



## DVD COLLECTION & LESSON OVERVIEW FOR DOMESTIC WATCH

### Topics

1. **Know your neighbor** – This lesson gives attendees what information they need and standard doc hand out with all critical numbers including neighbors, fire, ambulance, employers work, child line why it is important to know your neighbor, what you can do for your neighbor etc. and stories of how neighbors have saved the lives of victims, called for help and been instrumental in convicting criminals through their observations and helping the police catch criminals.
2. **Emergency Medical Care** – This lesson covers what to do, who to call, how to get the ambulance to the property, how to collect medication, knowing employers medical history and their own, knowing who to call in the family for domestics and employers, drowning prevention, standing outside to help get EMS into the property quickly, locking up the dogs in any medical emergency etc. and extensive first aid tips.
3. **What is the Flying Squad** – This lesson covers an understanding of what an Alpha call or a Beta Call is, the logistics of getting the Police and the Flying Squad to the properties, guiding them to the property, knowing cross roads, when to call them, when to call the police station, why call 10111 not the station, how many police work in their area on average, how they use their radio equipment etc. It also explains the difference between 10111 and the 112 telephone numbers and how using the landline means they don't need to direct the police whereas using a cell phone they do and much more.
4. **What do the police do?** This lesson covers an understanding of the different ranks, different duties, what a Sector Manager is, who will do what for you, what a precinct area is and what a Sector Manager can do for you, who to approach in any particular situation and helping them to understand reporting or crime document transfer purposes from station to station etc. This also covers when to call the police or the alternative - the security company.
5. **What do security companies do?** This lesson covers information about when to call the security company, calling the security company does not cost extra, it is paid for at the beginning of the month for services, what services they offer, the meet and greet procedure that is offered, the type of training they have in medical first aid etc. What the is difference between calling the police and security companies, their services and what a security guard/company can or cannot do, how to use equipment i.e. panic buttons and other, and what happens when they call for help from security companies etc.
6. **Reporting crime procedures.** This lesson is focused on reducing the fear of attendees being implicated in a crime, understanding police lingo and what a docket is, what a statement is and when they must make a statement, why they get you to sign a statement, what information could be useful to the police no matter how small, when to make a statement and the implications of the judicial system with regard to accuracy of information given in a statement etc.
7. **Serious and violent crimes** – This is an awareness lesson giving attendees information on what is the difference between driveway robbery, hijacking, house robberies, common robbery, etc. It also includes how to avoid any type of violence in any criminal attack.
8. **Crime prevention traveling tips** – This lesson covers what to do and what not to do when traveling, where to hide their money, looking after their belongings, scams, talking to strangers, getting lifts etc. It is a reminder lesson to keep their employers informed of safe arrival and not feeding information out to others that could lead to criminals using the domestics time away from the property to attack the property or

using a ruse to pretend to be a relative and thereby gaining access to the property and the resultant attacks.

