Return to Sun City Lincoln Hills Neighborhood Watch

Village _____ Mail Station_____ Captain's Handbook

(See inside left pocket of binder for details)
Sun City Lincoln Hills Neighborhood Watch

Directive on How to Dispose of

Neighborhood Watch Policies & Procedures Handbook,

Captain's Handbook and all Other Documents

The information contained within these handbooks is considered CONFIDENTIAL and is the property of Neighborhood Watch. **Do not destroy!**

In the event the holder of one of these handbooks is unable to continue in this position, please return handbook(s) and all other associated and pertinent Neighborhood Watch data and documents to the Neighborhood Watch Secretary.

You may find the Secretary contact information by going to the Neighborhood Watch Website at [www.SCLHWatch.org](http://www.SCLHWatch.org), click on *About Us* then on *Board Members* located under *Contact Watch*.

Please insert this statement in the left inside pocket of your binder where it can be easily located by a family member or friend.

June 9, 2018
The source of the Captain's Handbook is from the Neighborhood Watch Policies and Procedures Handbook.

Since the Captain's Handbook is an excerpt of the Policies & Procedures Handbook it was appropriate to use section numbers.

Exhibits (Example of an Exhibit Number 4.03.01) mentioned in the Captain's Handbook have the same exhibit numbers as those referenced in the Chapters of the Neighborhood Watch Policies & Procedures Handbook. Some exhibits from one Section can also be referenced in another Section and not all exhibits have been included in the Captain's Handbook. If further explanation is needed, go to the Policies & Procedures Handbook on the Neighborhood Watch website at www.SCLHWatch.org under Documents, then Board Documents.

The Captain's Handbook provides you with sample forms and information necessary for you to complete your tasks. These forms are accessible through our new Neighborhood Watch Website.

Neighborhood Watch Bylaws available on the Neighborhood Watch website located at www.SCLHWatch.org under Documents, then Board Documents.

**Neighborhood Watch Mission Statement**

The Mission of Neighborhood Watch shall be to strengthen neighborhood ties, increase personal safety and security awareness, be the "eyes and ears" of the Lincoln Police and Fire Departments, and encourage emergency preparedness.

As part of our Neighborhood Watch Mission Statement, the key to a successful Watch program is recognizing the importance of good observation skills to keep our neighborhood watch safe. Section 5.10. **Observe and Report Policy** located In Section 5 lists those observation skills.
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* Forms available on Neighborhood Watch Website at [www.SCLHWatch.org](http://www.SCLHWatch.org)

Revised January 27, 2017
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<td>Resident Renters Policy</td>
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<td>How to Access and Subscribe to Alerts</td>
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<td>Call 911 to Report Medical Emergencies, Fires, and Criminal Activity in Progress</td>
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<tr>
<td>Call 916 645–4040 to Report Non–Emergency Incidents or Concerns</td>
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<td>Terminology used by Police and Reasons to Call 911</td>
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<td>Notify Neighborhood Watch of an Incident or Concern</td>
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<td>Reporting Methods</td>
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<td>Report Internet and Phone SCAMS</td>
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<td>SCLH Community Association's Curator Security</td>
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<td>Vial of Life Program and Personal Medication Record Card</td>
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<tr>
<td>Vial of Life Form*</td>
<td>6.12.01</td>
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<tr>
<td>Personal Medication Record Card* Sample</td>
<td>6.12.02</td>
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<tr>
<td>Neighbors InDeed</td>
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<tr>
<td>National Night Out Program (Renumbered)</td>
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<tr>
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<td>How to Sign up to Receive <strong>Placer</strong> Alert Emergency Notification System Renumber</td>
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* Forms available on Neighborhood Watch Website at [www.SCLHWatch.org](http://www.SCLHWatch.org)  
Rev. October 10, 2019
SECTION 1

VILLAGE INFORMATION
VILLAGE INFORMATION

Go to Neighborhood Watch's Website at www.SCLHWatch.org to obtain the following information:

RESIDENT CONTACT INFORMATION COMPLETED FORM

Click on DOCUMENTS

Click on Resident Contact Information Form in WORD under Forms to save on your Computer

