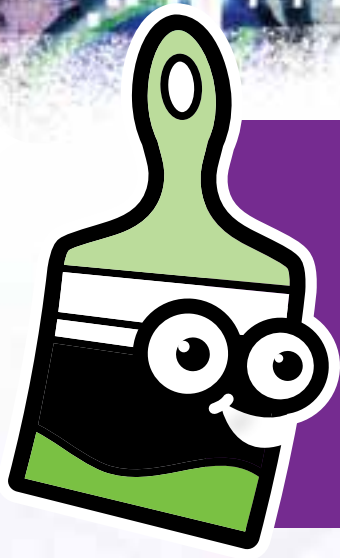




A Guide For **GRAFFITI WIPE OUT** Events





Hosting a graffiti wipeout can be a fun and rewarding activity to take ownership of your community and beautify Edmonton. The following outlines some information that may assist you in coordinating activities and recruiting volunteers for your event.

What is graffiti?

Graffiti is an act of vandalism and a criminal offence when placed on public or private property without the owner's consent. If not removed, it can lead to more acts of graffiti and creates an environment in which crime can thrive. It also sends the wrong message that it's okay to put graffiti on your property. Edmonton Police Service will investigate graffiti crimes and pursue charges against graffiti offenders whenever possible.

Why wipe out graffiti?

- **It's a crime:** Graffiti is against the law.
- **It's expensive:** Graffiti is costly and time-consuming to clean up.
- **It's offensive:** Discriminatory and hateful messages harm individuals and identifiable groups
- **It's unsightly:** Graffiti makes Edmonton a less attractive place to invest in, visit and conduct business. It ruins the city's natural and architectural beauty.
- **It undermines:** Graffiti affects our sense of security and pride in Edmonton.
- **It spreads:** If it's not removed, it can lead to more graffiti and an environment in which other crime can thrive.

Who cleans it up?

Enhanced legislation in **Community Standards Bylaw 14600** took effect in April 2008. Under 14600, property owners are required to remove graffiti in a timely manner. Bylaw officers can now work with property owners to remove graffiti promptly and, if necessary, issue tickets or take remedial action with those who do not remove it. Ultimately we all pay for graffiti removal – either individually or through tax dollars. To help reduce graffiti and create cleaner safer communities, the City of Edmonton's Capital City Clean Up has created the Graffiti Management Program (GMP). One way that the GMP is assisting the community is through supporting community graffiti wipe out events.

What is a wipeout?

A wipeout is a community event where individuals or groups contact local property owners and volunteer to paint over graffiti on their property.



Select/Recruit Your Graffiti Locations

Determining the area for your event – the addresses of the buildings and locations to participate in your clean up – can be a daunting task. However, it doesn't have to be. Most property owners, particularly small businesses are grateful for the help.

The average group of 40 volunteers can paint about 1500 total square feet of graffiti located on 10 different locations in one six-hour day. This of course will vary upon the skill and experience of your volunteers and the distance between locations. If you have never organized an event before, be realistic in your goals for how many volunteers and the area you think you can cover.

Scope out the area for your event. If you do not have an area in mind, the GMP may have some ideas where there is a lot of graffiti that you may want to tackle. Under the *Freedom of Information Act*, we cannot provide you with contact information, but we may be able to assist you with property addresses.

When recruiting property owners, be prepared.

Bring with you:

- information on your group or agency,
- information on the GMP. The GMP has brochures it can provide you that explains to property owners their requirements to remove graffiti under Community Standards Bylaw 14600.
- permission forms
- Graffiti Inventory Log forms
- Tape measure

It is often advisable to have a second person with you.

Discuss with the property owner:

- Any concerns the property owner may have
- Property access for clean up and possible washroom facilities
- Provide the property owner with your contact information
- Your scheduled date for painting.

A sample script and some possible questions property owners may have has been included on page 12.