9. **ATM crime prevention** – This is a lesson on what to do and not do with regard to drawing money, carrying money on their person, not allowing anyone to help them at the ATM's, not throwing away their ATM receipts, what scams the criminals use to get their pin code numbers etc.
10. **Habits and routines** – This lesson explains what habits and routines are essential, how it may be necessary to change certain routines knowing that criminals are watching their movements all the time. It covers putting on lights in the house if the employers are away, clearing post boxes, not leaving tell tale garbage, checking on security, checking panic buttons, locking doors behind them, hiding keys and keys left in locks, not going to the gate to talk to strangers, not making eye contact, gardeners not using gate control when working outside etc.
11. **Become the guard at the gate.** This lesson covers who attendees can expect to try and fool them at the gate and gain entry, what criminals look like i.e. they could be posing as security guards, police, electricians etc. and the numerous different scams, who to allow onto the property and who to send away, getting identification from callers, phoning the employer for confirmation etc. and using special codes to allow anyone to enter a property prearranged with their employer on a daily basis.
12. **Telephones** – This lesson covers how criminals get to domestics through a telephone call, what to say and practice, never divulging information of their or their employers name or availability and alerting criminals that they are alone or when employers could be returning, what speed dialing is and how to put emergency and employer numbers into their cell phones, what other emergency numbers they may need, reconfirming that they have neighbours contact details, answering telephone calls rather than allowing an answering machine to take the call, and they are taught how to answer a landline etc.
13. **Safe house keeping** – This lesson covers all aspects of the home safety. This would include locking doors behind them, ensuring the gates are closed when employers leave, checking the perimeter of the property for possible access to the property, checking the house for access potential, checking on pool gates with small children, checking that garage doors are closed, lights in the garden are in working order etc.
14. **Rape** – This lesson covers all aspects of rape, rape prevention, what constitutes rape, knowing attackers and if raped what to do. Rape self protection methods and what forensic material is needed to prove a rape, court procedures and much more.
15. **Child protection** – This lesson covers what to teach children to protect themselves, historically who the abusers are. What symptoms we need to look out for that could be tell tale signs of abuse. What parents, domestics with their own children or in charge of employer's children should be doing to protect children in their care. What could happen to children – rape, abduction, parents abusing children, AIDS rape etc. What age do you start explaining what could happen to the children? What safety measures can be put in place to protect children? Real story's about what has happened in the rural areas and in the suburbs. What action should be taken by domestics acting as domestics and as parents of children – telephone numbers, which groups of people they can talk to, telephone numbers, community safe haven's that are available etc?
16. **Abuse is a Crime** – This lesson covers many aspects of what could be the result of abuse in a family and the shocking end results, statistics etc. One of the most serious and dangerous forms of a police call out is in a family violence or gender abuse situation. This also covers what to do in a family violence situation either for them personally or if one of their employers is in this situation. It further covers what abuse is and all the various forms of abuse that any attendee could experience or observe.
17. **Drugs and Alcohol and Shabeens** – Drugs and alcohol are the route to a vast amount of crime, this lesson is an awareness exercise on observing the domestics own children and their employer's children and how it takes a brave parent to report

drug or alcohol abuse in children or adults and what action they should take, who they can turn to for help. It also covers legal or illegal shabeens and the results of having a shabeen in the suburb and where the criminals go to be inebriated before they commit crime. What can happen when people abuse drugs and alcohol, what drugs look like etc?

18. **Fraud and Corruption** – This lesson covers all aspects of explaining what fraud and corruption are, how people can fraudulently use the domestics stolen ID or other documents and all aspects of fraud and corruption and the seriousness of these offences and criminal jail term as a result of this crime.
19. **Fight Back Legally** – What to do in an attack; Crimes of Opportunity; Two or more criminals; The law is against you if you hurt another in an attack; Intrude warnings and products available to fight back legally.
20. **The Choice.** Gayton Mc Kenzie's story based on the book written called "The Choice" and covering life in prison ex criminals are invited to speak about crime being a choice. What the end result is and what the consequences are of people who chose to do crime. How it takes a brave person to report a relative but if not reported they could be allowing them to suffer the consequences. Speakers on this topic will also give graphic descriptions of life behind bars and how a member of their family who is in prison will destroy all members of the family's lives.
21. **What to do during and after crimes have occurred - forensics protection** – Don't disturb evidence, what evidence the police will look for, forensic protection and what to do during an attack by a criminal etc. This is a critically important lesson and covers stories of how evidence has been destroyed unwittingly and how domestics have found evidence that can help the police to make an arrest or the judicial system convict a criminal.
22. **How you can contribute towards the Police to help them to be more effective** – This is a lesson covering all aspects of what the community can do to work with the police and includes Primedia's Crime Line 32211 anonymous information, becoming a street captain, registered informers, how to become a Reservist and the Police Wish List including what you can do and what you can give. This lesson is often split into three different lessons as the content is vast.
23. **Self Defense** – This lesson covers what to do, what can be done in an attack, when to defend yourself and how, what tools can be used, and when not to defend yourself.
24. **How to report crime anonymously** – This lesson covers all aspects of the different types of informers and how the police will protect informers, how to report information anonymously, who to call if they are not sure who to talk to and how to pass on information anonymously etc. Eight different methods on how to pass on information are outlined and in particular they are taught to make sure that they never tell anyone i.e. friends or family that they are passing on information as this could put their lives in jeopardy.
25. **Holiday Season Lessons** – This lesson covers numerous aspects on this topic. How to make sure that no one is informed about who is on a property, how to make sure the employers don't let others know that their staff are alone on the property etc. How to make the house look as though it is occupied even when it is not.
26. **Scams** – There are a vast amount of scams and this lesson covers a multitude of different scams used by the criminals based on actual historical methods that the criminals have been using.
27. **Who is attacking you and what to do** – This lesson covers information about who could be attacking the properties and the domestics or their employers. It covers methods used by criminals and how to handle potential criminals and not trust anyone. It also covers what to do in an actual situation when they are personally being attacked.
28. **Volunteers** – This lesson covers what each individual can do to contribute towards bringing down crime. Becoming a street captain, a reservist, what work can be done in a police station or just being more vigilant and much more. There is a

