

**SWD VISITOR ASSISTANCE /
CITATION AUTHORITY PROCEDURES
Russellville, Arkansas
2 – 7 JUNE, 2002**

SUNDAY, 2 JUNE

1730-1930 **Registration, Course Outline, Introductions** Fairfield Inn - Meeting Room

MONDAY, 3 JUNE Arkansas Tech University Library, 3rd floor

0800-0810 **Welcome and Opening Remarks**

0810-0915 **USACE Visitor Assistance Policy, Program History, and Program Overview**
Provides background information to students about the Visitor Assistance Program (VAP). Introduces applicable guidelines and regulations (ER 1130-2-550, 36 CFR, 18 USC, etc.) Presented by Charlie Burger, HQUSACE VAP Lead Instructor.

0915-0925 **Break**

0925-1030 **USACE Visitor Assistance (cont.)**

1030-1040 **Break**

1040-1145 **Ranger Image**
The power and authority gained by effective use of the uniform; the importance of maintaining a professional appearance and attitude; other benefits and responsibilities of the park ranger uniform and image. Presented by Don Underwood

1145-1245 **LUNCH**

1245-1335 **Levels of Enforcement**
Identification and explanation of the levels of problem solving and enforcement available to Corps of Engineers park rangers, including case illustrations and discussion of appropriate options. Topic presented by Tim Gibson

1335- 1335 **Break**

- 1335- 1450** **Proxemics, Body Language, and Recognizing the Signals**
Ranger safety related to situational analysis, reading and projecting body language, reducing levels of conflict, and recognizing and managing aggressive postures.
Presented by Don Underwood
- 1450-1500** **Break**
- 1500-1530** **Proxemics, (cont); Recognizing the Danger**
A test and discussion of recognizing hazardous and significant situations in the public use areas, to be used as a self-evaluation for personal awareness.
Presented by Don Underwood
- 1530-1630** **Patrolling the Park**
How to prepare for and conduct effective park patrols; different methods and strategies; observing and correcting small problems before they grow. Presented by Tim Gibson

TUESDAY, 4 JUNE

- 0800-1140** **Title 36 (36 CFR, Section III, Part 327)**
An in-depth, section-by-section, review of 36 CFR, Section III, Part 327, (the regulation we enforce). This section requires extensive class participation, with questions and discussion encouraged. The diversity of interpretations and approaches will be reduced to promote greater consistency in application.
(Breaks as needed). Facilitated by Staff.
- 1140-1245** **LUNCH**
- 1245-1335** **Working with Other Agencies; Cooperative Agreements for Increased Law Enforcement Services**
The importance of creating and maintaining positive and professional relationships with local public safety agencies; methods to improve relationships; the importance of our partners knowing the extent and limit of our authority; radio protocol. Cooperative agreements and their uses at Corps lakes. Presented by Chris Smith
- 1335-1345** **Break**

- 1345-1435** **Water Safety and Patrolling the Lake**
Reasons for beach and boat patrols; equipment and techniques of water safety patrols will be addressed, with specific pointers concerning good techniques and typical situations. Presented by Tim Gibson.
- 1435-1445** **Break**
- 1445-1550** **Special Situations**
A variety of situations will be discussed, all of which may present themselves to a Corps ranger at any lake. Some are dangerous, and all are challenging. Topics included in the discussions are domestic disturbances, children, Blood borne Pathogens, drug activity and meth labs. Presented by Don Underwood.
- 1550-1600** **Break**
- 1600-1630** **Written Warning Exercise**
Completion of the warning form will be demonstrated with overhead transparencies; students will then practice. Instructors and students will evaluate and critique the examples. Lead by Chris Smith

