

...providing training and technical assistance to Virginia's law-enforcement officials and communities...

**VCPI Partners**



## VCPI Receives Funding To Provide Gang Training and PTO Programs In Virginia

BY LYNDA S. O'CONNELL, VCPI EXECUTIVE DIRECTOR

I'll let you in on a little "behind the scenes" secret at VCPI. As a recipient of our services, you see the finished products, the courses and assistance that we provide. What you don't see is the closet FULL of ideas and directions that we just can't get to right away. Basically, the entire VCPI team runs like one big research and development division. The idea closet can get pretty full in an R&D driven institute.

If you've been following VCPI's newsletters and website updates during the past year, you've probably noticed that two of our "released from the idea closet" issues have been gang training and the newly developed Police Training Officer (PTO) program. Each of these programs has tremendous potential for an enormous, positive impact in Virginia. We wanted to maximize that potential, but needed more resources to make it happen. Just like all organizations, VCPI occasionally faces challenges to be overcome involving limited resources.

**We win.  
You win.  
Everybody wins.**

Challenge accepted. Mission accomplished. Last month, VCPI was awarded two Byrne awards through the Department of Criminal Justice Services (DCJS). The first award will allow VCPI to provide 12 eight-hour gang courses around the state, beginning in August 2005.

The second award will support the provision of several 40-hour PTO courses. This program has been the topic of much discussion across the state during the past few months and VCPI is impressed by the number of Virginia law-enforcement agencies that are ready to replace their FTO programs with the new PTO model. The first course will be held during the week of October 24, 2005 in Stafford, Virginia.

To us, winning these awards means that we now have the resources to move our ideas surrounding these two issues out of R&D and into production.

To you, VCPI winning these awards means that you can now take advantage of progressive and effective gang training and

advance problem-solving and community policing through the implementation of PTO in your agency. Everybody wins!

Please hurry to take advantage of these training opportunities. VCPI is scheduling classes well into 2006 already. Contact VCPI at (804) 644-0616 to host a course. Register online at [www.vcpionline.org](http://www.vcpionline.org).

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[www.vcpionline.org](http://www.vcpionline.org)

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## NOTES FROM THE CLASSROOM

# I'm OK, You're OK

BY ADAM BRACEY, VCPI LEAD INSTRUCTOR

**R**emember the title to that old Janet Jackson hit, "What have you done for me lately?" Have you ever asked that question of yourself? What have you done for *yourself* lately? You work in the public sector getting paid far less than most would consider fair for occasionally risking life and limb in the name of public safety, so don't you owe it to yourself to do something for you?

I recently attended a class on leadership development conducted by Bryant Halstead and Anne Byrd of a company called Halstead. During the class, participants were asked to answer a series of questions about their lives. Summed up, the questions were as follows:

- What would you like to start doing in your life that you are not already doing?
- What aspects of your life would you like to change?
- What are you doing that you would like to stop doing?
- What would you like to do that you have never before done?
- What way would you like to be that you have never before been?

Have you ever been walking on a nature trail or a park path just soaking it all in and been passed by people whose interest seems only to be in reaching the end of the trail? It is as if they must accomplish the feat of beating that trail. No stopping! No looking back! Forge ahead to the finish line! They walked that loop in record time with kids in tow and are off to the next properly planned and regularly scheduled event.

My point is this – they missed the point! The point was not the completion of the circular-shaped trail; it *was* the circular-shaped trail. The walk was designed to be relaxing, to allow them to see and experience something a little different from the every-day. However, life gets in the way, old habits die hard, and we can overlook the very basic idea of self.

So where are you on this trail of life? Are you just plodding along towards the finish line (read death) or are you taking your time, stopping along the way to soak it all up and do something for yourself? Ask yourself those five questions at the start of this article and then do something unique – write your answers down and live up to them. Expand your horizons; enhance your wisdom, well-being, or quality of life. Do it for yourself – you deserve it! ♦

**Is your department developing programs that demonstrate community policing in action?** Tell us about it! VCPI loves to publish your articles and share your success with other VCPI Update readers. The deadline for our Fall Issue is September 16, 2005.