comprehensive document handed out giving a multitude of methods showing how volunteers can be proactive and help the police, actual stories of volunteers who have been employed at a later stage and converted to being Police Officers.

29. **70% of all house robberies are due to inside information** – This topic covers all aspects of information and how it is leaking out to criminals. It explains the organigram of the organized professional criminal and how they go about committing crime. At the bottom of the organigram are the domestics who are targeted for gathering information!
30. **Becoming the teacher of crime prevention and how to become an informer** – This lesson covers suggestions about passing on the lessons they have learned including lessons taken to their other homes, teaching their friends and families and their employers. Becoming a role model in society. Guidance is given on how to impart the lessons they have learned to others which could include using the DVD's that have been made and are available, reading their lessons into audio tapes and thereby using the MAD material to educate as many others as possible etc.
31. **Your Commitment to Yourself** – This lesson covers how it is important to look after themselves and by so doing they look after everyone else around them; educating themselves; finding out about free courses and increasing their own credibility by attending Domestic Watch lessons; creating their own library of information and sharing it with others, creating their own CV; making themselves indispensable; Domestic Watch is not a course; attendees are not paid to protect their employers, this is not their job description; they are not paid to be the eyes and ears of the Police but when they do any of these things their own credibility will be seriously increased and they can and will seriously impact on reducing crime and changing South Africa.
32. **What makes you feel safe** – This lesson covers all aspects of how they can act as a security guard and know what they need to do to make them feel safe. This is a questionnaire interactive lesson covering all aspects of what could protect them and the misconception of what makes them safe. This is an awareness lesson depicting all the methods used as deterrents that in fact will not make them safe. The solution: fight the war with the same weapon, pass on information, the criminals are using information as their strongest weapon when attacking.
33. **How to become a Victim Supporter** – There is a huge shortage of Victim Supporters in most stations. This lesson covers all aspects of why it is important to get counseling after a crime incident, the symptoms of stress and a great deal more. Attendees are given the opportunity to attend Victim Support training through a number of different avenues. Victim Support after any crime incident is imperative. When attendees themselves become Victim Supporters they are considerably more empowered and it is believed that a great deal more information could be passed to the police as a result.
34. **Criminal's Crime Methods – Residential Attacks** – 27 methods of breaking and entry and attacking properties are addressed and new ones as they become evident.
35. **Information that has lead to catching criminals through Primedia's 32211 anonymous SMS project** – Primedia's 32211 anonymous call line has had huge success in people sending information that has resulted in vast numbers of criminals being convicted – not just arrested. This is a wonderful lesson giving the domestics actual examples of what information is required and how to send the information i.e. what details should be given including addresses of criminals, names of criminals or just simply a tip could help to catch criminals etc and how this is totally anonymous, being anonymous is essential to ensuring that lives are not put into jeopardy.
36. **House Breaking – A Criminal's Profile** – facts about how, when, and what criminals do have been taken from a 3 year survey undertaken by Professor Zinn – why they kill and use excessive violence. The average age of criminals is between 17 and 28. These are our own children, what entices them and how they can so easily be convinced that doing crime is a better option than doing what their parents do, work hard for their living.

