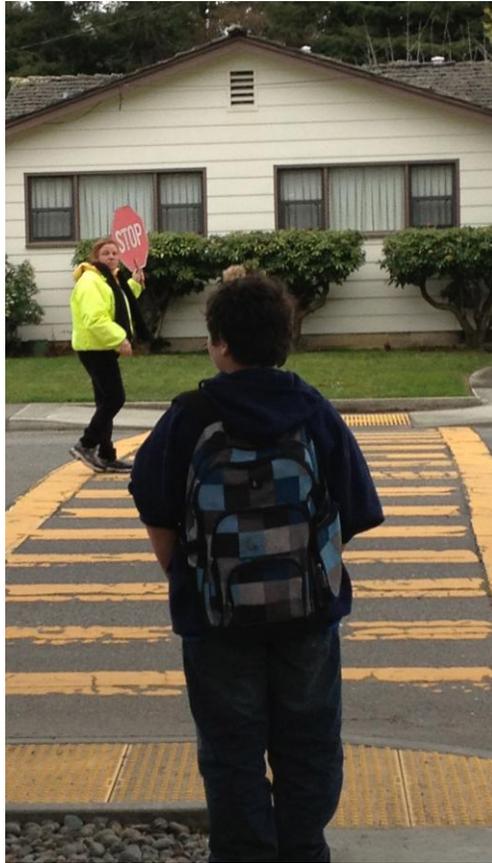


School Crossing Guard Training Manual



Redwood Crossing Guard Program Humboldt County, CA 2015



Redwood Community Action Agency
"Empowering People, Changing Lives Since 1980"

Adapted from Solano County's *School Crossing Guard Training Manual 2012*.

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Contact Information

Thank you for offering your services as school crossing guards and helping protect the lives of children in Humboldt County as they make their way to and from school. Humboldt County Department of Health and Human Services, Redwood Community Action Agency, Eureka Police Department, Fortuna Police Department, and numerous other agencies within the county have worked together to provide a detailed training manual to ensure the best practices of school crossing guards. Please feel free to use the contact information listed below with any additional questions and concerns you might have; or for additional program information.

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Crossing Guard Training Outcomes

Crossing Guards! You have a very important job. Protecting our children as they go to and from school is a big responsibility, and this program is designed to help you do your best job. You also have a wonderful opportunity to help the children learn proper crossing techniques when you see them every day. These techniques can protect them even when you are not around to watch out for them.

We commend you for taking on this important job and encourage you to serve as a good role model for the children. You are important to them and they will be watching your actions as a guide to what they should do.

Thank you for performing this valuable community service.

Upon completion of this training you will:

- Know the full responsibilities, as well as the limitations of the duties, of a competent crossing guard.
- Recognize the ways that the behavior of children is different from adults, and how these differences can create safety issues when crossing streets.
- Be able to demonstrate the techniques and procedures used by crossing guards to safely assist children across roadways.
- Understand how to appropriately handle incidents and report those incidents correctly.

Goals and Responsibilities

The primary goal of a crossing guard is to insure the safety of each child as they cross the street by:

- Encouraging patterns of proper crossing behavior by school children
- Deterring school children, as necessary, from committing unsafe acts
- Using appropriate signals to inform motorists that school children are using, or about to use, the crossing

A crossing guard's primary responsibilities are to:

- Use or create gaps in traffic to help students cross the street safely
- Teach school children proper crossing techniques to include the proper search pattern of looking left-right-left and over their shoulder for turning traffic
- Project a positive public image and serve as a positive role model for children
- Observe and report conditions or incidents that may create a hazardous situation for pedestrians
- Arrive promptly at their assigned post each day, and remain at their post throughout their shift
- Notify a supervisor if late or unable to be at work

Things to Know About Children's Behavior

Children:

- See differently, the eye of a young child is capable of only two-thirds of the peripheral vision of the adult. Assume that if they see a car, its driver must be able to see them. However, children are easily hidden from view by parked cars and other objects.
- Cannot readily tell the direction a sound is coming from.
- Are unaware of how fast cars are approaching.
- Mix fantasy with reality.
- Concentrate on only one thing at a time. This is not likely to be traffic.
- Are spontaneous and curious.
- Will complete any motion they start.
- Overestimate their abilities; this could affect their timing and lead to an accident.
- Model their actions after others.
- Are forced to respond to an adult world, a child's logic differs from adults'.
- Treasure near misses, a child may do something dangerous to give themselves bragging rights later.

Safety Tips

It is important to give verbal commands while crossing children at the crosswalk.