Complete the information for your Mail Station

Insert your completed Resident Contact Information Form here

VILLAGE MAP

Click on MAPS then your Village Number

Insert your copy here

VILLAGE MAIL STATION LIST

Click on MAPS then your Mail Station

Insert your copy here

COORDINATOR'S LIST OF MAIL BOX CAPTAINS REPORT

Insert your copy from your Coordinator here

Revised April 14, 2014
SECTION 2

NEIGHBORHOOD WATCH

WARNING
ALL SUSPICIOUS PERSONS AND ACTIVITIES ARE IMMEDIATELY REPORTED TO OUR POLICE DEPARTMENT
NEIGHBORHOOD WATCH WE LOOK OUT FOR EACH OTHER
Neighborhood Watch Website
Webmaster – Barbara Branch
Webmaster Advisors
Larry & Nancy Whitaker
Mary Gire: Sun Senior New Club
Kathy Gire: Sun Senior New Club
Teresa Tanin: Compass

**Support Groups**

**Training Program Coordinator**

**Public Affairs Coordinator**

**Alarms Program Coordinator**

**Borough Orphans**

**Writers Coordinator**

**Med Card/ Vial of Life Coordinator**

**Welcome Packets Coordinator**

**Alerts Coordinator**

**Communications Board**

**Volunteer Coordinator**

**President**

**Executive Director**

**Assistant Executive Director**

**Secretary**

**Treasurer**

**Advisory Group**

President James Daniel
Amateur Radio Group
Neighbors InDeed
Nancy Whitaker
Lynne Newhall
Jesse McCauley
Teresa Tanin
Mary Cranston
Sharon Englehardt
Klara Kleman
Bonnie Smedberg
Bobbie Swenson

eXhibit 2.02.01

2020 Neighborhood Watch Organizational Chart

**Executive Director**

Linda Minor

**Treasurer**

Denise Hexom

**Secretary**

Reneé Plummer

**Assistant Executive Director**

Barbara Branch

**Secretary**

Suzanne Rosevold

**Treasurer**

Susan Ishimaru

**Executive Director**

Patricia Hammer

**Treasurer**

Bonnie Smedberg

**Secretary**

Patricia Hammer

**Executive Director**

Barbara Branch

**Secretary**

Suzanne Rosevold
### 2020 Neighborhood Watch Directors, Advisory & Support Groups

<table>
<thead>
<tr>
<th>POSITION</th>
<th>VILLAGES AND PROGRAMS</th>
<th>TELEPHONE</th>
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<tbody>
<tr>
<td>Executive Director</td>
<td>Authorized Spokesperson for Neighborhood Watch</td>
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<tr>
<td>Linda Minor ’20-2</td>
<td>Villages 1AB, 3AB, 42AB, 43ABC, 44</td>
<td>707 235-0778</td>
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<tr>
<td>Asst. Exec. Director</td>
<td></td>
<td></td>
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<tr>
<td>Barbara Branch ’20-1</td>
<td>Villages 10A,10B, 11, 12, 21, 40AB, 41A</td>
<td>916 543-8219</td>
</tr>
<tr>
<td>Secretary</td>
<td></td>
<td></td>
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<tr>
<td>Reneé Plummer ’20-1</td>
<td>Villages 31ABC, 32AB, 33, 34A, 34B, 37</td>
<td>559 940-5576</td>
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<tr>
<td>Treasurer</td>
<td></td>
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<tr>
<td>Denise Hexom ’21-2</td>
<td>Villages 15, 16A, 16B, 16C, 18, 20</td>
<td>916 759-0196</td>
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<tr>
<td>Patricia Hammer ’20-1</td>
<td>Villages 19A, 19B, 22A, 22B, 23</td>
<td>916 759-0599</td>
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<tr>
<td>Susan Ishimaru ’20-1</td>
<td>Villages 24ABCDE, 25AB, 26ABCD</td>
<td>916 421-4208</td>
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<tr>
<td>Suzanne Rosevold ’20-1</td>
<td>Villages 27, 28, 29, 30ABC, 39, 41B/C</td>
<td>775 790-0835</td>
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<tr>
<td>Bonnie Smedberg ’22-1</td>
<td>Villages 2, 4, 5AB, 6, 7A, 7B, 8AB, 9, 13, 14, 17</td>
<td>916 749-9402</td>
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<tr>
<td>Teresa Tanin ’19 (1)</td>
<td>Villages 35A, 35B, 36, 38ABCD</td>
<td>530 400-8526</td>
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### Neighborhood Watch Advisory Group

<table>
<thead>
<tr>
<th>NAME</th>
<th>NAME OF PROGRAM</th>
<th>TELEPHONE</th>
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<tbody>
<tr>
<td>Corporal Jesse McCauley</td>
<td>Lincoln Police Department Liaison</td>
<td>7/19</td>
</tr>
<tr>
<td>James Darby</td>
<td>Amateur Radio Group President</td>
<td>11/15</td>
</tr>
<tr>
<td>Lynn Newhall</td>
<td>Neighbors InDeed Representative</td>
<td>11/13</td>
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### Neighborhood Watch Support Group