**Does your agency have photos of community policing activities laying around collecting dust?** Send them to VCPI so they can see the light of day on our newly designed website.

You can e-mail articles and photos to [cjenkins@vcpionline.org](mailto:cjenkins@vcpionline.org), or mail them to 701 E. Franklin Street, Suite 1407, Richmond, VA 23219. ***If we use your article or photo, we'll send you a coveted VCPI stainless steel coffee mug!***

**PROBLEM SOLVING SPOTLIGHT**

# Community Informants

## Lynchburg's Concerned Reliable Citizens' Program

BY CAPTAIN H. WAYNE DUFF, JR., LYNCHBURG POLICE DEPARTMENT

**A**s in all jurisdictions, the City of Lynchburg has been experiencing a high volume of anonymous calls from citizens reporting criminal activity, typically drug activity in our more active open-air drug markets. These callers are usually concerned citizens who want to make a difference; however, they are concerned with possible retaliation inflicted by those responsible for this criminal activity. And this is a legitimate concern.

Therefore, Lieutenant Ralph W. Smith of the Field Operations Bureau and Lieutenant Randall S. Houck with the Vice/Narcotics Unit met with the City of Lynchburg's Deputy Commonwealth Attorney Michael Doucette to develop an innovative community policing program in which we could establish confidential relationships with concerned citizens in our community.

The information that was being provided by the anonymous sources was probably correct, but we were not able to act on this information absent a tremendous amount of additional evidence, due to several cases decided in the Virginia Court of Appeals and the Virginia Supreme Court which determined the value of uncorroborated anonymous complaints of ongoing criminal activity.

In *Harris v. Commonwealth* (2001) [Virginia Supreme Court], it was the decision of the court that an anonymous tip identifying a person by location and appearance and asserting that the person is armed is not sufficient to justify the temporary detention of a person matching the description given by the tipster in order to conduct a pat-down search where law enforcement officers did not also corroborate the tipster's assertions that the individual was involved in illegal activity.

With this in mind, representatives from the Lynchburg Police Department and the Commonwealth Attorney's Office looked at our current use of criminal informants. These are people who are usually criminals themselves and are motivated by either the potential of financial gain or the possibility of leniency on current criminal charges.

In reviewing this relationship and the manner in which reliability of criminal informants is established, our team believed we could establish similar relationships with

law-abiding citizens within the community whose sole motivation for providing the police with information concerning criminal activity is to improve the quality of life in their neighborhoods.

The team decided we would reach out to the community by providing a way to give information confidentially that we could use to establish reasonable suspicion and probable cause to believe subjects are involved in criminal activity. If the information provided establishes probable cause, then our officers could arrest and search these subjects. Our team began meeting with several Neighborhood Watch Programs, faith-based organizations and civic groups, and we found there was tremendous interest in such a program within the community.

As a result of the efforts of our team, the

criminal activity.

After the training and the background investigation are completed, the citizens are established as reliable sources of information. The citizens are provided a code name and advised to call our communications center when they observe criminal activity in progress. The dispatcher will then notify an officer in the affected patrol service area and provide the officer with the code name of the concerned citizen and a call back number.

The officer will call the tipster directly and get the information first hand. The officer will then respond to the location, and based on the officer's observations upon arrival, the officer will take the appropriate action.

This innovative program allows citizens

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### These callers ... are concerned with possible retaliation inflicted by those responsible for this criminal activity.

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Concerned Reliable Citizens' Program was developed and implemented in the City of Lynchburg.

Representatives of our team developed a one-hour training session that would provide concerned citizens with the necessary training to readily recognize illicit drug activity as it was occurring. This training covers drug recognition, methods of operation of a drug market, and methods to identify persons involved in illicit drug activity. After completing the development of this training, our team met with interested citizens and provided them with this valuable training.

