

A large, faint watermark of the Milwaukee Police Department badge is centered on the page. The badge features an eagle with spread wings at the top, a shield with the word "MILWAUKEE" and the year "1855", and a banner at the bottom with the word "POLICE".

**SCHOOL CROSSING GUARD  
STANDARD OPERATING INSTRUCTION**

## INDEX

- 3 - WELCOME
- 3 - INTRODUCTION AND DUTIES
- 4 - TRAINING
- 4 - MEETINGS
- 4 - YOUR SUPERVISOR
- 5 - UNIFORM
- 5 - NO WEAPONS ON PERSON WHILE ON DUTY
- 6 - WORK SCHEDULES
- 6 - PAY DAY
- 6 - REPORTING FOR DUTY
- 7 - ABSENCES
- 7 - LEAVE OF ABSENCE
- 7 - DISCHARGE OR TERMINATION
- 8 - PERSONAL INJURIES
- 8 - YOUR RELATIONSHIP WITH THE PUBLIC
- 9 - PERSONAL RECORD CHANGES
- 9 - USE OF ALCOHOL AND OTHER DRUGS
- 10 - DIRECTING TRAFFIC
- 10 - USING THE WHISTLE
- 11 - STOPPING TRAFFIC
- 12 - OPEN LANES
- 13 - STARTING TRAFFIC
- 13 - SPECIFIC CROSSING PROCEDURES
- 14 - SCHOOL CROSSING GUARD GUIDESLINES FOR WORKING ATERIAL INTERSECTION
- 15 - 16 - SCHOOL CROSSING GUARD GUIDESLINES FOR WORKING BOULEVARD INTERSECTION
- 17 - SCHOOL CROSSING GUARD GUIDESLINES FOR TRAFFIC CONTROL SIGNAL INTERSECTION
- 18 - PUSH BUTTONS
- 19 - VEHICLE DISREGARDING YOUR SIGNAL
- 20 - CONTROLLING CHILDREN
- 20 - EMERGENCY PROCEDURES
- 20 - WORKING WITH SAFETY CADETS
- 21 - WORKING DURING WINTER MONTHS
- 21 - FROSTBITE
- 22 - SCHOOL CROSSING GUARD ASSIGNMENT AND CONTACT PAGE

## **WELCOME**

Welcome to your new job as a school crossing guard. Since the program was inaugurated in the City of Milwaukee in 1950, countless dedicated individuals have helped provide this essential service for the school children of our city. On occasion, school crossing guards have performed acts of bravery and administered services above and beyond the call of duty. Their efforts in teaching safe pedestrian practices to the children have been reflected in the lowering of traffic death rates for school age youngsters. You are now a member of the team that is responsible for the protection of thousands of Milwaukee school children on their way to and from school. Do your job as well as you possibly can, and we are certain that because of you, our children will grow to become better citizens with well-developed safety habits.

Your daily actions, duties, and responsibilities as a School Crossing Guard must conform to the “MPD Code of Conduct and The Crossing Guard Standard Operating Instructions”.

Each of you took the “Oath of Office” when you were hired. It states, “I..., who has been appointed to the office of School Crossing Guard but has not yet entered upon the duties thereof, swear that I will support the Constitution of the United States and the Constitution of the State of Wisconsin: obey all of the lawful orders of my superior officers; and faithfully discharge the duties of my office to the best of my ability, so help me God”.

## **INTRODUCTION AND DUTIES**

School Crossing Guards are part of the City’s overall child protection program which involves preparation of safe route to school plans, placement of school zone signing, painting crosswalks, timing traffic signals, restricting parking, school safety patrol programs, traffic law enforcement and public safety education. Milwaukee combines education, engineering and enforcement to provide the safest possible trip to school for children. School crossing guards are assigned to a location after studies are taken which show a need for protection.

The duty of the school crossing guard is to assist elementary school children in crossing streets safely at their location. Crossing guards have the authority to direct traffic to cross children safely. Crossing guard duties include preparing requested reports and performing related duties as required. Substitute school crossing guards are assigned to replace regular guards at any location within their assigned police district within one hour’s notice of an absence. Substitutes are required to have a telephone, valid driver’s license and car to perform their duties and must be available for daily assignment. In addition to having the same duties as regular crossing guards, substitutes may also be assigned to train other crossing guards.

(WILEAG 2.8.1.2)

## **TRAINING**

As a School Crossing Guard, you are employed by the City of Milwaukee and assigned to the Milwaukee Police Department. The Milwaukee Police Department trains and supervises School Crossing Guards. School crossing guards while on authorized school crossing guard duty are acting in a non-sworn capacity and are indemnified when acting under the authority of the department in accordance with this standard operating instruction. Assignment to the school crossing guard service does not grant or imply the authority to arrest persons in the same manner as is granted by law to regular certified police members.

(WILEAG 2.8.1.1, 2.8.1.2, 2.8.1.5)

All new School Crossing Guards must satisfactorily complete the training conducted at the Milwaukee Safety Academy each fall in order to keep their jobs. You are required to attend all sessions. At the academy you will receive training in first aid, traffic control, traffic laws, children's ability to cross streets, and other subjects relevant to the job.

All newly hired School Crossing Guards will receive a general orientation as part of their initial training. The instruction will continue with on-the-job training given at your assigned crossing.

Training continues with a newsletter entitled, "**Guard Post.**" This information and training bulletin will carry seasonal advice and contains official notices such as changes in regulations or procedures, meeting notices, etc. Read and keep the bulletins for future reference.

(WILEAG 2.8.1.4)

## **MEETINGS**

Normally, there are two mandatory training meetings for School Crossing Guards each year. One meeting is held preceding the opening of school in fall and the other is held midway through the school year. These meetings provide a forum for the School Crossing Guards and their supervisors the opportunity to discuss current problems and to provide training. All School Crossing Guards are required to attend these meetings and are paid for attending.