<table>
<thead>
<tr>
<th>NAME</th>
<th>NAME OF PROGRAM</th>
<th>TELEPHONE</th>
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<tbody>
<tr>
<td>Barbara Branch 8/19</td>
<td>Training Program Coordinator</td>
<td>916 543-8219</td>
</tr>
<tr>
<td>Mary Cranston 12/10</td>
<td>Alerts Program Coord (Comm Bd 1/09-12/10)</td>
<td>916 434-5362</td>
</tr>
<tr>
<td>Barry Johnson 1/07</td>
<td>NW Public Safety Liaison to Police &amp; Fire Depts</td>
<td>916 434-6538</td>
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<tr>
<td>Sharon Englehardt</td>
<td>DialMyCalls.com Coordinator</td>
<td>9/10</td>
</tr>
<tr>
<td>Teresa Tanin</td>
<td>Neighborhood Watch Writers’ Coordinator</td>
<td>530 400-8526</td>
</tr>
<tr>
<td>Teresa Tanin</td>
<td>Compass Reporter</td>
<td></td>
</tr>
<tr>
<td>Mary Shelton</td>
<td>Club Compass Reporter</td>
<td></td>
</tr>
<tr>
<td>Kathy Gire 1/13</td>
<td>Sun Senior News Reporter</td>
<td></td>
</tr>
<tr>
<td>Reneé Plummer 8/19</td>
<td>Communications Bulletin Board Coord at OC</td>
<td>559 940-5576</td>
</tr>
<tr>
<td>Mary Shelton 7/14</td>
<td>Lost Pet Alerts Program Coordinator 6/16</td>
<td>916 409-9923</td>
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<tr>
<td>Lance &amp; Judy 6/16 Presnall</td>
<td>Team Members</td>
<td>916 587-3328</td>
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<tr>
<td>Teresa Tanin 5/17</td>
<td>Team Member</td>
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<tr>
<td>Bobbie Swenson 8/09</td>
<td>Med Card/Vial of Life KIT Coordinator</td>
<td>916 543-6362</td>
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<tr>
<td>Suzanne Rosevold</td>
<td>Vial of Life Coordinator</td>
<td>775 790-0835</td>
</tr>
<tr>
<td>Bonnie Smedberg</td>
<td>Welcome Packets Coordinator</td>
<td>916 749-9402</td>
</tr>
<tr>
<td>Patricia Hammer</td>
<td>Administrative Assistant</td>
<td>916 759-0599</td>
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<tr>
<td>VACANT</td>
<td>National Night Out Program Coordinator</td>
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<tr>
<td>Barbara Branch</td>
<td>Webmaster</td>
<td>916 408-7393</td>
</tr>
<tr>
<td>Larry Whitaker 2/05</td>
<td>Website Advisor</td>
<td>916 408-7393</td>
</tr>
<tr>
<td>Nancy Whitaker 11/15</td>
<td>Website Advisor</td>
<td>916 434-5362</td>
</tr>
<tr>
<td>Mary Cranston 12/10</td>
<td>Alerts Editor</td>
<td>916 434-5362</td>
</tr>
<tr>
<td>Reneé Plummer</td>
<td>Website Moderator/Editor</td>
<td>559 940-5576</td>
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<tr>
<td>Ed Zychowski 2/18</td>
<td>Boris the Burglar Street Sign Program</td>
<td>916 408-8048</td>
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Revised November 9, 2019
## General Board Meeting

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<thead>
<tr>
<th>Date</th>
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<th>Location</th>
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<tbody>
<tr>
<td>Friday, January 24</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Fine Arts Room</td>
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<tr>
<td>Friday, July 24</td>
<td>1:00 PM - 3:00 PM</td>
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## Board of Directors Meeting

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<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Monday, January 6</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, February 3</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, March 2</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, April 6</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, May 4</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, June 1</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, July 6</td>
<td>1:00 PM - 3:00 PM</td>
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<tr>
<td>Monday, August 3</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Tuesday, September 8</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Purpose Room</td>
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<td>Monday, October 5</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Multi Media Room</td>
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<tr>
<td>Monday, November 9</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, SOLARIUM</td>
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<td>Monday, December 7</td>
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## Special Events