- Do not allow children to cross by themselves.
- Do not allow children to run across the street.
- Do not allow children to ride bicycles, skateboards, or scooters inside the crosswalk. Do verbally require them to dismount and walk/carry their bicycles, skateboards, and scooters across the street (21967, 21968, 21969 CVC).
- Do require children to wear a helmet while riding a bicycle, skateboard, or scooter (21212 (a) CVC).
- Do require children to stay within the marked crosswalk area (crossing guards must also stay within the marked crosswalk) (21954 (a) CVC).
- Teach children to look LEFT - RIGHT - then LEFT again for traffic, to look over their shoulder for possible turning vehicles at intersections, and to keep scanning while crossing the road.

CVC-California Vehicle Code, see Index page 14

General Crossing Instructions

1. Your primary duty is to safely assist students across a roadway, **within a marked crosswalk**. Crossing guards must stay within the marked crosswalk when crossing students (21368, 21954 (a) CVC).
2. You are **NOT** a traffic officer. Please do not disrupt normal vehicular traffic patterns or direct traffic. Watch for breaks in the traffic flow and take advantage of such periods to cross students. Acting outside of your duties could result in personal liability.
3. In many cases, the same motorist will pass your crossing at the same time daily. Give the motorist advanced warning of your intended action by making eye contact, using bold exaggerated arm signals, and blowing the whistle once before entering the crosswalk. Smiling at motorists also helps. It can help you build a friendly relationship with the motoring public.
4. Keep your mind on your job at all times and display confidence in your actions to do your job.

For example: Don't give the motoring public the impression you're going to step out into the crosswalk if you're not intending to. This can cause confusion to motorists and students, which could result in a hazardous situation.

5. Never leave your assigned crossing areas during hours of duty. The safety of students is your responsibility.

CVC-California Vehicle Code, see Index page 14& 15



Specific Crossing Instructions

1. Wait for a gap in traffic on the crossing guard's side of the street.
2. Face the oncoming traffic and make eye contact with the approaching drivers.
3. Make one loud whistle blow and walk to the center of street with the STOP paddle held high.
4. Stand on the crosswalk line close to the center of the street and make sure that all traffic has stopped, including any turning vehicles. Face the intersection if applicable.
5. Arm signals shall be given with the arm extended towards the students and then brought across your body in a bold sweeping motion in conjunction with two loud blows of the whistle. Verbally instruct the children to cross. Tell them to look left-right-left while crossing and proceed across the street within the marked crosswalk.
6. Remain in the center of the street until the last child reaches the opposite side of the street.
7. Walk to the curb or edge of the street with the STOP paddle held high the entire way. When back at the curb or edge of the street, lower hand(s) signaling traffic to flow again.
8. Remain near the curb or edge of the street for the next group of children to gather.
9. Even if no vehicles are in sight, always use the same procedure of advancing to the center of the roadway with the stop sign raised before allowing students to cross
10. Crossing guards may only stop traffic a maximum of 2 minutes if busy.
11. Be prepared to cross students from either end of the crosswalk.
12. Crossing guards should be the first person to enter the street and the last to leave.

Things to Know About Driver Behavior

- **Drivers take 30 to 120 actions per minute:**
Accelerate, brake, make steering correction, activate turn signal, dim headlight, *distracted driving*
- **Drivers commit at least one error every two minutes:**
Follow too closely, encroach into adjacent lane, drive too fast
- Some drivers choose to be distracted by non-driving tasks such as:
Operating entertainment systems, watching navigation systems, using mobile devices for voice and text communications, eating and drinking

Common Driver Errors – Signalized Intersections

- Don't see the intersection or traffic signals
- Not in the correct lane
- Indecision at yellow indication
- Approaching the intersection too fast
- Not seeing conflicts in the intersection
- Turning left without proper gap
- Misinterpreting signs

Common Driver Errors – Unsignalized Intersections

- Don't see the intersection
- Don't judge gaps well
- Approaching the intersection too fast
- Running a STOP sign
- Not yielding the right of way

Of the tasks drivers face, negotiating intersections is among the most difficult.

As you move about your assigned intersection, be aware of the potential errant movements of vehicles. More and more drivers are distracted so the amount of information they can process is less, potentially leading to additional errors.

Violations to Report

Report any action by anyone that threatens the safety of children or you; such as repeated failure to follow your directions (2815 CVC).

****Make sure to write down your observations as soon as it is safe for you and the children to do so. If a life threatening situation occurs, call 911 immediately and then report to your supervisor. Remember, you do not have enforcement powers; you are to observe and report only.**

Motorist:

- ◆ State what you observed; date, time, location
- ◆ Obtain vehicle license plate and brief description of vehicle. Example: color, make and model
- ◆ Obtain description of driver. Example: sex, age, clothing, hair color, and facial characteristics

Children:

Children who consistently fail to cooperate with you should be reported to the school principal. Obtain their name, age, or grade level and school attendance. If the child refused to supply this information, obtain a complete description of the child. Also, other children will often help identify the offender.

Include date and time the violation occurred and the nature of the violation.

