of people who are thoughtful and dedicated and caring."

During his career, Kousik served as the director of the Ontario Association of Chiefs of

Police and chaired the Victims of Crime Committee for the Canadian Association of Chiefs of Police, the Special Investigations Union Liaison Committee and the Quality Assurance Plan Committee which deals with the Ontario government's initiative on adequacy standards.

Kousik said he will take some time off before deciding what to do next. He is currently considering opportunities in private business.

Deputy Chief Glenn Stannard will take over as Acting Chief of the Windsor Police Service until a permanent replacement is named.

BLUE LINE NEWS WEEK 27 August 1997

Guns not welcome in Windsor

FREDERICTON (CP) - When asked about gun legislation Windsor police chief John Kousik said it's all a matter of attitude. "I'll give you an example from Windsor and Detroit," Kousik said.

"We've had three murders this year; they've had about 600. You cross the border from Detroit to Windsor and you feel the difference in the safety. It's a different sort of attitude. This is Canada and we value our people."

Freeman takes over in Orangeville

A veteran police chief will take over as the new head of the Orangeville Police Service this month.

Rod Freeman, the former chief of the Fergus Police Service, will report for his first day of duty with the Orangeville force on March 15.

Freeman, 41, decided to leave Fergus after it was announced that the Ontario Provincial Police would begin policing the entire County of Wellington where the town is located.

While local citizens prepare to welcome the OPP, they didn't let their chief leave without expressing their gratitude for his six years of service.

"I've received literally dozens and dozens of cards and letters and phone calls from people," Freeman said. "I'm very lucky in that respect, I've got a real supportive community. I'm going to miss them without question."

Freeman received at least one other offer for a chief's job with another municipal force, but said he chose Orangeville because of its location and the challenges it offers.



Chief Rod Freeman

"I like this part of Ontario, so geographically it was right on my wish list and I like the community," said Freeman, a 21-year police veteran. "Orangeville presented a number of new challenges and adventures, so that's really why I was looking in that direction."

The chief's track record over the past six years shows he's a leader who can get results. Since he was hired in April 1993, the crime rate in Fergus dropped by 26 per cent. He was also responsible for creating a foot patrol office, a police-citizen advisory group, a bicycle patrol unit and a Community Watch program.

In 1998, Freeman received a Police Exemplary Services Medal from the Governor General of Canada. Two years prior to that, he was awarded the Ontario Medal for Police Bravery after rescuing a 13-year-old girl from a dam.

The Orangeville Police Service has 45 members and an annual budget of \$2.5 million. The town has a population of 23,000 and is located 80 kilometres northwest of Toronto.

BLUE LINE NEWS WEEK 30 May 1996

Chief saves girl

FERGUS, Ont. (CP) - A small-town police chief helped keep a young girl's head above water for two hours after she fell into a river and was pinned against a pillar.

"Don't leave me," 13-year-old Amanda Sprague cried as she grabbed the arm of Fergus police Chief Rod Freeman, who made his way out to where she was trapped.

"I'd never seen a girl so scared," Freeman said Thursday. "If the water was higher, she'd have drowned."

He was the first officer to respond Wednesday morning after Amanda fell off a dam on the Grand River in this community near Guelph.

She was swept through an outlet channel and pinned by the fast-moving current. Freeman, 37, said he kept the girl's head above water and talked to her as she drifted in and out of consciousness.

Fire, ambulance and police rescuers spent two hours trying to get Amanda out of the raging river, but Freeman wouldn't leave her because "the little girl asked me to stay."

Heroin ring busted

A heroin trafficking ring that linked Hong Kong, Vancouver and Toronto was busted by the RCMP in January.

Five people were arrested, 70 kilograms of almost pure heroin was seized from a storage unit and close to \$500,000 in cash was confiscated.

Police said the suspects were part of an Asian gang that was using Vancouver as its base of operations and trying to control the price of heroin in North America.

One suspect was arrested in Vancouver and another was taken into custody in Toronto, police said. Both are Chinese nationals who face a variety of drug charges, including conspiracy to traffic in heroin.

Three other suspects were arrested in Hong Kong.

The arrests were made following a 13-month investigation co-ordinated by the RCMP's

Vancouver drug section and involved police in Hong Kong and Toronto.

In a separate bust four days earlier, officers from four Ontario police forces brought a four-month undercover drug trafficking probe to an end arresting 14 people and seizing drugs, guns, cash and stolen property.