(WILEAG 2.8.1.4)

## **YOUR SUPERVISOR**

Your supervisor is your most important contact. He / she will make you aware of your duties and responsibilities as a School Crossing Guard and will help you learn them. If any unusual situation or problem arises, do not hesitate to call. Remember, it is your responsibility to make contact. We are always willing to help

## **UNIFORM**

The official uniform is your sign of authority. It consists of a uniform hat, vest, gloves, whistle, and call box key. These must be worn at all times when on duty. This equipment, plus a winter coat, raincoat, and mittens are also provided by the city.

In warm weather, white, light blue, or dark blue shirts or blouses must be worn with dark blue or black slacks or skirts of knee length or longer. No other combinations of slacks and tops are acceptable. This means that denim jeans and shorts are not allowed. The raincoat should be worn in rain and fog with the vest worn over it. Make sure that the shoes or boots that you wear are comfortable, warm, and provide good traction for you **(no sandals of any type)**.

(WILEAG 2.8.1.3)

School Crossing Guards must be neat and clean while on duty. They should examine and clean their equipment and keep it in good, serviceable condition. Do not store your uniform in your vehicle or leave it in sight for possible theft.

The equipment issued is the property of the Milwaukee Police Department and must be returned in good condition when you leave City employment or take a leave of absence. School Crossing Guards keep their uniform over the summer unless they decide not to return in fall or are notified by the Police Department that they may not return. It is the policy of the Police Department to return School Crossing Guards and Substitutes to their same job in fall unless a transfer is requested and a position is available. Guards must notify the Police Department of their intention to return in fall on the official form, *School Crossing Guard School Year Post Card* (form PSD-36), provided by the Safety Division during the month of July each year.

The uniform is necessary to insure that drivers recognize you as a School Crossing Guard. Failure to wear the prescribed uniform endangers both you and the children. The uniform may not be worn off duty unless you are traveling to or from your assigned corner or otherwise approved by your supervisor.

## **NO WEAPONS ON PERSON WHILE ON DUTY**

You may not have any concealed weapon on your person, while on duty as a School Crossing Guard. Firearms are prohibited on school zone areas and in law enforcement offices. These are examples of firearms: Handguns, Tasers, Bb guns, and/or anything that emits smoke or other propellants.

## **WORK SCHEDULES**

A School Crossing Guard's work schedule is determined after studies are made at each intersection by Safety Division staff. This schedule must be followed exactly. Punctuality is of the utmost importance — the children depend on you. You are responsible for all elementary school children crossing during the hours you have been assigned. Be sure to stay the entire work period. If you leave early, you may miss the occasionally late child or a child who is new to the neighborhood. If there should be a change in school hours or days, notify your supervisor, who will then determine what the new work schedule will be. Crossing guards do not at any time change their own schedules.

Your work schedule and a school year calendar showing your work days for the school or schools you are serving are included in this manual.

In the event that schools are closed during the day for a snow emergency, the school principal or representative of the school will call you to notify you of an early dismissal. In this situation, arrive at your post five minutes before the scheduled dismissal and work the normal amount of time that you would work at school dismissal time. If there is a heavy snowfall or extreme cold during the night or early morning, check the news media on-line or listen to the radio or television (news media) to determine if your school(s) is/ are closed and if you need to report for duty.

## **PAY DAY**

City employees are paid on alternate Thursdays. You must sign up for direct deposit. To allow sufficient time for preparation of payrolls and pay checks, your salary is delayed for two weeks following the period in which it is earned. A current payroll schedule is issued to you. You can access your check stub on-line on the City of Milwaukee's Self-Service webpage. If you do not have access to the internet, your check stub will come in the mail. Keep this for tax preparation.

## **REPORTING FOR DUTY**

As you begin your tour of duty, you must report in to an operator in the Safety Division call center. The Safety Division call center is located within the Safety Division office and is comprised of operators and Safety Division dispatchers. Normally, you call in at the beginning of each work period. You may call from a personal cellphone, a fire station, a police station, a school, a call box, or a business a short distance away from your assigned intersection. Notify your supervisor if you have any problems. The number to call is listed in this manual on the last page.

## **ABSENCES**

Because it is very difficult to provide school crossing protection when guards are not available, only important reasons for absences will be accepted. Repeated absences will not be tolerated. If you are unable to report for duty, you must notify the Safety Division office at least one hour before your assigned starting time. Early notification for an afternoon absence will better assure that a substitute can be contacted. The Safety Division dispatcher will assign a replacement for you. The absence line of the Safety Division office is 414-935-7993. This line is covered by voice mail on evenings and weekends.

Leave a message on that tape which includes the following:

- Name
- Corner
- Shift you will be off
- The reason for the absence (not personal or unavailable)

Any absence of three days or more without notification to your employer is considered absent without leave, even if it is an emergency, and you can be dismissed.

## **LEAVE OF ABSENCE**

An absence of 10 days or more requires that you take a leave of absence. A *Department Memorandum* (form PM-9E) requesting and stating the reason for the leave must be submitted to the Safety Division office. Unless it is an emergency situation, the form must be submitted 10 days prior to the requested leave.

A leave of absence can be granted, with the approval of the Chief of Police, for any period of time not to exceed one year for illness or other important reasons. Positions becoming vacant for this reason will be filled permanently. When requested, employees wanting to return from leaves will be placed on a reinstatement list for a period of 12 months and will be eligible for reinstatement as vacancies occur.

## **DISCHARGE OR TERMINATION**

Disciplinary rules for City employees differ little from those in private industry. Failure to follow rules and regulations, the Code of Conduct, improper behavior, insubordination, tardiness, excessive absences, inability to do satisfactory work, conduct unbecoming a City employee — any of these may be cause for disciplinary action up to and including discharge.

Since regulations usually effect the safety of children, motorists and your own safety, violations of regulations are considered serious offenses. Generally the disciplinary steps include verbal warning, written warning and suspension with a recommendation of discharge. Members shall refer to the Code of Conduct for additional information regarding the disciplinary decision process.