WEDNESDAY, 5 JUNE

- 0800-1030** **Violation Notices**
Module will encompass discussion and application of the Schedule for Forfeiture of Collateral; instruction on how to fill out violation notice; practical session with overheads and offense scenarios; importance and correct construction of the Statement of Probable Cause; purpose and function on Central Violations Bureau. (Break as required) Instructed by Chris Smith and Staff
- 1030-1040** **Break**
- 1040-1140** **Safe Vehicle Approach**
The procedures and dangers involved in stopping and/or approaching vehicles, as well as the procedures that minimize the danger to both the visitor and the ranger will be explained
- 1140-1240** **LUNCH**
- 1240-1600** **Tactical Communications; Situational Analysis**
Though the use of the Safe Self instruction module, the concepts and techniques of Verbal Judo™ and tactical communications will be discussed and applied to seven

filmed scenarios common to the experience of many Corps employees. Breaks as needed. Facilitated by Staff

- 1600-1630** **Preparation for Personal Protection Training**
Instructional overview, introduction to techniques, and learning objectives for tomorrow's hands-on personal protection training. Presented by Bill Jackson, Nashville District
- 1645-1830** **Dinner Break**
Students will get dinner, then return to change into Class 'B' uniform, and meet as a group in the hotel lobby for travel to field exercises.
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- 1830-1915** **Travel to Lake Dardanell**
- 1915-2100** **Field Exercises**
Students will practice tactical communication, situational awareness, and negotiation skills by participating in on-site, realistic park situation scenarios, followed by small-group reviews and critiques.

THURSDAY, 6 JUNE

- 0800-1130** **Personal Protection Training**
Students will meet in hotel lobby dressed in comfortable workout clothes, and walk to YMCA, where they will receive instruction in and practice of basic physical self-defense techniques. Instruction will be basic and repetitive to maximize retention should students ever be called upon to use these techniques. Instructed by Bill Jackson, Clyde Gates
- 1145-1245** **LUNCH**
- 1245-1630** **Personal Protection Training**
Continuation of self-protection training. Breaks as needed. Instructed by Bill Jackson and Clyde Gates

FRIDAY, 7 JUNE

- 0800-0810** **Field Exercises: Lessons Learned**
A short information exchange of lessons learned from the practical exercises will be lead

by Tim Gibson.

0810-0855 **Demographics and Cultural Awareness**

A quick view of our nationwide visitation, as well as data concerning the citation program. How America's population is changing, and the implications to our parks and our service to the public. Approaching situations with respect to cultural differences. The impact of gangs on our parks, and what we can do about it. Session conducted by Tim Gibson.

0900-0945 **Legal Issues**

The U.S. court system in a nutshell; what to expect and how to behave in the courtroom will be presented, along with keeping and referring to notes, rules of evidence, preserving evidence, and an overview of the Federal Magistrate Judges' legal process. Rangers' authority and jurisdiction will be defined, as will acting within scope of duties and color of law; rangers' potential personal liability for acting outside of their authority. Presented by _____, Assistant U.S. Attorney, Western District of Arkansas

0945-1000 **Break**

1000-1030 **Managing Psychological Trauma, CISM**

Emergencies such as drowning, death, and physical trauma affect survivors as well as emergency service responders. Guidelines and suggestions will be presented to help you prevent or reduce additional trauma to incident survivors and yourselves. Presented by Tim Gibson

1030-1130 **Post-Test and Evaluation**

Students will be tested on their knowledge of Title 36 and the Visitor Assistance Program. The test and the evaluation provide the instructors information with which to improve the course for future students.

1130-1200 **Course Summation**

Each instructor will have the opportunity to make a few closing remarks.

1200 **Dismissal of General Session**

NOTE: The classroom will be very informal. Both students and instructors are free to make appropriate comments. Since the instructors are from three different districts, it will quickly become evident that various lakes and districts use different methods and procedures - all within regulations - to meet the needs of their lakes and staff when dealing with various problems. The instructors are from all aspects of the recreation resource arena. The experience and knowledge that they share has been gained from working as rangers, operational project managers, district office staff, and HQUSACE course instructors.