For each participating property you will need to know the:

- Approximate number of square feet of graffiti to be removed.
- Amount of paint needed. Estimate 1 gallon of paint for every 150-200 square feet of graffiti. (Note: extra paint can be left with the property owner to touch up future graffiti. You will require more paint for stucco surfaces).
- Type of paint needed. This is determined by the surface you are painting. For example, if painting concrete you would need masonry paint, etc.
- Color of paint needed. Please use Rona/Sico paint colour numbers as Rona is a sponsor of the GMP program.
- Signed permission form (A sample has been provided).

Before leaving do a quick visual inspection of the area to determine if you have any safety concerns (see section on safety).

If available, information non-restricted under the Freedom of Information Act (such as addresses with graffiti in a targeted wipe out area) may be provided to the organizing group by the GMP. Please note that current information may not be readily available in all areas of the city.



The average group of 40 volunteers can paint about 1500 total square feet of graffiti located on 10 different locations in one six-hour day.



Recruiting Volunteers

Most wipeout coordinators will have a good idea of who they will approach to participate in their event. For those coordinators who may need assistance in this area, the included sample recruitment ad and sample recruitment poster (see page 9) are suggestions that may assist you in successfully recruiting the required volunteer help needed for your wipeout. (Suggested Resource: *The Volunteer Recruitment Book* by Susan J. Ellis.) Individual community groups or organizations should also be considered. These groups are often looking for fund-raising opportunities. Consider: Hockey teams, church groups, other not-for-profit groups, community leagues, high schools, etc.

Volunteers must be:

- Physically able to stand for long periods, bend, and do various other forms of physical activity for extended periods;
- Volunteers must be a minimum of 15 years of age with a minimum of one on-site volunteer supervisor aged 18 years or older.

Things that will attract attention:

- Catchy phrases or images
- Be clear on what you need, but careful you are not too wordy
- Bright coloured printing or coloured paper

- Connect with people on a personal/emotional level to raise interest
- Invite, don't beg, plead or "hard sell" – it turns people off/scares them
- Sometimes just awareness will lead to recruitment. Begin by thinking of all of your organizations. Make publicity a part of your recruitment strategy.

Determine the number of volunteers that you will need to do your cleaning. Remember more is not necessarily better. Ensure you have enough volunteers to do the work, but don't have too many that they are sitting around. It will be more difficult to get them to come back in the future if you don't keep them busy.

Volunteer Training Suggestions

Volunteers will need to be trained appropriately based on the requirements and circumstances surrounding each individual wipeout event. It is up to the event coordinator to ensure that volunteers have a good understanding of their role during the event.

On-Site Training

It is most likely that all or most instructions for volunteers can be done on-site the day of the event. However, depending on the number of volunteers you have, you may need to have a few people trained in advance to help keep the majority of your volunteers on track. Ensure volunteers know who to approach for questions and problems. It is usually easiest to gather volunteers together for verbal instructions along with some written information. If it is a large group, it may be best to break it up into 2-3 repeated sessions to ensure clarity. The GMP may be able to provide some on-site painting training. Please make your request for training no later than two weeks prior to your event so that arrangements can be made.

Volunteer Information Sheet

A good way to help ensure event volunteers understand what they are supposed to do is provide them with written information on their role. Remember to try and keep the information simple and concise to avoid overloading your volunteers with information (one sheet is recommended). The sample documents on pages 10 and 11 provide an example of a volunteer instruction sheet used for one wipeout event.

Screening and Waivers

It is the responsibility of the organizing agency to do all appropriate volunteer screening. This is to ensure that all volunteers understand that they are volunteering for your organization and that they have signed all appropriate waivers.



Safety

Health and safety of volunteers are paramount to any volunteer event or program. The group organizing the event is responsible for the safety of all the participants. The best time to go over safety rules is typically during the on-site training. It is important that each wipe out event considers all areas of safety. The following suggestions should NOT be considered entirely comprehensive, nor are wipeout coordinators obligated to abide by these suggested guidelines. However they are recommended to ensure the safety of volunteers.