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<tr>
<td>Wednesday, March 18</td>
<td>1:00 PM - 3:00 PM</td>
<td>Orchard Creek, Grand Ballroom</td>
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<tr>
<td>Spring Safety Symposium</td>
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<tr>
<td>Saturday, May 23</td>
<td>6:00 PM - 8:00 PM</td>
<td>Kilaga Springs, Multipurpose Room</td>
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<td>Spring Potluck &amp; Kick-off for NNO</td>
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<tr>
<td>Tuesday, August 4</td>
<td>6:00 PM - 10:00 PM</td>
<td>Individual events held by residents</td>
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<td>National Night Out Event</td>
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<tr>
<td>Friday, September 25</td>
<td>6:30 PM - 8:00 PM</td>
<td>Kilaga Springs, Multipurpose Room</td>
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<td>Volunteer Appreciation Dessert</td>
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<tr>
<td>Saturday, November 7</td>
<td>10:00 AM - 11:30 AM</td>
<td>Kilaga Springs, Multipurpose Room</td>
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<td>Annual Meeting &amp; Breakfast Potluck</td>
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<td>Wednesday, December ???? Board Holiday Potluck Reception</td>
<td>5:30 PM - 7:30 PM</td>
<td>Location to be determined Board Members Only</td>
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<td>???? Board Holiday Potluck Reception</td>
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## Training Events

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<tr>
<td>Wednesday, April 15</td>
<td>6:00 PM - 8:00 PM</td>
<td>Orchard Creek, Gable/Oaks Room</td>
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<tr>
<td>Friday, June 12</td>
<td>1:30 PM - 3:30 PM</td>
<td>Orchard Creek, Fine Arts Room</td>
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<tr>
<td>Friday, August 14</td>
<td>1:30 PM - 3:30 PM</td>
<td>Orchard Creek, Fine Arts Room</td>
</tr>
<tr>
<td>Friday, October 9</td>
<td>1:30 PM - 3:30 PM</td>
<td>Orchard Creek, Fine Arts Room</td>
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## It’s the Life Style

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<thead>
<tr>
<th>Date</th>
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<tr>
<td>Tuesday, February 25</td>
<td>10:00 AM – 1:00 PM</td>
<td>Orchard Creek, Lobby</td>
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## New Resident Orientation

<table>
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<tr>
<th>Date</th>
<th>Time</th>
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<tr>
<td>Thursday, Jan 9</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
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<tr>
<td>Tuesday March 10</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
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<tr>
<td>Thursday, May 14</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
</tr>
<tr>
<td>Thursday, July 9</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
</tr>
<tr>
<td>Wednesday, September 16</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
</tr>
<tr>
<td>Thursday, November 12</td>
<td>2:00 PM – 3:30 PM</td>
<td>Orchard Creek, Front Ballroom</td>
</tr>
</tbody>
</table>
National Night Out (NNO), part of the National Association of Town Watch, is a nationwide celebration against crime and is always celebrated on the first Tuesday in August. Let’s try and hold special events to foster neighborhood ties and include visits from the City of Lincoln officials and members of the Police and Fire departments. NNO represents the kind of spirit, energy and determination that is helping to make many neighborhoods safer throughout the year. For this event to be successful the cooperation and participation of every Village Coordinator and Mail Box Captain is important. It is a great way to meet neighbors and promote neighborhood unity.

SUGGESTIONS FOR A SUCCESSFUL EVENT

- Designate a National Night Out Point Person. It does not have to be the Village Coordinator. Work through the Mail Box Captains.
- Start planning early. Theme is "Block Parties Block Crime."
- Have one large village party or several mail station parties.
- Picture resolution to add to the Neighborhood Watch website should be JPEG format, 240 dpi and file should not be larger than 2 megabytes. Turn Date Stamp Off.
- The time for official visits is in the evening, but the parties can start any time that day.
- Deliver flyers or send e-mails to invite neighbors to your event.
- Turn on porch lights and fly the American Flag.
- Wear red, white and blue.
- Keep it simple. Make a potluck for dinner, dessert, or snacks to share.
- Remind attendees to forward changes of emergency contact information to their Captain
- Update your Vial of Life form - a fillable form available on Neighborhood Watch website at www.sclhwatch.org; look under Documents then Forms.

CLOSING OFF STREETS - Streets to reopen by 10:00 p.m.
If you plan to close off a street or a court, obtain a "City of Lincoln Neighborhood Block Party Application" form from Pauline Watson, NNO Coordinator at 916 543-8436. The deadline for returning the application to the NNO Coordinator is June 28. The approval process for the City requires 30 days. Once they approve the form, the NNO Coordinator will return your approved copy. The $95 fee is waived for the August 6, 2019 National Night Out event. In case of an emergency, the street needs to reopen quickly, so use only one side of the street.