## PERSONAL INJURIES

All injuries, no matter how slight, which occur while you are on duty must be reported within 24 hours or as soon as possible to your supervisor. When a physician's report states that you are unable to work due to an injury while on duty, you will receive worker's compensation. You do not receive compensation for the first three days following an injury unless you are not able to work eight or more consecutive calendar days.

The leading causes of School Crossing Guard injuries are slips, trips, and falls. Most injuries can be prevented by maintaining a safe work area. Check your work area daily for potential hazards (debris, potholes, snow and ice). Accidents that have no relationship to the job are not covered, such as injuries that are incurred on your way to and from your corner. Members shall speak to their supervisor if they have any questions about the worker's compensation process.

## YOUR RELATIONSHIP WITH THE PUBLIC

Because you are employed by the City, you have a serious public relations responsibility. Your work, your attitude, your appearance are all subject to close inspection by your employers — the taxpaying public. In many cases, you are the only City employee they may know. To them, you **ARE** the City.

When you are on duty, set a good example to others, especially children by crossing streets properly. Smoking, talking on cell phones, texting, using headphones, reading, or use of any electronic devices are not permitted while on duty.

In extremely bad weather (severe cold, heavy rain or lightening), you are allowed to take temporary shelter in your car or in a doorway of a building, however you must be able to see the corner and be out of your car and at the corner before the children get to the corner.

Be aware that if you are sitting in your car, a parent or child may not see you and think that you are not on duty. Your car must also be legally parked.

Be courteous in all your dealings with the public. Never lose your temper or give a "short" answer no matter how strongly you may be tempted to do so.

You are not allowed to speak to the media or give interviews unless given prior approval by the Chief of Police. Any questions, contact your supervisor.

Please do not give food items or money to the children that you cross. If you want to reward the children, speak to your school to see what would be appropriate, such as a pencil, ruler, or school eraser.



## **PERSONAL RECORD CHANGES**

It is your responsibility to keep your personnel records correct and up-to-date. At any time that your name, address, telephone number, or any other information concerning you changes, report the fact immediately to your supervisor by submitting a *School Crossing Guard Change in Information Report* (form PSD-10).

We provide this information to the school you cross for. Failure to report your changed information may result in disciplinary action.

## **USE OF ALCOHOL AND OTHER DRUGS**

Employee use of alcohol or illegal drugs while at work or during work hours, or reporting to work impaired will not be tolerated. The possession, sale, purchase, transfer, or distribution of illegal drugs while at work will not be tolerated. Employees violating this rule will be subject to disciplinary action. Employees shall refer to SOP 770 Drug Testing for further information.

The City of Milwaukee's Employee Assistance Program (EAP) is available to help City employee's who develop behavioral / medical problems that may directly affect their work. Employees may use the EAP services by self-referral. For further information on the EAP program, employees may contact the Employee Assistance Coordinator at 414-286-3145.

Employees may also contact the department's Wellness Team, which is comprised of full-time Wellness Team Coordinators, department chaplains, and contracted mental health professionals. The Wellness Team can be contacted at 414-935-7666.

## **DIRECTING TRAFFIC**

As a School Crossing Guard, you have the authority to direct traffic to assist students in crossing the street. When directing traffic, you will use standardized signals. These signals are a sign language. In order for the driver to understand you, you must give your signals in the same manner as other traffic officers. Your signals should be as clear as possible. You should assume a position in the roadway where drivers can see your signals. Give the drivers ample time and distance to see and react to your signals.

Weather and road conditions affect the time and distance that a driver needs to see you and to react to your signals. Allow more time and distance in rain, snow, fog, and on icy covered or wet roads. In winter, frosted or dirty windshields and the angle of the sun can also cause visibility problems. Make sure you can be seen. Check the position of the sun in the sky all year long. If there is a possibility that it could be shining into the eyes of approaching drivers, be especially alert for traffic coming from that direction. If at all possible, wait until no traffic is coming from that direction.

All cars have "blind spots" such as the posts that hold up the roof of a car, which can block out the driver's view of you. This is a common problem and usually involves left turning cars. Be sure you can see the driver's eyes to make sure that he / she sees

## **USING THE WHISTLE**

Your whistle is an audible signal used to get the driver's attention. Use the whistle every time you go into the street. It is to be used in the following manner:

**One long blast with a STOP SIGNAL**

**Two short blasts with a GO SIGNAL**

**Several short blasts to get the attention of a driver or pedestrian who does not respond to a given signal.**

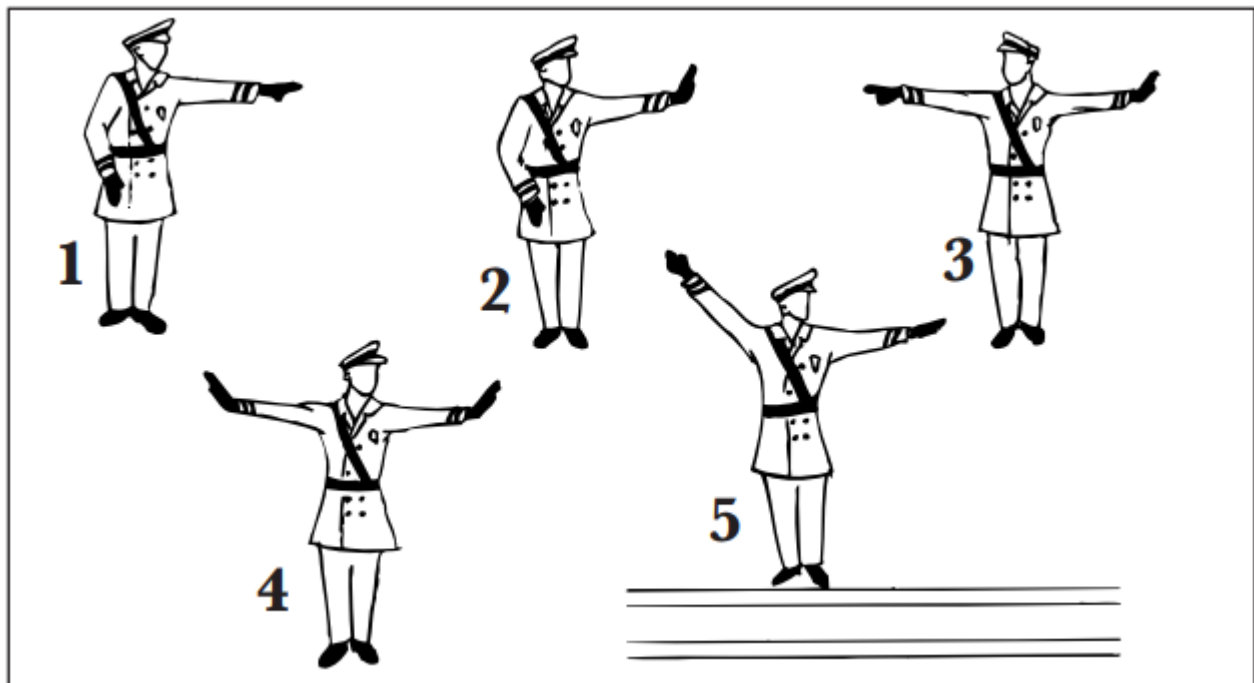
**Note: At a signalized intersection, the light will stop and start traffic. Use the whistle only to get the attention of an inattentive driver.**