The citizens also undergo a voluntary background check. This background check includes the following:

- Criminal History Check
- DMV Check
- Work status
- Family members
- Number of Children
- Ties to the community

This establishes that they are good citizens within the community with a sole motivation of bettering their neighborhood by assisting the police by providing detailed information concerning ongoing

to get involved without fear of retaliation by the street drug dealer. Furthermore, this community partnership strengthens our relationship with citizens in our community. We currently have several members in this program, and membership is continuing to increase. In addition, several other jurisdictions have expressed interest in our program which, to our knowledge, is the first of its kind.

The Concerned Reliable Citizens' Program has been well received in our community. The members of our team have received the City of Lynchburg's Customer Service Award as well as the Lynchburg Police Department's distinguished Honorable Service Award as a result of their innovation and creativity in the development and implementation of this program. In order to provide the best quality of service to our citizens, it is imperative that we continue to try new and innovative approaches to community policing.

The Concerned Reliable Citizens' Program brochure is available on the Lynchburg Police Department's webpage which is [www.lyncburgpolice.org](http://www.lyncburgpolice.org). Furthermore, anyone interested in receiving information on this program can contact Captain H. Wayne Duff, Jr. at (434) 455-6062. ❖

## POWER SERIES REVIEW

# Are You A Survivor?

Dr. Gilmartin presents VCPI's 4<sup>th</sup> Power Series

BY CHRISTY JENKINS, SPECIAL PROJECTS COORDINATOR

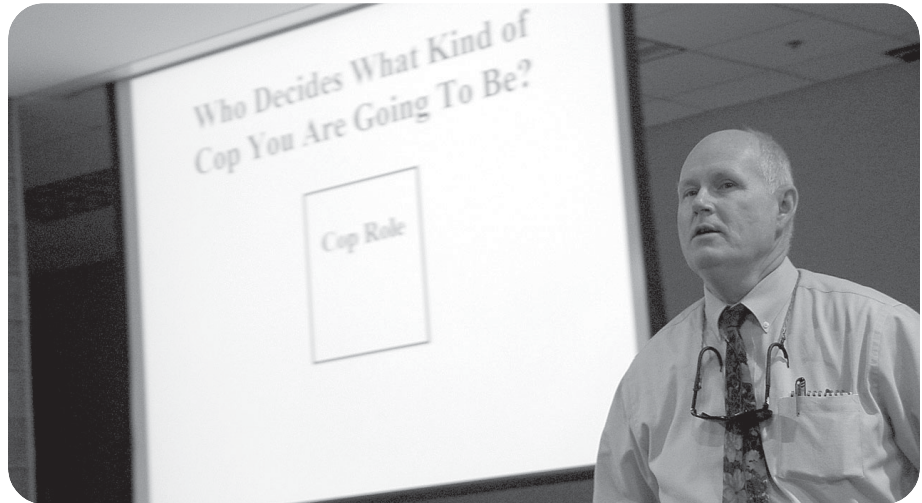
**W**hen Dr. Kevin Gilmartin, a behavioral sciences and management consultant with more than 20 years of law enforcement experience under his belt, spoke at VCPI's latest Power Series event April 4, 2005 in Richmond, he painted a pretty grim picture of what can happen to some of the very best law enforcement officers as their jobs take a toll.

They start out idealistic, and are alert, energetic, involved and invested in their work. But in order to be safe on the streets, some become hypervigilant and distrustful about the world around them. Instead of unwinding from this hyper-alert state by staying involved in their families, friendships and hobbies, they become increasingly tired, socially isolated, detached and apathetic.

In the attempt to avoid the roller coaster of highs and lows, they spend even more time in their role as law enforcement officers, and what looks like dedication becomes an unbalanced over-investment in their professional lives. For some, their sense of self becomes tied entirely to their job, over which they have little control. They view changes in the work environment as a personal assault, and some will begin to rebel. They will stop providing services, become paranoid, and view themselves as victims. At worst, you have cynical, self-loathing cops alienated from family, friends and outside identities who choose a self-justified path of corruption and make choices that put others, including fellow officers, in harm's way.

It doesn't have to be that way.