Officer from the Ontario Provincial Police drug squad, the RCMP, Belleville and Quinte West police services confiscated 18 weapons, \$10,000 in cash, an estimated \$150,000 worth of drugs and more than \$100,000 in stolen property in Project Touchable.

Police laid 56 charges against the 14 people who were apprehended. Arrest warrants were issued for four other people.

The operation was dubbed Touchable because police heard some of the suspects felt they were untouchable.

Police seize 3,500 doses of illegal date-rape drug

An RCMP raid on a North Vancouver home in January resulted in the seizure of 3,500 doses of the tranquillizer rohypnol, also known as the date-rape drug.

"We had been under the impression, up till now, that there wasn't any rohypnol (problem) in Canada," the media quoted Sgt. Chuck Doucette of the force's drug awareness unit as saying.

North Vancouver RCMP discovered the rohypnol when they raided the home of a man they had arrested on a cocaine trafficking charge. During the search they discovered the date-rape drug along with crack cocaine, marijuana, hashish, two handguns, a loaded shotgun and more than \$1 million in cash.

The North Vancouver seizure is believed to be the first major rohypnol bust in Canada.

Police forces in Greater Vancouver have received some complaints from people who believe



Rohypnol

they have been drugged and sexually assaulted, but none of the complaints have ever been conclusively linked to rohypnol.

Wayne Jeffery, chief toxicologist with the RCMP in B.C., said he has seen many sexual assault cases in which other tranquillizers were used, but none involving rohypnol.

The drug is a powerful sedative manufactured in Europe and Central and South America. It's illegal in both Canada and the United States.

The drug comes in the form of a white, odourless and tasteless pill. It's 10 times stronger than valium, can cause blackouts and reduces inhibitions and memory.

Police now utilizing computer program to recover property



Police in Winnipeg are believed to be the first law enforcement agency in Canada using a computer program capable of tracking down stolen property.

The software is a reporting system that links police with the city's pawnshops.

The police service is hoping to eliminate the current system which requires pawnshop owners to fill out cards containing information on traceable items they purchase for resale, including serial numbers and personal information.

Members of the Winnipeg force had been processing more than 500 cards by hand daily.

The new computerized system allows reports to be filed electronically and police can cross-check serial numbers and the names of individuals who frequently sell goods to pawnshops.

Det. Barry Frailick said that as far as he knows, it's the first time the U.S. made software has been utilized in Canada.

Frailick is hoping to have all of the city's major pawnshops on-line in a couple of months.



SWHAT
by Dave Bluestein

THE JOY OF WORKING WITH THE PUBLIC AT THE MALL...

Federal government to assess Mounties' operations, mandate

A \$1 million analysis of the RCMP's operations is to be launched by the federal government, the Ottawa Citizen reported in mid-January.

The Treasury Board confirmed it has commissioned a study that will reassess the force's mandate and administration.

The move to launch the nine-month assessment comes amid fears that the RCMP's effectiveness is declining along with its status as a symbol of Canadian nationhood.

A Treasury Board official told the newspaper that budget cuts over the last few years have led to a "rust-out" of the force's technological infrastructure.

Officials said the force would get a small increase in February's federal budget, but that could be followed by a larger amount of cash once the federal government has a clear picture of the force's needs.

Even the United States has noticed that the Mounties are in need of some assistance. A senior U.S. official said the FBI has had to



increase its presence because the RCMP lacks adequate resources. The national police force needs to increase its budget by at least 20 per cent, the official said.

A top official at the Solicitor General's Department said there's no doubt the U.S. has given the FBI extra money to deal with cross-border issues including organized crime.

"We have to ask ourselves whether the RCMP has the resources to deal with organized crime," the official was quoted as saying, adding that organized crime has grown internationally, become more technologically driven and is much more complicated to police.

Ottawa is worried that the image of the RCMP has been tarnished to the extent where provinces like British Columbia are considering the possibility of replacing them with a provincial police force.

The Solicitor General's Department, which oversees the RCMP, said the assessment is overdue.

Former RCMP officer guilty of corruption

A former Montreal RCMP officer was convicted of corruption by a Portuguese court in January.

Jorge Leite, 48, was accused of selling information to a Colombian cocaine cartel and sabotaging a series of large cocaine seizures.

Leite, who fled to his native Portugal in 1991, received a three-year suspended sentence, four years of probation and was fined \$1,500.