## STOPPING TRAFFIC

Utilizing gaps in traffic is the safest method for crossing children. However, when you must create a gap in traffic, it is absolutely essential that it be done properly and uniformly, using hand signals, body position and your whistle. This will afford the greatest degree of safety for you, the children, and the motorist.

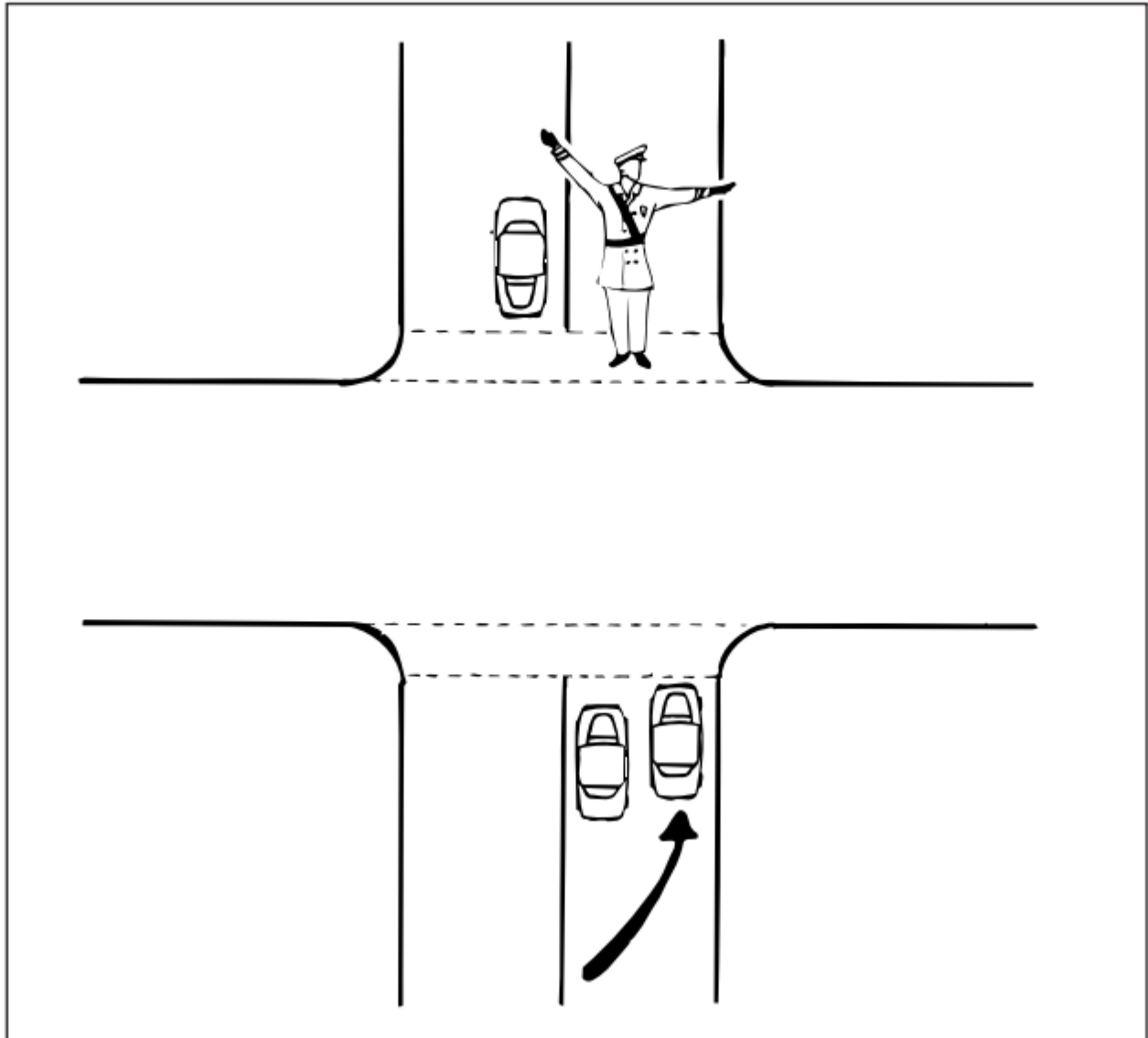
Before stepping into the street, you must determine if the driver has ample time and distance to see and react to your signals. Then step into the street, point with your arm and finger and look straight at the driver you want to stop (Figure 1). Watch them and hold this position until they see you, or at least until they have had plenty of time to do so. Then raise your pointing hand so that the palm is toward the driver and give one long blast on your whistle (Figure 2). Hold this position until they stop. After traffic is stopped, hold that hand in a stop position, move further into the street, and repeat the stopping procedure with your other hand and whistle signal for traffic approaching from the opposite direction (Figure 3 and 4). Your position in the street would be about halfway across.