According to Gilmartin, author of *Emotional Survival for Law Enforcement: A Guide For Law Enforcement Officers and Their Families*, people survive by taking control of what



**DR. KEVIN GILMARTIN, AUTHOR OF *EMOTIONAL SURVIVAL FOR LAW ENFORCEMENT: A GUIDE FOR LAW ENFORCEMENT OFFICERS AND THEIR FAMILIES*, SPOKE AT VCPI'S 4TH POWER SERIES EVENT IN APRIL.**

they can control. "You have to control your sense of self," he says. "The biggest source of stress is that cops link their sense of self to a role that management controls."

Gilmartin made no claim that the physiological cycle of highs and lows can be broken. "A cop always has to be in the game," he says. "This is very, very problematic," he adds, because "Every action has an equal and opposite reaction. They get off duty, go home and get depressed. The best cops fall most prey to the physiology of alertness because they are the ones who are most alert. The very way a good cop thinks is the very thing that destroys them."

"The killer of police officers is not what happens at work," he says. "It's what they don't do at home."

However, Gilmartin did offer hope that the cycle can be managed by being aware of the physical and psychological toll of the law enforcement profession, and by

teaching officers the skills necessary to cope with the rollercoaster effect they experience day in and day out. "If we don't teach emotional survival the shelf life of a cop isn't very long," he says.

Gilmartin says the "keys to survival" are personal time management, physical fitness, and having significant roles in life other than the law-enforcement roll. "Don't be a passenger in your life," he says. ♦

**VCPI hopes to offer this opportunity to more of Virginia's law enforcement community in the coming months and is working with Dr. Gilmartin to bring him back to the state to share his valuable insights again.**

**Check [www.vcpionline.org](http://www.vcpionline.org) for updates and announcements about this incredible opportunity.**

## Students attending the course couldn't say enough:

***Wish I had this training earlier in my career. Can see myself in much of the material as well as many of my peers. This training should be mandated for all the officers in the department. I believe this course has really changed my outlook on the way I handle my career. This would save a lot of careers and family life. Dr. Gilmartin was a pleasure to listen to. He is truly an expert in his vocation and the information espoused was extremely enlightening and refreshing. Class act and top shelf all the way! Loved it! Thanks a million! One of the best and most important classes I've had since becoming a police officer. Dr. Gilmartin is an excellent instructor. This class should be given to every new police recruit. The class really makes you look at yourself critically, and also was helpful for me as a supervisor in my department. Gilmartin makes it clear that we need balance as a police officer.***

**UNLOCKING CREATIVITY**

# Asking the Right Questions

## Can You Buy a Whole Chess Set at a Pawnshop?

**BY DAVID MADDOX, VCPI CURRICULUM SPECIALIST**

Is the only dumb question the question that goes unasked? Are there really no dumb questions, just dumb people, as some suggest? Are there right questions and wrong questions? Can the wrong question be the right question? If I think I'm a kleptomaniac, is there something I can take for it? Wait..., I digress. Sorry.

Last year a teen was fired from her theater concession stand job at a Roanoke Cinema for the horrible transgression of failing to "upsell" to a "secret shopper" posing as a customer. Upselling is the practice of asking a person if they would like to upgrade to larger or more expensive items. We've probably all been asked if we'd like to "supersize it" at some point, a practice that I find annoying, but that many folks in the sales industry take very seriously. Upselling can increase a company's profits by nearly 50%, so asking the right question can be profitable and in this girl's case, not asking the right question was costly.

So let's start with the basic premise that asking questions is good when it comes to getting information about problems that we face and for generating ideas for solutions to them. So how do we make sure we're getting the most from our questions?

### THE RIGHT QUESTIONS

***"It is better to answer one question eight different ways than eight different questions one way."* – Plato**

Let's start with the universal six questions, sometimes called the journalistic six. Journalism students are taught to use these to make sure that they have covered the whole story. As problem solvers, you can use them to identify and analyze community problems from all angles. They are of course who, what, when, where, why, and how?

Use them all and try to go below the surface; for example, in our Residential Speeding class, we not only ask, "What makes people speed?" but also, "What makes them slow down?" Answering only the first question leads you to only a few possible solutions, while answering the second gives you additional, possibly more effective solutions.