Do:

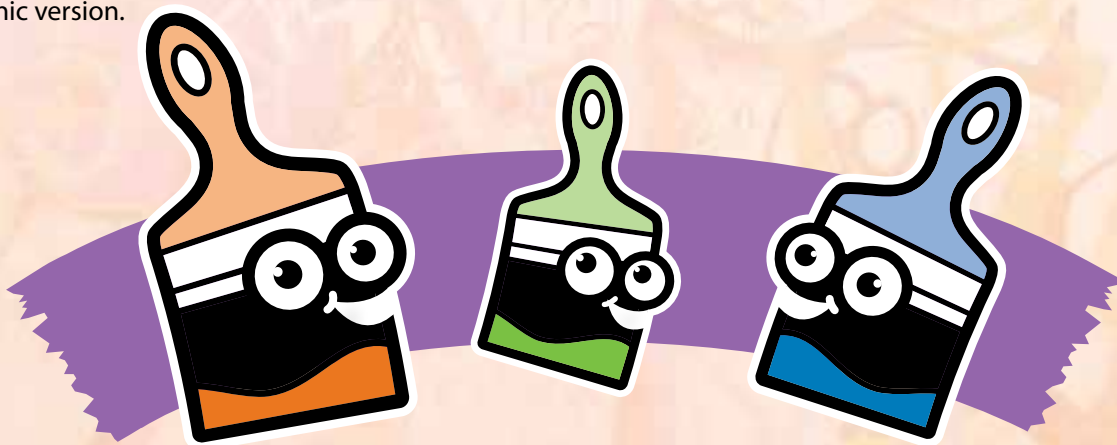
- Barricade high-traffic areas; Barricades can be arranged through the City of Edmonton by calling 780-442-6458. There is a small daily rental fee for barricades. Note, if you need to block public sidewalks or streets (including alleys) you are required to obtain an Oscan Permit. The permit is free and can also be obtained by calling 780-442-6458. **The GMP has small "A" frame boards that can also be borrowed to block off areas.**
- Wear all supplied protective clothing including eye glasses, coveralls, face masks and gloves
- Wear appropriate footwear and clothing
- Replace lids immediately on all opened containers including paint and cleaning supplies
- Follow the Material Safety Data Sheet (MSDS) for each paint or product used for removal

Do Not:

- Go on rooftops, ladders or any height enhancing object
- Horseplay on site
- Work in inclement weather
- Remove graffiti without permission
- Dump paint or cleaning materials down the storm drains
- Walk on roadways, or perform any removal activities on roadways
- Touch, move or pick up any sharp objects, chemicals or hazardous material. Instead, make note of your location and call 311 for pick up
- **DO NOT** Use any removal products not provided to you by the GMP
- **DO NOT** use chemical removal products unless you have been professionally trained in their use.

Advertising/Promotions

- Please acknowledge Capital City Clean Up's Graffiti Management Program as the source of supplies for your event on your advertising and promotional publications. If you would like to use our logo, please contact us and we will provide you with an electronic version.
- Make sure to have the appropriate permissions to post all recruitment and event signs.
- Do not post notices on street poles, mailboxes and other public areas not approved for putting information.