37. **Household Employees – A Solution or a Part of the Problem?** With Dr. Rudolf Zinn's research findings doing the circuit amongst the South African Community who have access to email I find it necessary to challenge the domestics and gardeners and ask them if they are serious about the part they play, if they are there are a number of challenging questions with expected confronting on issues that could in fact result in them taking their commitment to being MAD more seriously. In particular the credibility of the domestics and gardeners is badly at stake, too many incidents with domestic household employees being found to be implicated if not actively involved in crime has to be confronted. Only they themselves can change the negative perception of domestic and gardener employment today.
38. **DVD of 2008/9/10 Certificate of Attendance Ceremony** – These are motivational DVDs showing the actual ceremony with 12 different speakers including the two entertainers. The content in each DVD is different with different speakers lauding the praises and adding value to MAD Domestic Watch's initiative. These DVDs enable attendees to realise that they are part of a massive growing group who do similar work and contribute enormously to South Africa through their knowledge and lesson that they attend.
39. **Let's Count Our Blessings** – This is a focusing lesson based on looking back, around and forward towards the future. It is a lesson intended to make attendees realise what they have to be grateful for, most live on the properties where they work and the plusses attached to this are vast. It is intended to adjust some attitudes of those who are disgruntled with their lot in life. Their blessings are too many to count.
40. **What to Teach Children without Creating Fear** – We need to enlist children in the crime prevention fight. This is an extensive lesson covering all aspects of what children should be taught but also acts as a reminder of what activities should have been implemented on a daily and weekly basis to prevent crime from happening by parents and a child minder. Many who attend the meetings are care givers, most in any case are parents and grandparents. There is no need for children to be terrorized by crime, like everything in life there is the right way to teach them to be more involved in crime prevention and there is a wrong way. This lesson gives sound guidance on all aspects of teaching children without creating fear.
41. **Criminal's Cons** – This lesson covers all the unusual cons used by criminals – it is a reminder of what tactics and lengths the criminals will go to fool us and catch us unawares and the techniques that constantly result in crime. This is a lesson that goes way beyond being conned at the gate and has a stack of stories of those that have been caught and badly harmed.
42. **The Truth Behind HIV/AIDS Crimes** – A brilliant presentation by a Frenchman who has lived with HIV for 27 years. This topic is hugely informative and gives a totally different perspective to HIV/AIDS and could and should be life saving with such extensive information given. Guidance is also given on how to approach employers in the case of their having HIV or should they get infected in the future. It has had tremendously successful results.
43. **The Inside Story** – This is a presentation by an ex criminal inmate covering strategies used by criminals to attack their victims and life in prison. This lesson on life in prison is hopefully something that will be used by attendees to prevent criminal activity and to warn family, friends and their children from becoming criminals – a reality fear tactic.
44. **Electricity** – Tactics that are used by criminals to overcoming electrical deterrents, how to use electricity to prevent crime and information on saving electricity and the reality of the costs. It includes cable theft and watching out for suspicious behaviour which devastates communities, how using electricity illegally and its methods can kill, and how electricity can cause a fire and what to look out for to prevent this from happening.
45. **The Ideal Witness – Working With Detectives** – Either as a witness to a crime or when becoming a victim this lesson covers all the senses, what to remember – eyes,

ears, nose and feelings and how what they recall can make the difference between helping the detectives to catch a criminal and also what to present to the prosecutor, magistrate or judge to enable them to give the correct sentence to those that have committed the crime.