It is estimated that the former RCMP drug squad member received more than \$500,000 for his work as an informant for the drug traffickers.

Leite said he was acting on orders from his boss, Insp. Claude Savoie, who committed suicide in 1992 while he was being investigated.

Leite was tried in Portugal because that country doesn't extradite its nationals.

Ottawa wants to crackdown on money laundering

Justice figures, financial groups back solicitor general's new proceeds of crime legislative proposals

The Solicitor General's Department is developing legislation to crackdown on money laundering following consultations with crime fighters and financial organizations.

Both groups told the ministry they would support amendments to the Proceeds of Crime Act, outlining a mandatory reporting system for suspicious financial transactions and the cross-border movement of currency.

"This is a clear message from our partners that they will work with us in the fight against organized crime," Solicitor General Lawrence MacAulay said in a press release. "We intend to take the profit out of organized crime. It's



the most effective way to put these criminals out of business."

In May 1998, the federal government re-

leased proposals on how to better detect and prevent money laundering. The government also outlined the need to create a federal authority to receive and manage reported information.

Since then, the Solicitor General's Department has consulted with approximately 60 individuals and organizations, who have shown support for most of the recommendations.

Their support is consistent with a recent public opinion survey which found that eight out of 10 Canadians support the reporting of suspicious financial transactions.

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Judge quashes snowmobile spot check challenge

A Charter challenge aimed at stopping police from conducting spot checks on snowmobile trails was struck down by an Ontario court judge in late January.

Judge Gilles Matte's ruling means police can continue to enforce drinking and driving laws on the trails.

The Charter challenge was launched by a Walden, Ont., man who claimed his constitutional rights were violated when he was randomly stopped on Jan. 24, 1998 by members of the Snowmobile Trail Officer Patrol, known as STOP, who were assisting police with a spot check on an organized trail.

The man was charged with having more than the legal level of alcohol in his blood while operating a motor vehicle.

Berk Keaney, the man's lawyer, argued that police didn't have the power to stop snowmobiles under Ontario's Motorized Snow Vehicles Act or the power to apply most laws under the Highway Traffic Act to snowmobiles.

Ontario Provincial Police Sgt. Lynn Beach, the police co-ordinator of STOP, said she is pleased with the ruling.

"Ontario is so big and covers a lot of ground," Beach was quoted as saying. "If a



Spot checks, like the one pictured above, were upheld in a ruling by an Ontario court judge who found they don't breach Charter rights.

decision had come down against us, it would have played a part in other decisions across the country."

Jim Robinson, the provincial STOP program co-ordinator, said he is glad that police will still be out on the trails enforcing the law.

"I'm pleased that the trails will continue to be available to police and we'll continue to assist them," he was quoted as saying.

Keaney said he now plans to take the case to trial and would consider an appeal if it's dismissed.

MOST WANTED

NAME: Bruce Keith WOODRUFF

WANTED FOR: Child Molestation

DATE OF BIRTH:
04 April 1941

RACE:
White

SEX:
Male

HEIGHT:
182 cm

WEIGHT:
75 kg

HAIR:
Black

EYES:
Brown



Age enhanced photo



Photo circa 1980s

CASE DETAILS

ORIGIN: Watertown, Wisconsin, USA

ALIASES: Bruce BRAY, Bruce BUCELLI, Bruce BURTOLINO and others.

IDENTIFYING MARKS: Slim build, scar on right wrist

OCCUPATION: Electrician by trade.

HABITS: Allegedly frequents graveyards taking names from tombstones of persons having a date of birth similar to his.

OTHER DETAILS: WOODRUFF is wanted for sexual misconduct with a minor and for sexually molesting his daughter's two teenage friends in Wickenburg Arizona, from 1984 to 1986. Another woman has come forward to report being sexually assaulted by WOODRUFF when she was 10 yrs old in 1979. WOODRUFF served as the town's mayor while committing these offences. The victims were reluctant to pursue the allegations because of his status. It is known that he moved to British Columbia with his daughter at one time, but she has since returned to Wickenburg, Arizona. His mother lives in Watertown, Wisconsin. She is ill and he may visit her residence. WOODRUFF felt he would not have a fair trial in Arizona.

Man found guilty in second murder trial

Michael Feeney, the man whose 1992 murder conviction was overturned by the Supreme Court of Canada which ruled police illegally entered his home before arresting him, was convicted in February following a second trial.

Feeney, 28, was convicted of second-degree murder in the 1991 death of 86-year-old Frank Boyle.