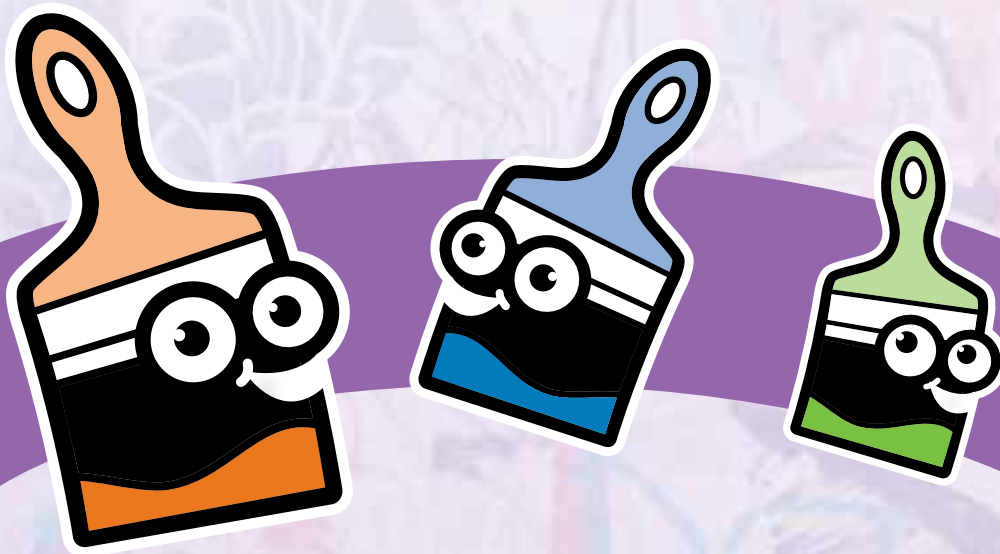




Before Your Wipe Out

To ensure that your day runs smoothly, consider the following in advance of your wipeout:

1. Get your application to the GMP in early to ensure that you will have the paint and supplies, well in advance of your event.
2. Select a central meeting place in your area for a base of operations where you have access to:
 - Washrooms
 - A place to host lunch, beverages and snacks
 - Room to train volunteers
 - Keep extra supplies and paint
 - A place to clean up supplies at the end of the wipeout
 - Adequate security
 - First Aid Kit
3. Ensure you have enough vehicles to move volunteers and supplies.
4. Cell phones or walkie-talkies to keep in touch over multiple locations.
5. Parking for volunteers
6. Extra sponsors for items not covered or have limited coverage. It would be helpful to prepare a budget to determine the full cost of the event, including your sponsorship. Possible items that you may need extra financial support for may include
 - Truck rental
 - Snacks, Lunch, Beverages
 - Barricades
 - Portable toilets
 - Insurance
 - Permits
 - Portable signs
7. Prepare a timeline for the events and volunteer information sheet of the day of the wipeout. Include contact phone numbers for the day. (Samples have been provided on pages 10 and 11).
8. Contact your local Edmonton Police Service Detachment to notify them of your activities and the date of the event.
9. Decide if you want to invite the media to promote your work and your agency. If you need assistance in this regard, contact the GMP at 780-442-5302.





Wipe Out Day

1. Have all volunteers meet at the central location.
2. Train volunteers in their responsibilities and safety guidelines.
3. Review the timeline for the day.
4. Assign buildings to groups for clean up and send them off to their locations.
5. Let the property owners know that you arrived and will be starting the cleaning (not necessary if business is closed).
6. Conduct a quick safety inspection of the area to ensure that there are no dangerous materials that will need to be removed prior to the cleaning. Please do not attempt to remove or move sharps or other hazardous materials. Instead, make note of your location and call 311 for pickup of the object.
7. Take a before picture of the graffiti on the property.
8. Input the incident information into the log sheet for the property.
9. Block off the area around where the painting will occur. Do not paint next to parked vehicles.
10. Put down drop cloths and ensure that volunteers are wearing all appropriate safety and protective clothing.
11. Prep the surface for cleaning (if necessary).
12. Paint over the graffiti and area. Ensure that volunteers:
 - Paint only main floor areas
 - Do not go on stepladders or try to access areas for painting above the first floor
 - Follow all occupational and safety guidelines
13. Clean up non-disposable paint supplies and area and prepare the supplies for return to GMP or for storage for your next event. Note: This may need to be done off-site if the business is closed or does not have an appropriate area for supply cleaning.
14. Collect all disposable items and prepare for transport for appropriate disposal.
15. Take an after photo of the area where the graffiti was removed.
16. Input the clean up information onto your Fundraising Application Form. Have property owner sign off that work has been completed.
17. Return the following to the GMP:
 - Any supplies you do not need for future events.
 - Your completed Graffiti Wipe Out Food/Snack Grant Application – in order to receive food/snack grant.
 - Your completed Graffiti Wipe Out Fundraising Application Form, including signatures, and your before and after painting photos of each property – to receive your fundraising grant.



Graffiti Inventory Log Form

The Following table can be used to assist you in gathering information for your wipe out event and is for your use only as needed.