OFFICIAL VISITS - PENDING
If you wish to have an official visit from the Lincoln Police Department, Fire Department or City Officials, please contact Pauline Watson, NNO Coordinator at frpawatson@sbcglobal.net or call at 916 543-8436 as soon as possible for inclusion on the official "visitation list."
National Night Out
Registration Information

Name of Individual(s) Hosting Event: |   |

Check one: Are you a Coordinator | Mail Box Captain | Resident | |

Village Number: | Mail Station Number(s): | |

Host Address: | |

Host Telephone Number: | |

Host Email Address: | |

Location of Event: | Start Time: | End Time: |

Do you wish to receive a visit from City Officials? Yes | No |

Will you be closing off street or court? Yes | No |

If Yes, applications are available by contacting Pauline Watson, National Night Out Coordinator for Sun City Lincoln Hills Neighborhood Watch at 916 543-8436 or emailing her at frpawatson@sbcglobal.net. The deadline to submit the form to her is June 28 as the City of Lincoln requires at least 30 days processing time.

-------------------------------------------------------------------------------------
National Night Out Coordinator use only:

Block Party Application received from Event Host
Block Party Application Forwarded to Lincoln Police Department
Approved Block Party Application Received from Lincoln Police Department
Approved Block Party Application Returned to Event Host

Available on Neighborhood Watch Website at www.SCLHWatch.org
Revised May 10, 2019
SECTION 3

WEBSITE AND "HOW TO" GUIDELINES EXHIBITS TAKEN FROM POLICIES & PROCEDURES HANDBOOK, CHAPTER 9, NEIGHBORHOOD WATCH AND SCLH WEBSITES
CHAPTER 9 NEIGHBORHOOD WATCH AND SCLHCA WEBSITE

How to Get Started On Neighborhood Watch (Rev. 9/6/12) 9.01

It is important to get started on the right track when beginning to enter information on your computer and, most importantly, being able to retrieve the information for forwarding to your residents. It is highly recommended that you create a folder specifically for Neighborhood Watch documents. The Neighborhood Watch Website Home Page at www.SCLHWatch.org has a wealth of information like forms, minutes, meeting schedule which are easily downloadable (refer to How to Access Neighborhood Watch Documents and Forms, Exhibit 9.01.01), and a Website Introduction video.

How to Subscribe to Alerts (Rev. 1/15/19) 9.02

Neighborhood Watch has two separate alert systems: Safety/Security and Lost Pet Alerts.

- To subscribe to the Alerts go to our website at www.SCLHWatch.org (refer to How to Subscribe to Neighborhood Watch Alerts, Exhibit 9.02.01) and click on the Add me to Alerts button on the Home Page. An email message will appear and just click on Send: no message necessary. Your email address will be added to the Alerts list. To be removed from the alerts, go to Click here on an alert to Unsubscribe. Contact the Alerts Team at SCLHAlerts@watch.lincal.org
- For Pet Alerts, click on Security, and Add me to Pet Alerts under Alerts Team. To unsubscribe, repeat steps but click on Remove me from Lost Pet Alerts. Request for confirmation will be sent to you.
- To contact Lost Pet Alerts Team Members, click on Security then Report a Missing Pet under Alerts.

How to Contact the Neighborhood Watch Webmaster (Rev. 7/19/18) 9.03

Contact Neighborhood Watch Webmaster at Webmaster@watch.lincal.org

Neighborhood Watch Events Calendar (Rev. 6/9/18) 9.04

The Neighborhood Watch Events Calendar is located front and center on our website's home page at www.SCLHWatch.org as Events and contains information on upcoming Neighborhood Watch events.

Moderators for Neighborhood Watch Website, Email Addresses, Alerts (Rev. 11/17/15) 9.05

Moderators approve and authorize the additions, deletions, or corrections to all email addresses for Neighborhood Watch email lists and Alerts: Board Members, Advisory and Support Groups, Village Coordinators, Mail Box Captains and subscribers to the Alerts System. Moderators are appointed in consultation with the Webmaster and approved by the Neighborhood Watch Officers. A website log is maintained (refer to Exhibit 9.05.01) to track changes to email addresses, appointments or resignations. All Neighborhood Watch email messages except Alerts receive prior approval from the Executive Director before sending through the Neighborhood Watch Email Network and Moderated.