Many schools participate in positive behavior programs and reporting student behavior, both good and bad, may help the school reinforce behavior expectations.

If a child continues to show up without a helmet after being told several times, contact the principal to address this with the student. If families need assistance obtaining helmets, help is available through the school, DHHS, or Making Headway.

Suspicious Characters:

Obtain a complete description of the individual(s) as possible. If a vehicle is involved, obtain a complete description. Do not approach or confront the individual(s). Note carefully all points that arouse your suspicion. If circumstances warrant, request the assistance of a law enforcement officer.

CVC-California Vehicle Code, see Index page 14

What if a Collision Occurs at the Crossing?

1. What if a traffic collision occurs at the crossing?

If traffic collisions occur at your assigned crossing, and they do not involve school children or jeopardize the safety of other school children, then it is not your first responsibility. Your primary responsibility is still focusing on the school children.

2. What if students are already in the crosswalk with me when the collision occurs?

If conditions at the crossing permit, children must still be escorted safely across. If it is not safe to continue to escort children across, move them away to safe locations until it is safe to cross.

3. What if one of my students is injured by a vehicle?

If a school child is seriously injured at your assigned crossing, the proper authority (911) must be notified immediately. After calling 911, notify the principal at the nearest school right away.

If a school child has minor injuries, follow-up with the front office at the school. **Do not administer First Aid if you are not trained to do so!**

4. Should I collect information from witnesses of the collision?

Do not interview witnesses or those involved in the collision. Leave that to the law enforcement officer.

- Remember, don't become involved in a collision unless school children are involved or their safety is jeopardized. Provide assistance only if you can do so without jeopardizing your safety and the safety of school children.
- If 911 does need to be called, it is helpful if someone with detailed information about the situation (extent of injuries, traffic congestion, etc.) does the calling.

Personal Conduct

As a school crossing guard you are in the public eye. In your official duties, your actions reflect upon you, the school, and the School District.

Your attitude will largely determine your success in gaining the cooperation of the motoring public, students and parents. Always conduct yourself as a professional.

- Arrive on time
- Stand at post – never sit
- Maintain self-control
- Be firm, courteous, pleasant
- Exhibit behavior that projects a positive image of your agency
- If you will be absent call your supervisor as soon as possible

Learning and using students' names may help promote a positive attitude with the general public and will help you when giving directions to students.

Equipment



Be Visible! Be Audible!

- Required equipment includes a safety vest, stop paddle, and whistle.
- Optional equipment includes a note pad, pencil, and radio or cell phone for emergency use.
- No umbrellas while on duty as they obstruct visibility.



Do's & Don'ts

Do:

- ☺ Be on time and attentive to duty. Arrive at your post a minimum of five minutes before starting time to assess conditions.
- ☺ Notify a supervisor at least 24 hours in advance, if you cannot be at your post, so they can arrange for a substitute crossing guard.
- ☺ Have a professional appearance and wear neat and clean clothing. The public often judges the entire school by one employee's appearance.
- ☺ Assist any person wishing to cross the street at your post (primarily children or the occasional adult).
- ☺ Remember that directing vehicle traffic is not your job. Your assignment is helping pedestrians safely across the street.
- ☺ Be sure to wait for adequate wide gaps in traffic to cross any person, adult or child.
- ☺ Be sure that approaching vehicles have stopped or are not near enough to be a hazard before crossing children.
- ☺ Remind children to look left, right, left and then over their shoulder for turning traffic before proceeding into the crosswalk.
- ☺ Be especially watchful for turning motorists.
- ☺ Remind children to remain one full step back of the curb and wait for your verbal signal to cross.
- ☺ Remind children to cross only at a corner or at an approved crossing.
- ☺ Remind children that horseplay and running in the crosswalk are not allowed.
- ☺ Remind students to walk bicycles/scooters and carry skateboards across the street.
- ☺ Ask parents or adults to cross properly and cross their children properly. Be tactful.
- ☺ Be sure that the crosswalk is clear when you see or hear emergency vehicles responding through your area on emergency runs.
- ☺ Maintain confidentiality when reporting any incidents or violations.