Legal Name of Organization/Agency Group: _____

Event Contact Person: _____


Location of Wipeout: _____

Contact Phone: _____

Date of Wipeout: _____

Building/Business Name & Address	Property Owner/ Contact Name & Phone Number	Photo Numbers	Area of Graffiti (sq. ft. size)	Surface Type (Check ALL that apply)	Paint Colour	Paint Type	Date Contacted
				<input type="checkbox"/> Raw <input type="checkbox"/> Brick <input type="checkbox"/> Painted <input type="checkbox"/> Stained	<input type="checkbox"/> Concrete <input type="checkbox"/> Siding <input type="checkbox"/> Glass <input type="checkbox"/> Wood	<input type="checkbox"/> Stucco <input type="checkbox"/> Metal <input type="checkbox"/> Stone <input type="checkbox"/> Other	
				<input type="checkbox"/> Raw <input type="checkbox"/> Brick <input type="checkbox"/> Painted <input type="checkbox"/> Stained	<input type="checkbox"/> Concrete <input type="checkbox"/> Siding <input type="checkbox"/> Glass <input type="checkbox"/> Wood	<input type="checkbox"/> Stucco <input type="checkbox"/> Metal <input type="checkbox"/> Stone <input type="checkbox"/> Other	
				<input type="checkbox"/> Raw <input type="checkbox"/> Brick <input type="checkbox"/> Painted <input type="checkbox"/> Stained	<input type="checkbox"/> Concrete <input type="checkbox"/> Siding <input type="checkbox"/> Glass <input type="checkbox"/> Wood	<input type="checkbox"/> Stucco <input type="checkbox"/> Metal <input type="checkbox"/> Stone <input type="checkbox"/> Other	
				<input type="checkbox"/> Raw <input type="checkbox"/> Brick <input type="checkbox"/> Painted <input type="checkbox"/> Stained	<input type="checkbox"/> Concrete <input type="checkbox"/> Siding <input type="checkbox"/> Glass <input type="checkbox"/> Wood	<input type="checkbox"/> Stucco <input type="checkbox"/> Metal <input type="checkbox"/> Stone <input type="checkbox"/> Other	
				<input type="checkbox"/> Raw <input type="checkbox"/> Brick <input type="checkbox"/> Painted <input type="checkbox"/> Stained	<input type="checkbox"/> Concrete <input type="checkbox"/> Siding <input type="checkbox"/> Glass <input type="checkbox"/> Wood	<input type="checkbox"/> Stucco <input type="checkbox"/> Metal <input type="checkbox"/> Stone <input type="checkbox"/> Other	

Sample Community Newsletter or Publication Ad




Capital City Clean Up
Wiping out Graffiti!

Volunteers are needed for the **(community name) Graffiti Wipe Out**. Come out, show community pride, and be a part of improving the appearance of your community! All supplies and training are provided.


Community Wipe Out Details:
(Date)
(Time)
(Location)

Volunteers are needed for: set-up, surface prep, painting, and clean-up. Volunteers are also needed ahead of time to promote the event and confirm removal sites.

Please call **(contact name)** at 555-555-5555 to sign up!



Sample Recruitment Poster



Capital City Clean Up
Wiping out Graffiti!

Your Logo Here

(community name) Graffiti Wipe Out

Volunteers are needed for the **(community name) Graffiti Wipe Out**. Come out, show community pride, and be a part of improving the appearance of your community! All supplies and training are provided.

We will be Wiping-Out Graffiti on:


Date: _____

Time: _____

Location: _____

Volunteers are needed for: set-up, surface prep, painting, and clean-up. Volunteers are also needed ahead of time to promote the event and confirm removal sites.

Please call **(contact name)** at 555-555-5555 for more information





Sample Volunteer Information Sheet

The following is an example of a graffiti wipeout volunteer information sheet to provide you with examples of information you may need to provide to your volunteers for your event.