Moderators for the Neighborhood Watch Email Network and Alerts Email Network are:

<table>
<thead>
<tr>
<th>Subscribers to:</th>
<th>Moderated by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW Board List</td>
<td>Secretary or Administrative Assistant</td>
</tr>
<tr>
<td>NW Directors List</td>
<td>Secretary or Administrative Assistant</td>
</tr>
<tr>
<td>NW Village Coordinators List</td>
<td>Secretary or Administrative Assistant</td>
</tr>
<tr>
<td>NW Mail Box Captains List</td>
<td>Secretary or Administrative Assistant</td>
</tr>
<tr>
<td>NW Alerts and Subscribers List</td>
<td>Alerts Coordinator, Secretary, or Administrative Assistant</td>
</tr>
<tr>
<td>NW Lost Pet Alerts List</td>
<td>Lost Pet Alerts Program Coordinator</td>
</tr>
<tr>
<td>NW on SCLH Website</td>
<td>Secretary or Administrative Assistant</td>
</tr>
</tbody>
</table>

Revised January 15, 2019
NEIGHBORHOOD WATCH AND SCLH WEBSITES

Uploading Information to Neighborhood Watch Website (Rev. 2/16/13) 9.06

- Most files posted on the Neighborhood Watch Website are converted to PDF format.
- Email addresses are not included on lists of Board Members and Village Coordinators for posting to the Communications Board and on the website in order to protect the privacy of its residents in accordance with Article III, Section 3.05 of the Neighborhood Watch Bylaws.

How to Register for City of Lincoln eBulletin (New 6/1/15) 9.07

Go to City of Lincoln website at www.lincolnca.gov. Click on Residents then City eBulletin in the gold quick links located on the left side of the page, and follow the prompts. Complete the Registration form with your email address and first and last name. Select which Email Lists you would like to receive and finally, complete the Security Check before submitting your subscription.

How to Register for Sun City Lincoln Hills Community Association Website (Rev. 6/9/18) 9.08

First time registering, go to www.sclhresidents.com, click on Member Login, enter six-digit member number issued to you by Activities Desk and enter temporary password (last name in lowercase). If you need a password reset, click on Password Reset or email the Help.Desk@sclhca.com

How to Register for Sun City Lincoln Hills "Living HERE" eNews (Rev. 6/9/18) 9.09

Go to www.sclhresidents.com and follow the prompts below.
Sign up for the "Living HERE" eNEWS to receive community updates, special offers, and exclusive promotions!

1. Log into Resident website
2. Click on SIGN UP FOR ENEWS
3. Type in your Email Address, First Name, Last Name,
4. Check the Email Lists you wish to subscribe to
5. Finish signing up by clicking on the Sign up tab

Revised June 9, 2018
HOW TO ACCESS NEIGHBORHOOD WATCH DOCUMENTS AND FORMS

To access Neighborhood Watch Board documents and forms, go to www.SCLHWatch.org. Click on Documents then on Board Document or Forms. Then select the format you want, if applicable. Three major reports are both in PDF and in Word.

After the file/form downloads, save it in your Neighborhood Watch folder on your computer and then print it out. Do not leave spaces between words when naming files.

Revised June 9, 2018
HOW TO SUBSCRIBE TO NEIGHBORHOOD WATCH ALERTS

Alerts Registration (Rev. 1/15/19)
- To subscribe to the Alerts, go to the Neighborhood Watch website at www.SCLHWatch.org and click on the Add me to Alerts button on the Home Page.
- Contact the Alerts Team at SCLHAlerts@watch.lincal.org
- For Pet Alerts, click on Security, then on Add me to Pet Alerts under Alerts Team.

- A pre-addressed blank email will pop up. Simply click on Send; no message is required. Your email address will be added to the Alerts Email System or Pet Alerts List.

- To be removed from the Alerts list, go to Click here at the bottom of an alert to Unsubscribe. The server will request confirmation. For lost pets, go to Security and click on Remove me from Lost Pet Alerts under Alerts Team.

Revised January 15, 2019
SECTION 4

EXEMPLARY FROM POLICIES & PROCEDURES HANDBOOK, CHAPTER 4
MAIL BOX CAPTAIN INFORMATION
CHAPTER 4 MAIL BOX CAPTAIN

Mail Box Captain Overview (Rev. 4/26/14) 4.01
As the heart of Neighborhood Watch, the Mail Box Captain is responsible for a mail station that consists of 8 to 16 mail box units. The duties include maintaining the emergency contact information for all residents, forwarding safety and security information, and encouraging mutual assistance. The Captain communicates with the Village Coordinator as needed.