The Supreme Court overturned Feeney's conviction in 1997 after ruling that police had violated his Charter rights by entering his home without a search warrant.

The high court's decision excluded evidence police had gathered including a bloody shirt won by Feeney and more than \$300 in cash that had been taken from Boyle, who lived alone in a home in the small community of Likely, B.C.

At his first trial in 1992, Feeney was convicted of second-degree murder and sentenced to life without parole for 12 years.

The conviction was upheld by the province's appeals court, but it was struckdown by the high court in 1997 and a new trial was ordered.

The Supreme Court of Canada ruled police must have an authorized search warrant before entering a suspect's home to make an arrest, unless they are in hot pursuit.

The RCMP had entered Feeney's home when he didn't answer the door. He subsequently confessed to the murder, but that was also ruled inadmissible.

Ontario motorists will receive calling cards at RIDE checks

Ontario motorists who are stopped for RIDE checks will receive a new gift to call on, thanks to a program launched by the Ontario Association of Chiefs of Police.

The OACP has developed a prepaid calling card to be distributed at spot checks across the province throughout the year.

"These cards will increase the profile of RIDE," said Julian Fantino, OACP president and chief of the York Regional Police. Fantino said the cards have an immediate perceived value that will increase the rate of retention and help reinforce the anti-impaired driving message.

A total of 250,000 Bell Quick Change cards will be distributed by municipal and provincial police during the peak periods of RIDE checks from May to August and November to December.

Each police service across the province will be given a share of the 250,000 cards. They will be distributed in a folder along with mes-

sages from Fantino and Solicitor General Bob Runciman.

The cards bear the logos of the OACP, the Province of Ontario, the Association of Canadian Distillers and the Liquor Control Board of Ontario, along with the message "Please Do Not Drink and Drive."

Gary Grant, the chair of the OACP's Traffic Committee and superintendent of traffic services for the Toronto Police Service, says the calling card represents the value of partnerships.

"It shows how the police, the private sector and government are working together towards a common goal, to reduce the problem of drinking and driving," he said. "The police can't do it alone."

The phone cards have a value that lasts beyond the free calls. The back of the card contains the logos of sponsors who will offer discounts and rewards to card holders throughout the year.



Police association hires investigators

Private detectives have been hired by the Toronto Police Association to conduct parallel investigations of incidents being probed by Ontario's Special Investigations Unit.

Craig Bromell, the president of the police association, said the union has hired about a dozen investigators, including private eyes.

The association is duty-bound to ensure the SIU conducts fair and complete investigations when probing the action of its members, Bromell said.

SIU spokeswoman Gail Scala said the union's decision to hire private detectives won't change the way the unit's investigators conduct their probes.

"We will conduct our investigations the way we have been," she said. "The Toronto Police Association (is) entitled to do whatever they feel is in their members' interests - that's not our concern. Our concern is doing the job we were mandated to do."

The SIU was established in 1991. The unit is responsible for investigating incidents involving police that result in death or serious injury.

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CRIMINALLY FUNNY

Humorous tales of laughable oddities from both sides of the thin blue line



The unidentified chicken trial

by Wayne Watson

A member of the surveillance team was testifying before the court on what he had observed during a particular stakeout where a suspected drug importer had arranged a meeting with his buyer at a restaurant called the "Chicken Barn".

The crown prosecutor asked the police officer to describe what he had observed during the stakeout.

"From my vehicle across the street I saw the accused walk in the restaurant with a U.M. who was approximately 5'10", slim with long brown hair, wearing jeans, cowboy boots and a tan leather jacket."

The prosecutor interjected, "What do you mean by a U.M., officer?"

"In surveillance lingo a U.M. is an Unidentified Male."



"Please go on," said the judge.

"Twenty minutes later the U.M. left the restaurant with a U.F."

"That would be an Unidentified Female, right officer?" offered the prosecutor.

"That is right, your honour" confirmed the witness.

"Please continue," the magistrate ordered.

"Not long after the U.M. and the U.F. left, our accused walked out of the restaurant with a U.C."

The judge seemed confused and asked the officer, "Officer, could you please tell the court what U.C. stands for."

The officer smiled, looked up at the judge and replied, "Unidentified Chicken, your honour!"

Blind man fined for drunk driving



A blind man who drove his friend's car into a tree was fined for drunk driving in mid-January.

The man said he thought he knew the roads in Mufreesboro, Tennessee so well that he could navigate them with help from his friend.