Graffiti Wipe Out Volunteer Information Example

Thank you for participating in the Queen Mary Park Graffiti Wipe Out. If you have any questions, please contact **Jane Doe** at **780-555-5555**. An updated copy of this letter will be provided to you on the day of the event. In the meantime, please be aware of the following information:

Date of Event: June 15, 2010
Meeting Place: Queen Mary Park Community League Parking Lot, 10844 117th Street
Meeting Time: 9:00 am
Lunch: 11:30 @ the Community League Building
Tentative Completion Time: 2:00 pm

General Information

- Event registration and information will be available at the 107 Avenue Business Association Office located at 555555 -107 Avenue.
- In the event of rain, the event will be rescheduled for July 5, 2010.
- Please use all safety and protective equipment available to you.
- ONLY paint over your assigned building.
- Use supplied graffiti removal wipes on surfaces that cannot be painted, such as, metal, glass and siding. If graffiti does not come off, log the location, surface and approximate area that could not be cleaned so that the property owner can be notified.
- If in doubt on how to deal with any surface, please contact your supervisor.
- Lunch is being provided by the Tim Horton's & Boston Pizza.
- Washrooms can be used in:
 - Queen Mary Park Community League
 - Joes Dinner
 - The Bubble Shop
- Please inform your coordinator if departing early.
- Return all paint and supplies back to the Queen Mary Park Community League at the end of the day.

Contact Numbers on the Day of the Event are:

Jane Doe 780-222-5555 (cell)
John Smith 780-222-6666 (cell)
Queen Mary Park Community League 780-222-7777 (Office)

Team # Assignment: Blue Team
Your Supervisor for the Day will be: John Smith

Assigned Structure (Address & Building Name)	Paint Colour	Paint Type

Note: The next page is a sample information sheet you can fill in and provide to your volunteers.

Volunteer Information Sheet

Graffiti Wipe Out Volunteer Information

THANK YOU for participating in our Community Graffiti Wipe Out. If you have any questions, please contact the event coordinator at the number provided. An updated copy of this letter will be provided to you on the day of the event. In the meantime, please be aware of the following information:

Event Coordinator	
Coordinator Phone Number	
Coordinating Agency	
Registration Information Located at:	

Date of Event	
Meeting Place:	
Wipe Out Meeting Time:	
Lunch Time:	
Lunch Meeting Place:	
Lunch Provided by:	
Washroom Locations	
Tentative Completion Time:	
Return all supplies at the end of the day to:	
Rain Out Date	

General Information

- Please use all safety and protective equipment available to you.
- ONLY paint over your assigned building.
- Use supplied graffiti removal wipes on surfaces that cannot be painted such as metal, glass and siding. If graffiti does not come off, log the location, surface and approximate area that could not be cleaned so that the property owner can be notified.
- If in doubt on how to deal with any surface, please contact your supervisor.
- Please inform your coordinator if departing early.

Contact Numbers on the Day of the Event are:

Your Team # Assignment: _____

Your Supervisor for the Day will be: _____

Assigned Structure (Address & Building Name)	Paint Colour	Paint Type

Property Owner Recruitment Script

Graffiti Wipe Out Script

Can be done in person or by phone:

Hi, I am _____ with the _____ (name of your organization). We are organizing a graffiti wipeout event in your area on the _____ (date of event).

A wipeout is volunteer event where participants paint over or remove graffiti in a selected area. Our organization will be doing the painting to clean up graffiti (If using this as a fundraiser also include: and to raise funds for our group. For every square foot we paint our organization will receive \$1. Funds will be going toward our _____ project.) There is no cost to you for participating.

During a recent walk through, we found that you have graffiti on your property located at _____ that could be covered with paint.

Are you interested in completing an application? Yes / No

NO: I understand. If you would like additional information about graffiti removal, the City of Edmonton's Graffiti Management Program or the City's bylaw with respect to graffiti, please call 311. Thank you for your time.

YES: In order to participate in the event, I have a permission form that needs to be completed.