Scope and Requirements of Position for Mail Box Captain (Rev. 11/6/16) 4.02
1. Obtains emergency contact information from residents who voluntarily participates in the program
2. Encourages mutual assistance between neighbors (buddy system) and participation in Neighborhood Watch activities
3. Provides information about Neighborhood Watch and related programs such as the Lincoln Police Volunteer Program (formerly Citizens on Patrol) to all residents within their mail station
4. Welcomes new residents
5. Forwards appropriate safety and security information and Alerts and For Your Information notices to residents using BCC email feature to safeguard and protect email addresses of residents.
6. Encourages all residents to sign up to receive their own Alerts
7. Reports incidents to Alerts Team after victim(s) have reported it to the Lincoln Police Department
8. Attends meetings and workshops, as needed

Necessary requirements for the position: Basic computer skills, computer with internet access, email address, and subscribe to Neighborhood Watch Alerts.

Mail Box Captain Procedures (Rev. 10/10/19) 4.03
1. Guidelines for Resident Contact Information form (Exhibit 4.03.01). See Chapter 5, Section 5.17 for more detailed instructions.
   • Maintain the Resident Contact Information form for your mail station. The goal is to provide family contact information in an emergency but at the same time maintain confidentiality.
   • Notify the Village Coordinator as changes occur.
   • Forward an updated copy to the Village Coordinator each February 15 and August 15.
   • "Residents are free to share any of their own information with their families, friends and neighbors outside of Neighborhood Watch."
   • Remind residents to send you any changes in emergency contact information (i.e., phone numbers, etc.) and update their Vial of Life form and Personal Medication Record Card.
2. Forward Neighborhood Watch Alerts to residents using BCC email feature to protect their email addresses.
3. Mail Box Captain must subscribe to Neighborhood Watch Alerts (refer to How to Subscribe to Neighborhood Watch Alerts, Exhibit 9.02.01 located in Tab 3) and forward appropriate Alerts to all residents within their mail. Encourage all residents to sign up to receive their own Alerts.
4. Reporting Incidents
   • For non-urgent matters, phone report to Lincoln Police Department at 916 645-4040. For emergencies dial 9–1–1 (police, medical or fire emergencies and ongoing criminal activity). Cell and landline 911 calls made within the city limits of Lincoln will go directly to the Lincoln Police and Fire Departments. Refer to Section 6.06 for details about reporting incidents.
   • Report incidents to the Neighborhood Watch Alerts Team (AFTER REPORTING TO POLICE) by using Neighborhood Watch Incident Report form (Exhibit 6.06.01 found on the website under DOCUMENTS, then Forms. Email the completed form to SCLHAalerts@watch.lincal.org

Captain's Handbook Copy Revised October 10, 2019
5. Meetings:
   • Meet with Village Coordinator, as needed.
   • Attend special workshops, if needed (refer to *Neighborhood Watch Annual Meeting Schedule*, Exhibit 7.01.05 located in Tab 2).
   • Attend General Board meetings and other Neighborhood Watch special meetings and events when possible.
   • Visit the Neighborhood Watch Website at [www.SCLHWatch.org](http://www.SCLHWatch.org) frequently for current news.

6. Use of Computer for email and data storage:
   • Create a Neighborhood Watch folder for Neighborhood Watch information and forms downloaded from the website, (refer to *How to Access Neighborhood Watch Documents and Forms*, Exhibit 9.01.01 located in Tab 3) Create group categories when sending email messages to your residents.
   • All email messages should be sent BCC (Blind Courtesy Copy) when communicating with your residents.
   • Forward agendas and minutes of Neighborhood Watch General meetings to residents.

7. Residents without Computers:
   If you have many residents without computers, use [DialMyCalls.com](http://DialMyCalls.com), a free and easy-to-use telephone service to forward important Neighborhood Watch Alerts, announcements or National Night Out invitations (refer to [DialMyCalls.Com Instructions](http://DialMyCalls.Com Instructions), Exhibit 4.03.02).

8. Social Networking
   • Encourage mutual assistance between neighbors (buddy system) to watch over each other’s property when absent, i.e., pick up newspapers, packages, flyers, etc. and offer advice or help in time of need.
   • Encourage periodic “get-togethers” so neighbors can meet their Mail Box Captains and each other.
   • Encourage participation in Neighborhood Watch events (i.e., attend general membership meetings; celebrate National Night Out, annual potlucks, etc.).