Now let's consider history to help us uncover the root and the evolution of a problem. In "Creative Thinking Techniques," Robert Harris outlines the components of a historical examination:

- 1. Essence.** What is it? Object, concept? What is it made of? What is its real, elementary nature? What are its parts? What is it like, unlike? What is it related to? What are its various kinds, facets, shades? What is it a part of? Which part of it is unusual or outstanding? In what forms does it appear? Is it typical or atypical of its kind? What is it not? What is it opposed to? How is it different? What makes it different?
- 2. Origin.** Where did it come from? How was it made or conceived or developed? What caused it? If an idea, how did it arise? Are its origins meaningful now? What makes it spread or multiply or gain adherents? What was the reason behind it? Is the reason still valid or useful? Why? Why not? Is it still needed? What influences it? Does it change? Can it, should it be changed, strengthened, eliminated? What could have prevented, delayed, encouraged it?
- 3. Purpose.** What does it do? How does it work? What is its purpose? Is the purpose fulfilled? Better than by its predecessor? Can it, should it be improved? Is it helpful or harmful in intent? What are its implications; what does it lead to? Does it have obvious or hidden consequences? Does it have more than one purpose? What are its immediate effects and its long-term effects? Is its actual function the same as the original purpose intended by its originator? Can it be put to other uses?
- 4. Import.** What is its overall significance? What is its significance to man, environment, civilization, happiness, virtue, safety, comfort, etc.? How is it important? Is it a key element in life, civilization, local area, one man's existence? Is it necessary? Is it desirable?
- 5. Reputation.** What do you think about

it? What are your underlying assumptions? What do others think about it? Do you find consensus, division? Is it good, bad, helpful, harmful in fact or in the opinion of others? Can you resolve any differences between truth and opinion, intent, and actuality, pro and con members? What weaknesses are commonly identified? Are there obvious areas of desired change or improvement or elimination?

### THE WRONG QUESTIONS

***"You can tell whether a man is clever by his answers. You can tell whether a man is wise by his questions."* -Naguib Mahfouz (Arabic writer and 1988 Nobelist)**

Sometimes the right answers can come from the wrong questions. A creativity technique called a reversal may help you in finding a solution. Reversals ask the opposite of the question you want to ask. For example, in our problem-solving class on Youth Gun Violence, we ask students to list ways that the community can make the homicide rate go up. Answers usually include such things as provide more sources for the purchase of illegal guns, discontinue positive social and vocational opportunities for teens, discontinue information sharing between criminal justice agencies, and many more. After taking a look at the results, students sometimes realize that these things are really going on (often unwittingly) in their communities. This gives them a "jumping-off point" for developing problem-solving strategies.

***"I am just beginning to see what is behind all your questions. You lead me on by means of things I know, point to things that resemble them, and persuade me that I know things that I thought I had no knowledge of."* -Socrates**

So embrace the QUESTION as a powerful problem-solving technique! Learn its subtleties and variations. Don't assume you have all the answers, dig deeper. Remember the words of Satchel Paige: "It's not what you don't know that hurts you; it's what you know that just ain't so."

Until next time: stay safe. ❖

## PARTNER ACTIVITIES

# The Call To Protect

## Institute Partner VCPA joins domestic violence initiative collecting used cell phones

BY CHRISTY JENKINS, SPECIAL PROJECTS COORDINATOR

**T**he Virginia Crime Prevention Association (VCPA), one of VCPI's partner organizations, has joined forces with the Allstate Foundation, the Wireless Foundation and local law enforcement agencies in an initiative urging Virginians to donate no-longer-used cell phone to fight domestic violence and combat community crime.

It's known as Call To Protect, and since the program was launched in this state in May several thousand old cell phones and batteries have been collected statewide, according to Patrick Harris, Executive Director of the Virginia Crime Prevention Association. The Association is still compiling the numbers from other parts of the state.