Up to this point, you have been standing with your side toward oncoming traffic. When you are sure that all traffic has stopped, turn so that your body, not your side, is facing traffic. Then, raise one hand upward and leave the other hand extended outward (Figure 5). This is another sign to the driver that they must stop and remain stopped. Now you are ready to tell the children to cross. Be sure to periodically turn your head to check traffic behind you and on the side street. Note: Even if there are no cars approaching, you are required to be in the street with the children to stop any traffic that might suddenly appear.



## OPEN LANES

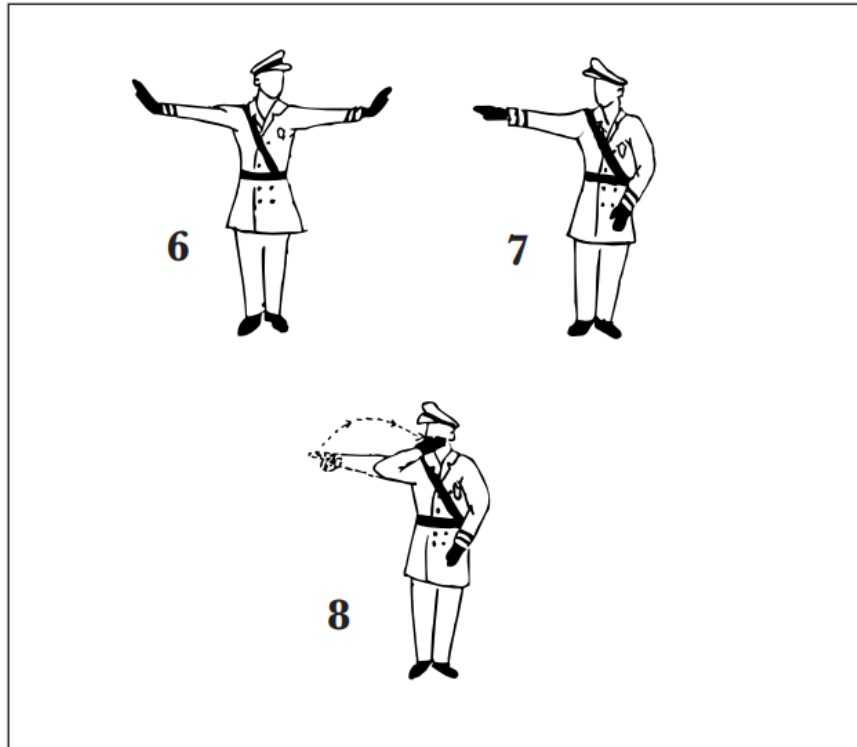
While traffic is stopped you may have the curb or a right lane open, that is, no vehicles stopped in it. Drivers approaching your intersection may not see you and think that the cars in the left lane are being held up by a turning car and may head for the right lane to pass those cars. Be sure to watch open lanes and move to a position where you can be seen to give drivers attempting the right lane pass a signal to stop.



## **STARTING TRAFFIC**

After all the children have completed crossing and are safely on the sidewalk, turn again so that your side is towards traffic to be started. Return to the position with palms up, facing the traffic that has been stopped. Point with your arm and finger toward the car you want to start. Hold it until you get attention. And then, with your palm up, swing your hand up and over to your chin. Bend your arm only at the elbow. After traffic has been started from one side, drop that arm, return to your starting corner, and start traffic from the other side in the same manner (Figures 6, 7 and 8).

Use the same start signals to direct cars to continue that are too close to stop.



## **SPECIFIC CROSSING PROCEDURES**

The proceeding remarks on hand and whistle signals cover general traffic procedures that are used standardly throughout the country. The procedure for crossing children will vary but may fall into one of three basic procedures covered on the next pages. The type of intersection you work at will dictate the crossing procedure. The general types of intersections that you may be assigned to are: arterial, where traffic is free flowing on the major street and the side street is controlled by stop signs; the boulevard with side streets stopping for it; and the intersection controlled by a traffic signal.

Step-by-step procedures for crossing children at these types of intersections are on the following pages. An intersection may have its own unique features which may dictate that a change from the established procedures be made to best control traffic. Hills, curves, driveways, etc., may cause variance from procedures. Work with your supervisor in those and other traffic problems. Complex, jogged, T-intersections, and intersections controlled by all way stops will also take instruction by your supervisor on the best technique for crossing children and controlling traffic.

## SCHOOL CROSSING GUARD GUIDELINES FOR WORKING ATERIAL INTERSECTION

At this intersection you will need to stop traffic from both directions and also control side street turning cars in order to cross children safely. This step-by-step procedure is as follows:

### **Children Approaching**

- Greet children
- Tell them to remain on sidewalk until called

### **Check Traffic**

- Natural gap or created
- Turning traffic

### **Stopping Traffic**

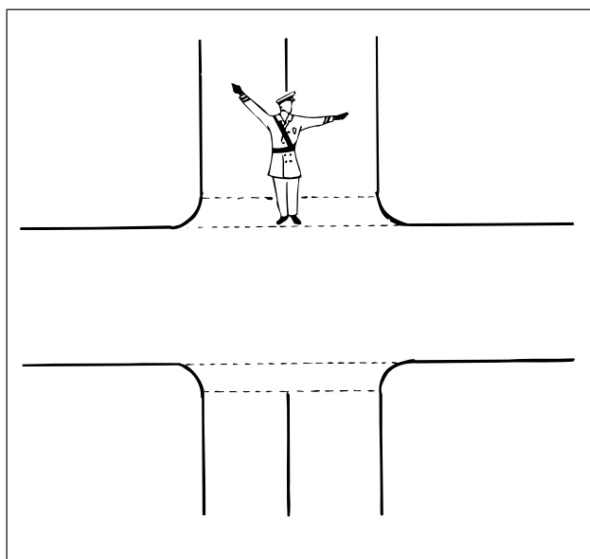
- Select car you want to stop - left side first
- Allow time and stopping distance
- Enter street and point at car, look at driver, give appropriate whistle signal
- Raise hand to stop position
- Select car approaching from right you want to stop
- Repeat the stopping procedure
- Turn body so that front and back are towards cars you have stopped
- Position yourself on outside crosswalk line
- Continue backing out of street and once clear, point and signal traffic to your left to start