After a few drinks on Dec. 10, both men decided to put the top down on a BMW convertible and go for a drive in the rain.

But the driver missed a curve in the road and struck a tree head-on.

The driver suffered a broken arm, while the car owner received a shattered leg. Both men later told police they had been drinking.

The driver was ordered to pay \$1,026.

Thieves return loot

Call them bold, or call them foolhardy, but in the end they got what they wanted.

Police in Guelph, Ont., say thieves stole jewellery and a telephone during a break and enter in January.

However, the bandits apparently had second thoughts about their spoils and decided to return the stuff the next day.

They made off with some food and bathroom supplies in the second heist.

Man gets revenge on cellular phone thief



A New Yorker with a flair for acting got his revenge against a man suspected of breaking into his home in mid-January.

Stanley Seewald said someone broke into his Brooklyn home and made off with some credit cards and his cellular phone.

Seewald decided to call his cell phone to see if the suspect would answer.

He did answer and then proceeded to try to sell the phone back to its rightful owner.

Seewald convinced the suspect that he needed the phone and the two made plans to meet. Seewald then notified the police, who arrested the burglar.

Police said Seewald deserves an Academy Award for his stellar performance. One officer said it was the most fun he's ever had making an arrest.

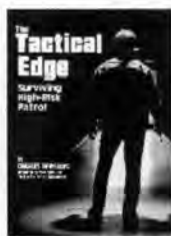


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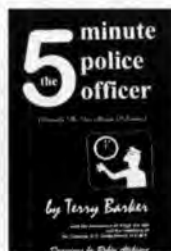
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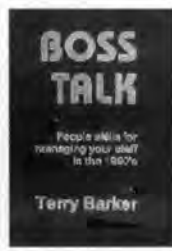
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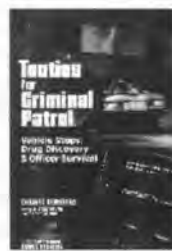
6 \$17.95

Written by the author of *The Five Minute Police Officer*, this book is a must read for anyone looking toward a managerial level career. This book has been evaluated by college training staff and psychologists around the world.



12 \$20.00

This book is a comprehensive study of Canada's drinking driver laws. Excellent resource for police officers, prosecutors or anyone interested in the administration of laws toward drinking drivers.



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The main concepts of Tactics for Criminal Patrol states that "vehicle stops are golden opportunities for unique field investigations which ... can lead to major felony arrests." For officers who want to stop smugglers in transit.



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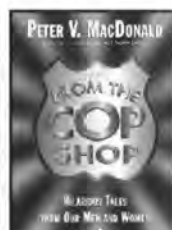
24 \$24.95

This book covers the first decade in the history of the North West Mounted Police, 1873-1883, a decisive period in the history of Western Canada. The book examines the beginning of the force and the difficulties it faced.



25 \$27.95

William McCormack, a former Toronto police chief, relates some of the city's most famous murder cases. The reader is taken directly into the inner circle of each investigation, where the murderer's steps are traced.



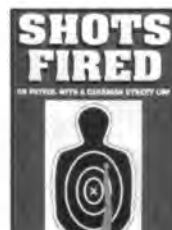
26 \$16.95

From the author of the *Court Jesters* series comes a hilarious collection of real-life tales from those who battle crime. Stupid crooks, cops with a sense of humour, incidents gone wrong - this book has it all.



27 \$24.95

The sequel to *A Double Duty*, this book covers the 1885 North-West Rebellion. The role of the Mounties has been down-played by historians, but this doesn't do justice to the officers who battled at Duke Lake, Loom Lake and more.



30 \$14.95

This book takes you along for the ride as a 12-year veteran of the Vancouver Police Department describes some of his most interesting calls. The stories will help you understand what it's like to work Vancouver's high-crime areas.



28 \$24.95

From legendary Sam Steele to Nelson Eddy in *Rose Marie*. From the Great March West to the Musical Ride, the Mountie shines as an image of strength, courage and the Canadian way. A must read for RCMP members of those interested in the force.

This book effectively bridges both the theoretical and practical aspects of police work. It surveys current research and policy to examine the structure, operation and issues facing policing in the 1990s and the approaching millennium.



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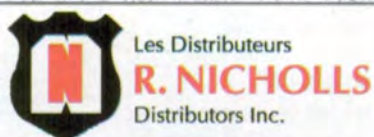
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