"The simple act of turning in a used cell phone generates enor-

mous public benefits to different sectors of the community," Harris said. "Cell phones often serve as the lifeline for victims of domestic violence or can help fund activities to prevent fraud against senior citizens and improve school safety."

The public donates phones in specially marked boxes at local participating Allstate agencies throughout Virginia. Local law enforcement agencies collect the Call to Protect phones and forward them to the VCPA for shipping to the Wireless Foundation. The phones are then distributed to potential victims by participating local domestic violence organizations and police departments.

All Call to Protect phones are pre-programmed to dial 911 and usually one or two non-emergency numbers like a domestic violence shelter. Members of the Cellular Telecommunications &

## Call to Protect: Participating Allstate Agencies

### ARLINGTON, VA

2404 26th Road South  
200 North Glebe Road, Suite 803

### ASHBURN, VA

42882 Truro Parish Drive, #103  
20605 Gordon Park Square, #110

### BLACKSBURG, VA

2001 South Main Street

### BRISTOL, VA

313 Bonham Road

### BURKE, VA

9316-E Old Keene Mill Road

### CHESAPEAKE, VA

1524 Volvo Parkway, Suite A  
1200 North Battlefield Boulevard, # 113

### DANVILLE, VA

2943 Riverside Drive

### FALLS CHURCH, VA

7309 Arlington Boulevard, Suite 304

### FRANKLIN, VA

114 West 2nd Avenue

### FREDERICKSBURG, VA

4318 Carr Drive

### GLOUCESTER, VA

6888 George Washington Memorial  
Highway

### HAMPTON, VA

1114 Big Bethel Road, Suite 111

### HERNDON, VA

297 Herndon Parkway, Suite 303

### LEESBURG, VA

120 East Market Street, Suite 3  
703C East Market Street

### LYNCHBURG, VA

3311 B Waterlick Road

### MARSHALL, VA

4199G Winchester Road

### MARTINSBURG, VA

101 Cleveland Avenue, Suite 2

### MCLEAN, VA

6845 Elm Street, Suite 103

### MIDLOTHIAN, VA

13413 Midlothian Turnpike, Suite 200

### NEWPORT NEWS, VA

12829 Jefferson Avenue  
12229 Jefferson Avenue, Suite 300

### NORFOLK, VA

110 Maycox Avenue, Suite 8  
5847A Popular Hall Drive  
708 East Little Creek Road

### POQUOSON, VA

501 Wythe Creek Road

### PORTSMOUTH, VA

4357 Portsmouth Boulevard  
1904 Colley Avenue

### RICHLANDS, VA

3130 Cedar Valley Drive, Suite 103

### RICHMOND, VA

3440 Lauderdale Drive  
15 North Thompson Street  
9505 Hull Street Road  
808 Branchway Road

### ROANOKE, VA

5431 B Peters Creek Road  
6318 Peters Creek Road, A-3  
4644 Brambleton Avenue, SW  
2305B Colonial Avenue, SW

### SMITHFIELD, VA

1801 South Church Street

### SPRINGFIELD, VA

6506 Loisdale Road, Suite 104

### STAUNTON, VA

1215B Greenville Avenue

### VIENNA, VA

1593 Spring Hill Road, Suite 155

### VIRGINIA BEACH, VA

4383 Holland Road  
400 South Witchduck Road, Suite 104  
1043 Kempsville Road, Providence Square  
Pembroke One Building, Suite 312  
3813 Princess Avenue  
665 Newtown Road, Suite 107  
1920 Centerville Turnpike South, Suite 102

### WARRENTON, VA

39 Garrett Street

### WAYNESBORO, VA

27 Stoneridge Drive, Suite 101

### WEBER CITY, VA

228A U.S. Highway 23 North

### WINCHESTER, VA

213 Weems Lane

### YORKTOWN, VA

2900 B Hampton Parkway

Internet Association donate free emergency airtime.

"Allstate is in the business of helping people protect their families and their property in cities and towns across the state of Virginia," said Patty VanLammeren, Allstate Capital Region Field Vice President. "This commitment to our communities is reflected in our support of programs like Call to Protect and through the proud participation of our Virginia agents in this important initiative," she said.