46. **Stolen Goods – Don't become a criminal and how to retrieve your goods** – There are a lot of things that the community in general are not aware of with regard to stolen goods, how to make sure you keep records of your electronic equipment and how this will help the police to return them to you if found.
47. **Fire** – Fire is a killer, this lesson covers prevention, statistics, causes, how to manage a fire, who to call, what to do if there is a fire, evacuation of the building, where to meet in the property, and the safe use of candles and much more.
48. **Drowning Prevention** – This is such an important lesson and does not apply only to “nannies” that care for children, shocking statistics show that people of all ages drown and this is a preventative as well as an instruction lesson on what to do should this shocking incident occur.
49. **Earth Angels – Becoming a Super Star** – This is an adjustment lesson for the beginning of the year to ensure that attitudes are fine tuned, motivation and recognition of their wonderful qualities and getting commitment to ongoing crime prevention and imparting information that is so critical to the SAPS and the Security Companies. The results of this presentation have proved to seriously uplift and motivate all that attend and give them a completely different perspective on their persona and their work.
50. **Triggers that spark the choice to do crime** – It has been found that the majority of those doing crime are aged between 17 and 28 years of age. These are sometimes relatives of ours, spouses, friends or even our own children. But this not always the case. This is a very interesting study that I have made over the past nine years and feel it is very important to be aware of the triggers that spark off a person doing any kind of crime. It covers how to deal with the police if a child or young adult displays criminal trends which could simply be lying about something and lots of advice on how to manage the situation so that it does not spiral into a serious problem. Advice is given on communicating with employers if they spot this happening with their charges.
51. **How do “THEY” get away with it** – This lesson covers how we protect our children and ignore the symptoms of crime from an early age, parenting, tough love and not allowing children or young adults to get away with small crime. It covers bribery and how this is also a crime, methods used by the criminals to get away with crime, how criminals get their contacts and farm an area and plan, retribution, and how to do your own homework to help the police catch the criminals and how some people just know no better, there is no room left in South Africa for anyone to know no better. This topic is huge.
52. **Making matters worse or better** – This lesson touches on what to do during an attack, this is an expansion on how they can prevent a shocking situation from getting worse under any situation and by remaining calm they can recall more for the police investigation, it also incorporates the importance of how a neighbour can be a witness and help or not and can also become a witness for the police by checking times, vehicles in the road details etc. What to do if stopped by the police or security company guard in public areas asking what they are doing there, how to handle this situation without making matters worse for themselves and how to use the new system of Sector Policing telephone numbers that has been implemented. It also explains why proactive policing and security has been implemented and not to become intimidated or angry over being questioned by either the police or the security company. How to take notes in a public area of times this has happened, vehicle numbers and how to stand back just in case there is a possible hijacking by those in the vehicle who could be pretending to be what they are not.
53. **Hijacking** – This lesson is aimed at those that drive a vehicle predominantly however it is not to be said that those that don't drive could be in a vehicle when it is hijacked.

It is a very comprehensive overview including vehicles that are targeted and how to manage this awful crime should anyone become a victim. According to the National Hijack Prevention Academy, 68% of hijackings take place in a driveway. This results in everyone in a household being traumatized by this attack.

54. **Tuberculosis** – This lesson is a critically important one. One in three people in the world have TB and in my opinion it is a crime to allow this bacteria to continue to kill people, some domestics and gardeners are scared to confess that they have this illness for fear of losing their jobs and it is therefore essential to educate all on the process that is necessary to not only save lives but to prevent the spread of this deadly disease. Only one medical topic is covered annually and carefully selected to ensure that anything that kills is included in the annual presentations.
55. **Xenophobia and other Horrors that are destroying South Africa** – This is not a political aimed lesson, this lesson is intended to stop the horrors of harm that are giving South Africa a shocking reputation in neighbouring and international press and communities. It covers very poignant information about tribal neck lacing, taking the law into one's own hands, destruction of properties, killings and other horrors and why we need to recognise that Mandela was looked after by our neighbours at the time that he and many of his other good freedom fighters were having to flee from South Africa. This lesson covers basics on human rights and specifically treating every person with the dignity they deserve and addresses the fact that we need to know our neighbours, we could be responsible for saving each others lives in any kind of criminal attack.
56. **Who is your friend** – This is a big topic and a reminder to all who attend that not everyone is a friend; criminals pose as friends and have used the most unusual ways to con and attack with their charming manner of approach. This lesson also aligns attitudes of attendees regarding their critically important relationships with their employers, friends (some will come and steal), their children and the children they are tasked to care for but more than that this is a highly motivating talk; many have said "WOW I loved this lesson"!
57. **Trust** - What it means to trust and all its nuances, it needs to be earned and trusting the right people can save a life trusting the wrong people can take a life. What happens when trust is broken – this can have disastrous effects on all involved in the relationship. When you are employed – what trusts need to be developed and how to make sure they are sustainable. Security is probably the most important aspect of any employee's responsibility and if given the right directives the employees can surely play a significant part in preventing crime, acting appropriately in a crime situation and knowing how to pass on invaluable information without putting their lives in jeopardy. Trusting your security, they are there to protect everyone in the suburb and having trust in them can only enhance their efficiency in combating crime. Trusting that MAD Domestic Watch will give you the critically important lessons that can only build trust and confidence, they go hand in hand. Trust is a gift – treat it with utmost respect.
58. **Crime Investigations – Polygraphs, Lie Detector and Voice Stress Tests** - I was privileged to have a Voice Stress specialist speak at one of my meetings. Some of the details that were revealed shook me to my core. This is a complex lesson that includes methodologies used to bribe and threaten domestics and gardeners (or their children, husbands or boyfriends) into not only passing on valuable information to the criminals but also forcing them to leave "markings". Many have thought "markings" an urban legend, rubbish, they are used extensively and different syndicates and gangs force household staff to use a variety of markings to alert the criminals of intricate details needed for the crime attack. This is a fascinating topic but it will also include some very serious advice on how to manage the approaches made by the "Jappers" and the "Kids" who are the lowest level in the syndicate hierarchy and work as liaison people who feed information gathered to the criminals. It also gives an insight into the methods used by the specialist private detectives and others who are paid by victims