### **Cross Children**

- Check to see that all vehicles are stopped or stopping including open lanes (cars passing on right)
- Adjust your position as need be
- Re-check and if safe, **TELL** children to cross
- Use your voice to signal the children, and hand signals for motorists
- Remind children to **WALK**
- Keep watching traffic with an occasional glance over your shoulder at children

### **Starting Traffic**

- Make sure all children are on the sidewalk
  - Watch for stragglers
  - Watch for pedestrians in other crosswalks
- Turn body so that you're backing out of street
- Point and signal traffic on your right to start, give appropriate whistle signal



## SCHOOL CROSSING GUARD GUIDELINES FOR WORKING BOULEVARD INTERSECTION

At this type of intersection, you will work it as if it were two one way streets, that is, you will stop one direction, cross children to the island, start traffic and then stop the second side. This step-by-step procedure is as follows:

### **Children Approaching**

- Greet children
- Tell them to remain on sidewalk until called

### **Check Traffic**

- Natural gap or created — stop traffic from one direction only
- Turning traffic

### **Stopping Traffic**

- Select car you want to stop
- Allow time and stopping distance
- Check turning traffic
- Enter street and point at car, look at driver
- Raise hand to stop position
- Turn body so that you are facing traffic
- Position yourself on crosswalk line so that you are between traffic and children

### **Cross Children**

- Check to see that all vehicles are stopped or stopping including open lanes (cars passing on right)
- Adjust your position as need be
- Re-check and if safe, **TELL** children to cross to island
- Use your voice to signal the children, and hand signals for motorists
- Have them cross behind you and remind them to **WALK**
- Keep watching traffic with an occasional glance over your shoulder at the children

### **Starting Traffic**

- Make sure all children are on the island
  - Watch for stragglers
  - Watch for pedestrians in other crosswalks
- Turn body so that you're backing out of street towards the island
- Point and signal traffic on your right to start
- Continue backing out of street until you reach the island

### **Children on Island**

Tell them to remain on island until called

### **Check Traffic**

- Natural gap or created
- Turning traffic

## SCHOOL CROSSING GUARD GUIDELINES FOR WORKING BOULEVARD INTERSECTION (CONTINUED)

### **Stopping Traffic**

- Select car you want to stop
- Allow time and stopping distance
- Check turning traffic
- Enter street and point at car, look at driver
- Raise hand to stop position
- Turn body so that you are facing traffic
- Position yourself on crosswalk line so that you are between traffic and children

### **Cross Children**

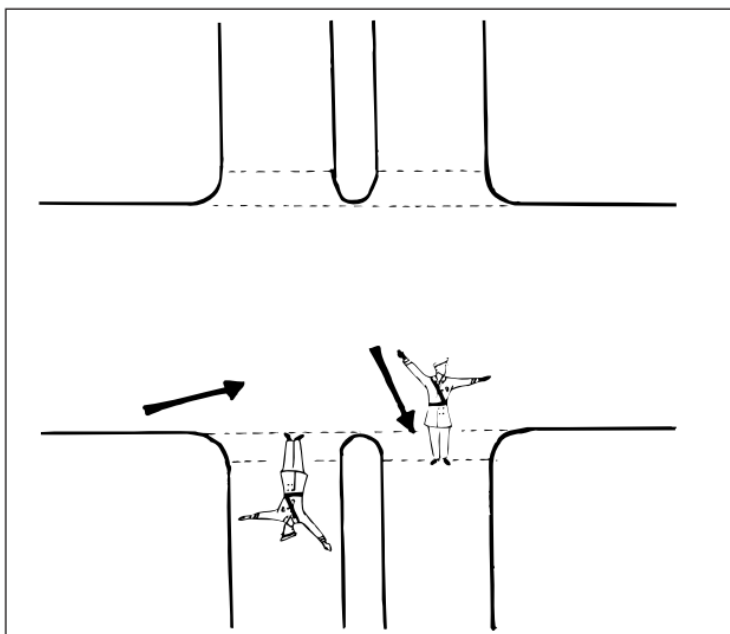
- Check to see that all vehicles are stopped or stopping including open lanes (cars passing on right)
- Adjust your position as need be
- Re-check and if safe, **TELL** children to cross to sidewalk
- Use your voice to signal the children and hand signals for motorists
- Have them cross behind you and remind them to **WALK**
- Keep watching traffic with an occasional glance over your shoulder at children

### **Starting Traffic**

- Make sure all children are on sidewalk
  - Watch for stragglers
  - Watch for pedestrians in other crosswalks
- Turn body so that you're backing out of street towards the island
- Point and signal traffic on your right to start. Continue backing out of street until you reach the island

### **Return to Starting Corner**

- Reminder — At no time are you in control of the entire boulevard and therefore, you should not direct traffic from side street into the intersection.





## **SCHOOL CROSSING GUARD GUIDELINES FOR TRAFFIC CONTROL SIGNAL INTERSECTION**

At this intersection where there is a traffic signal, your job will be to cross children with the “walk” and flashing “don’t walk” lights and to prevent cars from turning across the children’s path. Children should be allowed to begin crossing the street only at times when the “walk” light is on. When the flashing “don’t walk” comes on, do not allow any more children to enter the street. Those children already in the street should have enough time to cross the rest of the road before the signal changes to a steady “don’t walk”. No children should be in the street when the steady “don’t walk” light is on. To control traffic while crossing children, use the following procedure:

### **Children Approaching**

- Greet children
- Tell children to wait on sidewalk until called

### **Checking Traffic**

- Wait for walk light
- Make sure straight ahead traffic is stopping

### **Stopping Turn Traffic**

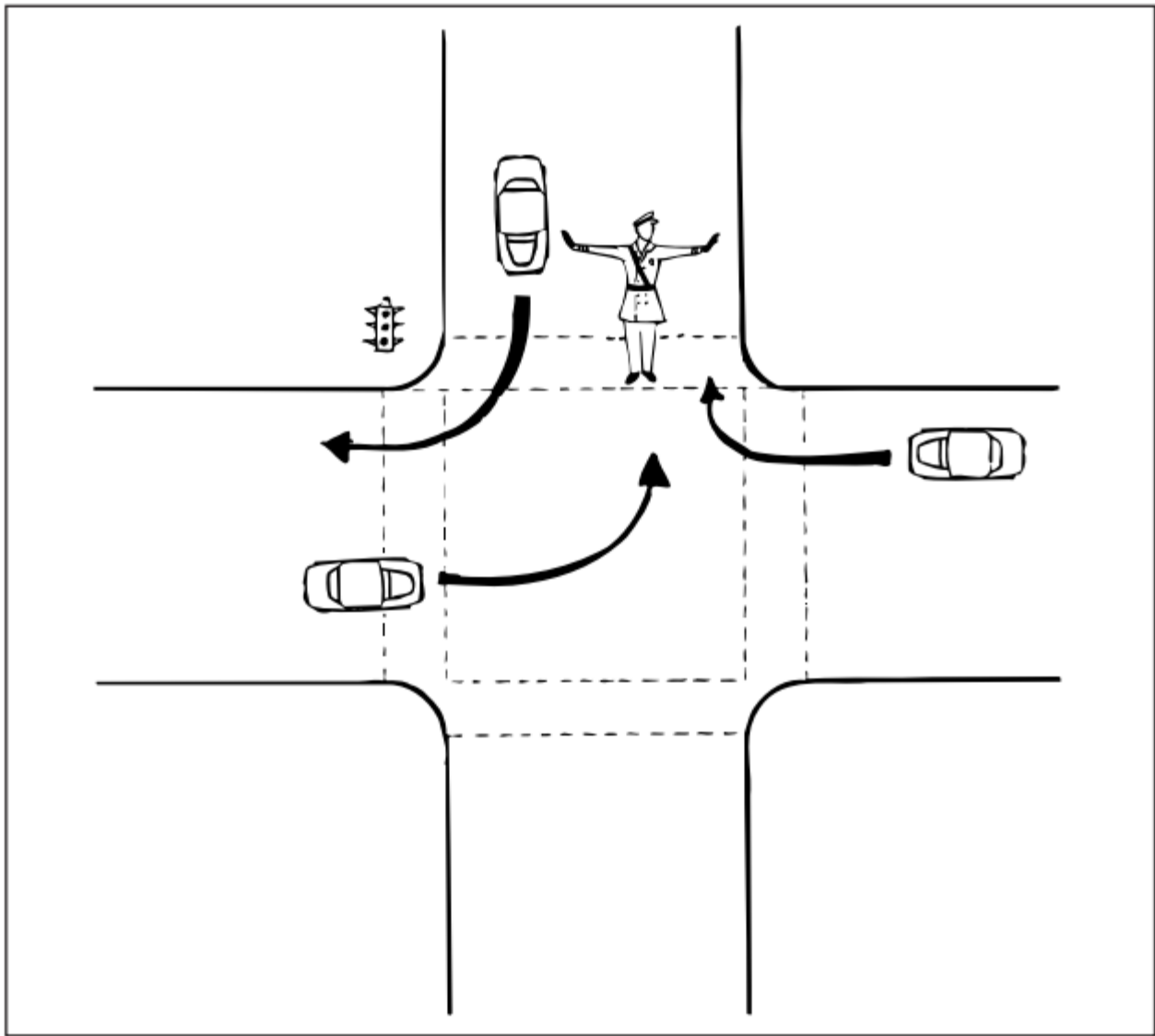
- Proceed to center of roadway, giving stop signal to any turning vehicles (right turn, left turn, right turn on red)
- Use your whistle only for those drivers who appear that they have not seen you and would not stop.
- Stand on outside crosswalk line and face right and left turning with an occasional glance over your shoulder for right turn on red
- Because of the width of some streets and the timing of the signal, you may have to start the children walking as you move into the street and are proceeding to the middle

### **Crossing Children**

- Tell children to walk
- Occasionally glance at children as they walk behind you
- When DON’T WALK light starts to flash, do not allow any more children to enter street

### **Exiting Street**

- Make sure all children are entirely across street and are on the sidewalk
- Check for stragglers
- Drop your arms and walk out of roadway
- Do not give signal to start as traffic is controlled by traffic control signal



### PUSH BUTTONS

At intersections with pedestrian actuated push button controls, the button must be pushed every time in order to get a **“WALK”** signal. Pushing the button adds more time to the **“WALK”** and **“DON’T WALK”** cycle, which would allow you time to cross the entire street before the steady **“DON’T WALK”** comes on. Since all signals are interconnected, the signal will not change immediately.

Pushing the button registers a change for the next time that the **“WALK”** light and green light would come up. Once it is on, the **“WALK”** signal cycle will be the same as any normal signal with a **“WALK”** to signal “start crossing the street” and a flashing **“DON’T WALK”** to give you time to clear or finish crossing the street.

## **VEHICLE DISREGARDING YOUR SIGNAL**

Wisconsin State Statute 346.465 makes it illegal for a vehicle to go through your stop signal. This means that if you have signaled a vehicle to stop and they disregard that signal, they have violated the law. If a driver does this, the procedure is to record:

- The time and approximate location at which the violation occurred.
- An accurate license number is a must.
- Description of vehicle (color, make, model) and identification of the vehicle as an automobile, motor truck, motor bus, motorcycle, or other type of vehicle.
- Description of driver.
- At the end of your shift, call your supervisor.
- Your supervisor will complete the violation report, *School Crossing Guard Vehicle Violation Report Card* (form PSD-40), over the telephone. They will fax it to the appropriate District for processing and keep a copy of the *School Crossing Guard Vehicle Violation Report Card*. Your supervisor will also document any follow up completed by the appropriate district and attach it to the copy of the *School Crossing Guard Vehicle Violation Report Card*.
- The police district will let your supervisor know what action was taken. The information will be passed on to you. This usually takes a few weeks. If a ticket is issued, you may receive a subpoena to testify in court. If this happens, notify your supervisor.
- Remember, the only violation that you can report under this section is a vehicle that goes through your signal, not if any other traffic law is violated. Members shall refer to the Emergency Procedures on Page 20 if an accident or other emergency situation arises while you are at your post.
- If you have any questions, please contact your supervisor.