Virginia statistics on family violence reflect a statewide need for programs like Call to Protect. According to the most recent Family & Intimate Partner Violence Homicide Report from the Virginia Department of Health, there were 131 victims of family and intimate partner homicides in Virginia in 2003. In that year, 47.3 percent of all family and intimate partner violence occurred in eight localities: Norfolk, which was highest in the state with 9.2 percent, Fairfax and Henrico Counties, Richmond City, Newport News, Prince William County, Roanoke City, and Virginia Beach.

In the intimate partner homicide category alone, nearly four of every five victims were women with three of the victims being children under age 18. Over half (54.4 percent) of intimate partner homicide victims lived with the perpetrator prior to or at the time of the homicide, according to the report.

The Call to Protect Program is part of a national wireless phone collection drive and is also supported nationally by the Wireless Foundation, the National Coalition Against Domestic Violence and Motorola. Experts estimate there are more than 60 million inactive phones in the U.S.

The Wireless Foundation is a non-profit charitable organization that was established in 1993 by the membership of the Cellular Telecommunications & Internet Association. The Foundation oversees a number of philanthropic programs that use wireless technology to help address the challenges of American communities.

The Virginia Crime Prevention Association is a non-profit 501(c) (3) organization that has been providing crime prevention services in Virginia since 1978. Its mission is to make our communities safer by providing programs and services that reduce the opportunity for crime and terrorism to occur. For more information about the VCPA or the program, call (804) 231-3800 or e-mail [vaprevent@aol.com](mailto:vaprevent@aol.com). All cell phone donations are tax-deductible. To print a tax receipt, visit the Wireless Foundation's web site at [www.wirelessfoundation.com](http://www.wirelessfoundation.com).

**VCPI**



## **Police Training Officer Program**

*A new era of law enforcement training in Virginia*

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*Space is limited!*

**VCPI**

**Virginia Community Policing Institute**

*Training to Build Safer Communities*

# Mousetrap In Action

BY CHRISTY JENKINS, SPECIAL PROJECTS COORDINATOR

**W**hen VCPI bookkeeper Teresa Carey noticed that the same Virginia family had ordered 300 copies of our Mousetrap CD-ROM since it was released in January 2004, we knew something was going on. How were they being used, and why did they need so many?

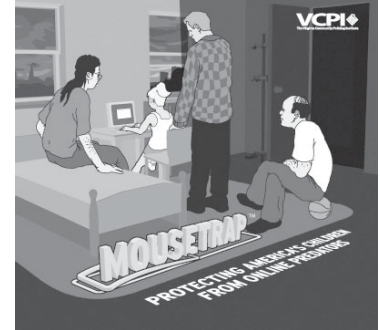
It seems Gwenn Hartman of Chesapeake, Virginia had learned of the Mousetrap CD from her brother, a Pennsylvania police officer who feels very strongly about internet crimes against children and had even organized local community programs on this topic in his town. Now Mousetrap is part of his arsenal against internet crimes, and his sister is part of his team, distributing them to pre-teen parents at PTA meetings, community events and safety programs for children.

"The CDs have been well received," Hartman said in an e-mail to VCPI. "Many people were initially turned off by the beginning, but once they were assured that there was real substance in the CD, they tried again and found that their time was well spent. A number of parents have come back with stories of how they applied what they learned and were shocked to find what was

going on in their kids' online accounts," she said.

Mousetrap can be ordered online at [www.vcpionline.org](http://www.vcpionline.org). Virginia residents can obtain up to 75 copies of Mousetrap for a minimal shipping and handling fee. For Virginia resident orders larger than 75 copies, and all persons and organizations outside of Virginia a minimal fee to cover the production cost of the product, and shipping and handling is required.

Hartman and her brother believe the Mousetrap program has possibly prevented tragedy in more than a few instances. She said, "One can only imagine how many potential tragedies kids and parents have been spared thanks to these CDs." ❖



Visit the VCPI Website for Continual Updates on Current Courses  
[www.vcpionline.org](http://www.vcpionline.org)

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