to tests for truth or lies regarding a crime incident, sensitive stuff when you have employees having to go through these tests, good sound advice and removal of antagonism for those who may have to go through a test to prove that they are not part of the crime, after all no one wants suspicion hanging over their heads in any crime situation. If not managed properly lie detector tests can be the very cause of a future attack on employers.

- 59. Child Protection and Related Crime Prevention** – Whilst much of this lesson covers aspects of abuse it is also a lesson aimed at correcting child behaviour way before a bad incident occurs and a lot of storytelling on various age groups to empower the care givers or parents of any child on how to avoid any bad situation from occurring. Key points are children at school i.e. bullying, teasing, peer pressure; telling lies, keeping secrets, getting a promise from the children and breaking promises has consequences, what kind of punishment is appropriate, what signs to look out for indicating abuse, safety out of the home and creating the rules to protect and keep children safe. Lastly this lesson includes who to turn to, neither the children nor the adult care giver are alone and furthermore there are unpleasant consequences for anyone aware of child abuse if it is not reported.
- 60. Registered “Paid” Informers** – This lesson specifically covers all the steps involved in becoming a registered informer for the police, how to go about the process, who to talk to, stories of actual payment for passing invaluable information that has resulted in catching criminals and syndicate leaders. “Pap Kos” is given to enable these informers to go or do very specific things to enable them to get the information that will result in catching criminals, resulting in a cash payment, the levels of payment and the recommendations made by the SAPS and of course the extreme confidentiality attached to this. Furthermore this lesson paints the picture of the process undertaken once information is gathered and what the police do in order to catch criminals and to protect the informer.
- 61. Courage** – Big topic, motivational and intention is to do the right thing always, we always know when we do the right thing, takes a lot of courage to report a relative is doing crime and much more and resisting temptation!
- 62. Safety** – This is a diversion from Security, safety topic covers a far wider spectrum of how you absolutely have to be NUMBER ONE! When you look after yourself you will automatically look after everyone else around you, we have a responsibility to do this, not only for ourselves but our family and our country! It touches on a very big area of all aspects of safety.
- 63. Gender Violence** – With the shocking wave of gender violence currently being highlighted in South Africa the Brand South Africa is now being horrifically exposed to the world. This lesson focuses extensively on the history of where it all began, why men and some woman react and in so many instances rape, mutilate and kill, how we can turn this around, how we can each make a difference a little at a time by changing our approach to our partners and preventing the devastation that is harming everyone in South Africa.
- 64. What the criminal had to say** - There was a meeting held with a convict who is spending 18 odd years for crime, ranging from housebreaking to hi-jacking, and who is currently out on parole. In short herewith feedback which in most cases is the modus operandi with specific exclamation on particular methods used to gain access as well as some points for concern as in the mind of a criminal.
- 65. Stokvels** - Some might think that this is not crime related, however, managing their money carefully and inspiring the attendees to be more proactive and help their families to create their own wealth and much more has got to have a positive impact on everyone and everything in South Africa! Our country desperately needs work for those who are unemployed; when we achieve this surely we are going to see a reduction in the choice to do crime?! This topic also includes a lot of information regarding money scams used by criminals, historically and currently.