Would you like me to complete the form over the phone? Yes / No

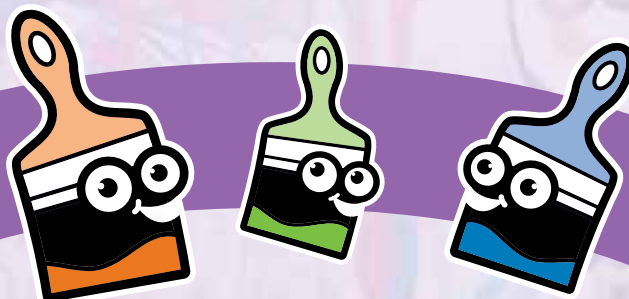
NO: I can email, fax or drop off the form to complete. Please note our timelines for this are very tight. We will need the completed and signed form back very quickly to make the appropriate arrangements for paint and supplies. Thank you.

YES: Complete the form with the person. When completing form:

- Determine if the person is supplying paint. If yes, make arrangement for when and where the paint will be available on the day of the event. Property owners must be on site to provide the paint. If not, the property will not be painted.
- If they want the GMP to provide paint. Confirm:
 - Colour of paint.
 - Type of paint – i.e. is it for stucco, concrete, wood, brick, etc.
 - Approximate square feet to cover.
 - Amount of paint needed to cover the area. Estimate 1 gallon per every 150 square feet of graffiti.
 - **Make sure they realize that the paint will not be an exact match to the existing color if the GMP provides the paint.**

Once complete, make arrangements for person to sign and return the form to you.

If you have any further questions, please call _____ (your contact #).



Property Owner Participation Form

Date of Graffiti Wipe Out Event: _____ Community: _____

Wipe Out Event Coordinated By:

Contact Name: _____ Business Name: _____

Mailing Address: _____

Ph: _____ Fax: _____ Email (primary contact): _____

Property Owner Information

Contact Name: _____ Business Name: _____

Mailing Address (if different than the site of location of graffiti listed below): _____

Postal Code: _____

Ph: _____ Fax: _____ Email (primary contact): _____

Location of Graffiti: On-Site/Business Information

Contact Name: _____ Business Name: _____

Site Address: _____ Business Phone: _____

Graffiti Incidence Information

Description of Location of graffiti on property:
(example north building side, east fence, garage, etc) _____

Square footage of graffiti: _____ Length of time graffiti has been on site _____

Type of surface Brick Stucco Siding Wood Stone
(Check all that apply) Painted/Stained Concrete Glass Metal Other

Has the graffiti been reported to the Edmonton Police Service (EPS) Yes / No

Note: For evidence purposes, graffiti must be reported prior to removal.

Graffiti Removal Information

Does your business already have paint that matches the affected wall that we would be able to use? Yes / No

Exact colour matches **WILL NOT BE PROVIDED** unless the property owner provides the paint.

Paint discounts for graffiti removal are available through the Graffiti Management Program,

Capital City Clean Up (phone: 780-442-5302.) **Do you wish to provide your own paint?** Yes / No

Note: Paint must be on the site location on the day PRIOR to the event. Please ensure that someone is at the property on the day of the event to provide the paint to the volunteers.

If you are **NOT** supplying your own paint, circle the paint colour that we should use to paint over the graffiti noted above.

White / Beige / Red / Tan / Grey / Brown / Black

Approximately how many gallons of paint are required to cover the graffiti? _____

Are there any special cleaning requirements for your building? Yes / No

Please Explain: _____

Permission

As the legal property owner for the property with graffiti listed above I give the above named Graffiti Wipe Out Event Organizer, and their volunteers, permission to paint over or remove the graffiti at the stated location. I recognize that the graffiti will be removed to the best of the Event Organizer's and volunteers' ability and hold both parties harmless in the event that the activity causes damage to my property.

Signature: _____ Date: _____



**Capital City
Clean Up**
*Wiping out
Graffiti!*

Graffiti Management Program
Capital City Clean Up
City of Edmonton
Beaufort Building, 2nd Floor,
10835 - 120 Street, P.O. Box 2359
Edmonton, Alberta T5H 3P9

Phone: 780-442-5302
Fax: 780-496-7098
E-mail: capitalcitycleanup@edmonton.ca