Do's and Don'ts

Don't:

- ✘** Go outside the guidelines of your job by directing or holding back the flow of vehicle traffic.
- ✘** Motion any vehicle through a school “STOP” sign or any other traffic control, as you do not have the authority to do so.
- ✘** Leave your post for any reason while on duty.
- ✘** Let children do your job.
- ✘** Eat or drink while on duty.
- ✘** Drink alcoholic beverages or use narcotic substances while on duty or before reporting to duty. Verify with your physician if narcotics are prescribed and do not take them if they affect your job performance.
- ✘** Smoke or use tobacco products while on duty.
- ✘** Use profanity.
- ✘** Touch the school children including giving hugs or pats on the back
- ✘** Keep children at the curb any longer than necessary to get them safely across the street.
- ✘** Jump or dart out into the street or take unnecessary chances.
- ✘** Stand in the street except when crossing children.
- ✘** Be inside your vehicle while on duty or park your vehicle in restricted areas.
- ✘** Stop vehicles for violations or become involved in arguments with motorists, bicyclists or pedestrians. Do report all problems to your supervisor for handling.
- ✘** Use your personal cell phone while on duty; unless there is an emergency.
- ✘** Discipline children; it is not your job. Record their name and report to administration after your shift.
- ✘** Use an umbrella while on duty; this is to ensure the hand held stop sign is in clear view of the motoring public.
- ✘** Park next to the crosswalk as it would limit visibility

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2815 CVC-Disregard of Nonstudent Crossing Guard

Any person who shall disregard any traffic signal or direction given by a nonstudent school crossing guard, appointed pursuant to Section 21100, or authorized by any city police department, any board of supervisors of a county, or the Department of the California Highway Patrol, when the guard is wearing the official insignia of such a school crossing guard, and when in the course of the guard's duties the guard is protecting any person in crossing a street or highway in the vicinity of a school or while returning thereafter to a place of safety, shall be guilty of an infraction and subject to the penalties provided in Section 42001.1

21212 (a) CVC-Youth Bicycle Helmets

A person under 18 years of age shall not operate a bicycle, nonmotorized scooter, or a skateboard, nor shall they wear in-line or roller skates, nor ride upon a bicycle, a nonmotorized scooter, or a skateboard as a passenger, upon a street, bikeway, as defined in Section 890.4 of the Streets and Highways Code, or any other public bicycle path or trail unless that person is wearing a properly fitted and fastened bicycle helmet that meets the standards of either the American Society for Testing and Materials (ASTM) or the United States Consumer Product Safety Commission (CPSC), or standards subsequently established by those entities. This requirement also applies to a person who rides upon a bicycle while in a restraining seat that is attached to the bicycle or in a trailer towed by the bicycle.

21368 CVC-Crosswalks near Schools

Whenever a marked pedestrian crosswalk has been established in a roadway contiguous to a school building or the ground thereof, it shall be painted or marked in yellow as shall be all the marked pedestrian crosswalks at an intersection in case any one of the crosswalks is required to be marked in yellow. Other established marked pedestrian crosswalks may be painted or marked in yellow if either (a) the nearest point of the crosswalk is not more than 600 feet from a school building or the ground thereof, or (b) the nearest point of the crosswalk is not more than 2,800 feet from a school building or the grounds thereof, there are no intervening crosswalks other than those contiguous to the school grounds, and it appears that the facts and circumstances require special painting or marking of the crosswalks for the protection and safety of persons attending the school. There shall be painted or marked in yellow on each side of the street in the lane or lanes leading to all yellow marked crosswalks the following words, "SLOW-SCHOOL XING", except that such words shall not be painted or marked in any lane leading to a crosswalk at an intersection controlled by stop signs, traffic signals or yield right-of-way signs. A crosswalk shall not be painted or marked yellow at any location other than as required or permitted in this section.

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21950 (a) CVC- Right-of-way at Crosswalks

The driver of a vehicle shall yield the right-of-way to a pedestrian crossing the roadway within any marked crosswalk or within any unmarked crosswalk at an intersection.

(b) This section does not relieve a pedestrian from the duty of using due care for his or her safety. No pedestrian may suddenly leave a curb or other place of safety and walk or run into the path of a vehicle that is so close as to constitute an immediate hazard. No pedestrian may unnecessarily stop or delay traffic while in a marked or unmarked crosswalk.

(c) The driver of a vehicle approaching a pedestrian within any marked or unmarked crosswalk shall exercise all due care and shall reduce the speed of the vehicle or take any other action relating to the operation of the vehicle as necessary to safeguard the safety of the pedestrian.

21954 (a) CVC-Pedestrian's outside Crosswalks

Every pedestrian upon a roadway at any point other than within a marked crosswalk or within an unmarked crosswalk at an intersection shall yield the right-of-way to all vehicles upon the roadway so near as to constitute an immediate hazard.

21967 CVC-Skateboards on highways, sidewalks, or roadways

A local authority may adopt rules and regulations by ordinance or resolution prohibiting or restricting persons from riding or propelling skateboards on highways, sidewalks, or roadways.

21968 CVC- Motorized Skateboards

No motorized skateboard may be propelled on any sidewalk, roadway, or any other part of highway or on any bikeway, bicycle path or trail, equestrian trail, or hiking, or recreational trail.

21968 CVC- Roller Skating on highways, sidewalks, or roadways

A local authority may adopt rules and regulations by ordinance regulating persons engaged in roller skating on a highway, sidewalk, or roadway.