**66. Generosity:** I wrote the topic called “Generosity” with a view to possibly motivating a paradigm shift in attitudes that may need adjustment or just realign thinking processes. It is a multifaceted topic with a view to inspiring better relationships (so essential) with employers, security infrastructures and companies, the police, inspiring generosity in that time won’t wait to do the right thing. With generosity of attitude in all we do we can and always do gain more respect and credibility from those we work for. With generosity of spirit we all can make a difference to our country, our family and our employers! Being generous is not just about digging into our pockets, I believe there is undoubtedly more in it for the giver than those on the receiving end, I know this from experience! When we receive gifts annually it is not “I deserve” it is gratitude for all given for the generosity by so many who contribute towards the important role that our domestics and gardeners play in society.

**67. Gates:** It is essential to use the gates for the purpose they are intended, to keep you safe and unwanted out. Main gates, all gates in the garden and sliding or security gates entering into rooms in the house: NEVER leave a gate open behind you! This lesson comes with pictures on how to secure the main gate properly.

- Gate Keys and Remote Controls:
- One door open only:
- A false sense of security - automated gates:
- Criminal gate methods:
- Make it difficult for criminals
- 68% of hijackings take place in a driveway:
- Beat the criminals at their game:
- Securing your main gate: Electrical boxes outside your property; Anti-lift bracket; Prevention of Gate Derailment; Gate motor
- Do not use the main gate for pedestrians:
- Children and gates:
- Check up on all who enter and leave:
- All doors that lead to the outside:
- Gated Communities:

**68. In the line of duty – our SAPS commitment:** Through our attendees we will also reach home owners, it is so important for all to know what to do, what not to do and what to expect and make sure with all this we will be more empowered in any EMERGENCY situation! This topic covers:

- 10111 Call Centre Facts
- 112 Call Centre – What is this
- The Police mandate to responding to a call
- Complaints – who, where, what and how
- When you call who are you talking to
- When you call what procedure do you go through to get best results
- Who will respond to your emergency
- When should we call the police?
- When do we not call the police?
- Getting a reference number
- If no response who do you talk to
- Do you call the call centre with information
- When do you call your Sector Manager
- Every single crime incident is important
- Emergency call advice
- Emergency categories
- Expected response time
- Technology to help find you
- Challenges faced by the 10111

- Normal reaction
  - What to expect from police
  - Nothing is more important than doing the right thing to help you
69. **Criminal Signage:** Do the criminals use signage – of course they do. This is another very comprehensive lesson that covers a myriad of different signs to look out for including actual signage that has been documented. So we don't always see the chalk markings, the smart criminals have other methods of communicating with each other, for sure they share successful tactics, sometimes they take what doesn't work in a big city to the smaller to use against the uninformed or complacent. Watching for signs of any kind could save a life!
70. **Breast Cancer:** Anything that kills, harms or hurts is my concern. This is a must share lesson and so appreciated by all. I include many different aspects on health annually, we must remember that men also get breast cancer and it is a killer. So sharing what and how to manage ones health is of vital importance.

All of the above lessons have supporting written documentation as a "workbook/library". Those highlighted in red have DVD's made however may need remaking. We are searching for a sponsor to create more DVDs who will enable the role out of this project nationally. The intent is to teach others with good intent, if required to earn an income, with storytelling to enhance the written lessons.

For further information call Penny Steyn 082 461 6968 or 011 783 8776 or [madpenny@absamail.co.za](mailto:madpenny@absamail.co.za)