## **CONTROLLING CHILDREN**

If you are to have complete control of the children, it is necessary that you be friendly, but firm. In order to cross children safely, you must have them follow your directions. Be sure that they know exactly what you want them to do before you leave the curb, even if it means repeating the instructions daily. Children should be instructed to walk as they cross the street.

Whenever possible, you should be standing on the side of the street from which the children are coming. Being in this position, you can keep children from running into the street. When you stand on the opposite side, there is not much you can do to prevent a child from running into the roadway.

If a parent is walking with a child and you are not sure whether to cross them, ask the parent for cooperation in waiting for you to cross them so that the child learns how to cross properly.

We suggest that you meet the principals of schools involved with your crossing. They may be of assistance to you in solving problems with children.

Your training will include information on childhood traffic accidents and children's ability to deal with traffic. For your information, we have included the flyer, "Should Your Child Cross Streets Alone" in this manual.

## **EMERGENCY PROCEDURES**

It is extremely important in times of emergency that everyone keep cool. The first thing that you should remember in an emergency situation is how and where to get help. If a call box is on your post, use it or call from your personal cell phone to get assistance. If not, go to the nearest residence or business to use the phone. The emergency telephone number is "0" from your call box, 911 from other phones. If you are unable to place the call yourself, have a responsible person do it for you.

First aid will be part of the training you will receive at the Milwaukee Safety Academy. Periodically, review the first aid information given to you.  
(WILEAG 2.8.1.4)

If an accident occurs or an emergency situation arises while you are at your post, you must notify your supervisor immediately. If you call the police for any reason, you must also notify your supervisor immediately.

## **WORKING WITH SAFETY CADETS**

If your corner is adjacent to the school block, you may have the help of school safety cadets. At no time are they allowed to step into the street or direct vehicular traffic. School safety cadets should remain on the sidewalk, one step back from the curb, to help control the students. Even with cadets assisting at your post, you should be giving them directions as to when they should release the children; including the side street. The safety cadets are usually under the guidance of a patrol supervisor who is a staff member or principal. He/she may give you further information about the operations of the patrol.

## **WORKING DURING WINTER MONTHS**

In order to enjoy your job, you must stay both safe and warm. As the snow starts to fall, slips and falls start occurring at school crossings with greater frequency. If you have a sandbox at your corner, use it to spread sand on any slippery surfaces. On days when the surface is slippery, we would suggest that you walk bent at the knees and try to spread your weight evenly while walking. Shuffle or slide your feet along icy pavement. Taking small steps will also help.

The following are tips on staying warm and may be useful. They're compiled from suggestions made by veteran School Crossing Guards and are in compliance with uniform requirements. These are common sense tips to keep warm and safe.

- Stay as physically fit as possible. Eat healthy balanced meals and be well rested.
- Hats — fur trooper hat (the same style as the Milwaukee Police Officers wear) may be worn if they are hunter's orange in lieu of the issued regulation hat.
- Hands — try a pair of gloves under your mittens. If this is too tight, contact your supervisor for a larger size. Tight clothing causes poor circulation and causes you to be cold. Wiggle your fingers for better circulation. A pair of hand warmers also may help.
- Feet — hunting, snowmobile boots with felt liners or any warm boot. Wool socks and dry feet also help. Do not wear tennis shoes when snowy and icy.
- Body — layer your clothes with the closer layer to the body being something that holds heat, such as wool or a close knit sweater. Light weight and thin insulated jackets, vests, and underwear will also help keep heat in. Your uniform coat must be worn, with the only exception being a snowmobile suit that has been approved by our supervisor, which is a solid blue or black. Snowmobile suits approved by supervisors may only be worn in below-zero weather. Anything else must be approved by your supervisor.
- Face — Keep your collar up and wear a scarf. Ski masks can be worn if they don't obstruct your vision.

## **FROSTBITE**

Frostbite occurs when exposed skin freezes. The frostbitten area becomes red in color and later changes to white or grayish yellow. Frostbite occurs when liquid in the skin turns to ice. Rubbing frostbitten areas causes the ice to cut other tissues. Do not rub frostbitten areas. A frostbitten area should be warmed up gradually. If a frostbite injury occurs, contact your supervisor regarding an accident report.



---

**JEFFREY B. NORMAN**  
**CHIEF OF POLICE**

**SCHOOL CROSSING GUARD ASSIGNMENT**

**INTERSECTION:** \_\_\_\_\_

**SCHOOL:** \_\_\_\_\_

**HOURS:** \_\_\_\_\_

**CALL IN NUMBER (WHEN REPORTING FOR DUTY)**

- District 2 and 6: [REDACTED]
- District 3 and 5: [REDACTED]
- District 4 and 7: [REDACTED]

**ABSENCE CALL IN NUMBER:** [REDACTED]  
(This number has voice mail when office is closed)

**MILWAUKEE POLICE DEPARTMENT SAFETY DIVISION**

**6680 North Teutonia Avenue, Room 151 - Phone: 414-935-7990**

**Crossing Guard Supervisor:** \_\_\_\_\_

**Chief of Police — Jeffrey B. Norman**

**Emergency — Dial 0 from the call box or 911 from other phones**

**SOI Effective: December 2, 2024**

**SOI Reviewed / Approved by Assistant Chief Steven JOHNSON**

**SOI Reviewed / Approved by Date: October 14, 2024**

***PSD-41 Milwaukee Police Department School Crossing Guard SOI***