9. Lincoln Police Department’s *Vacation Home Check Request Form* (Exhibit 6.09.01):
   Remind residents that whenever they leave home, the Lincoln Police Volunteers will patrol their home up to a maximum of 60 days, on a random daily basis. It is a free service; however, the form must be filed with the Department two weeks before leaving. The volunteer looks for obvious external problems such as unlocked doors, open windows, signs of forced entry, leaking water, etc. It is not a service intended to replace other security programs or measures a homeowner may have in place. (Refer to Chapter 6, Section 6.09 for more details.)

10. Outside Blinking Light Switch:
    • The front door light switch panel has one switch with two red LED lights under it. This is used for emergencies ONLY. It switches the outside overhead front door light to blinking; however, lights may spontaneously blink during a storm. **TEST SWITCH OCCASIONALLY!**
    • If the outdoor light is blinking and the resident cannot be reached, contact Lincoln Police Department at 645–4040.

11. DO NOT ATTACH ANY INFORMATION TO USPS MAIL STATIONS (refer to Section 5.09).
MAIL BOX CAPTAIN

Welcoming New Residents (Rev. 6/6/16) 4.04
1. At the first meeting please wear your SCLH Name Badge.
2. Complete and provide Neighborhood Watch Welcomes You to SCLH form (Exhibits 4.04.01 and 4.04.01 – The Villas).
3. Provide a Neighborhood Watch Brochure (Exhibit 4.04.02) and include your contact information.
4. Include a Neighborhood Watch Village Map showing location of their mail station.
5. Deliver the Welcome Packet
   • Obtain the packet from your Village Coordinator or Neighborhood Watch Secretary.
   • The contents include vital Neighborhood Watch information on safety and security, Vial of Life kit, and Personal Medication Record cards (Exhibits 6.12.01 and 6.12.02). For a complete list, refer to Welcome Packet Contents List, Exhibit 8.02.03, located in Chapter 4, last page.
   • Provide Welcome to the Neighborhood form letter (Exhibit 4.04.03) for the resident to complete and return to the Mail Box Captain, if necessary.
   • Explain that Emergency Contacts can be a close or distant relative, friend or a neighbor and may be provided with a house key or garage code to use in case of a medical or house emergency (e.g. burst pipes, etc.).
   • Explain the RED/YELLOW Disaster Alert card and the use of the Blinking Light Switch (see item 9 in Section 4.03 and Section 6.08 for additional information.) TEST SWITCH OCCASIONALLY!
6. Add new resident’s information to the Resident Contact Information form and include move-in date next to their name.
7. Place a check mark in the last column to indicate that the Vial of Life kit was given to the new residents.
8. Suggest that resident subscribe to receive their own Neighborhood Watch Alerts, SCLH Association "Living Here" eNews, and City of Lincoln eBulletin (Section 9.07, located in Tab 3).

Assistant Mail Box Captain 4.05
An individual who can help or act in your absence; one who could be a possible replacement upon your resignation

Resignation/Termination of Mail Box Captain (Rev. 1/27/17) 4.06
1. Notify Village Coordinator (or assigned Director) of pending resignation and announce the name of new replacement, if known. If there is no Village Coordinator, provide the residents with the name of the assigned Director who becomes the Temporary Mail Box Captain.
2. Upon resigning, forward all pertinent Neighborhood Watch materials, provide an electronic copy of the Resident Contact Information form, and return the Captain’s Handbook to your Village Coordinator.
3. Suggest a replacement for the position.
4. Any Mail Box Captain who is not able to fulfill their responsibilities or whose actions are not in the best interest of the organization may be terminated by their Village Coordinator.
**SCLH Neighborhood Watch Resident Contact Information**

**Mail Station #1**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>1235 Roseville Lane</td>
<td>916-123-7771</td>
<td><a href="mailto:john.doe@email.net">john.doe@email.net</a></td>
</tr>
<tr>
<td>Barbara Jones</td>
<td>1250 Roseville Lane</td>
<td>916-321-5467</td>
<td><a href="mailto:barbara.jones@email.net">barbara.jones@email.net</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Jones</td>
<td>1265 Roseville Lane</td>
<td>916-123-4567</td>
<td><a href="mailto:jennifer.jones@email.net">jennifer.jones@email.net</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latricia Smith</td>
<td>1235 Roseville Lane</td>
<td>916-345-2387</td>
<td><a href="mailto:latricia.smith@email.net">latricia.smith@email.net</a></td>
</tr>
</tbody>
</table>

**Mail Box Captains and Coordinators**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Doe</td>
<td>1235 Roseville Lane</td>
<td>916-123-7771</td>
<td><a href="mailto:john.doe@email.net">john.doe@email.net</a></td>
</tr>
<tr>
<td>Sam Spade</td>
<td>1265 Roseville Lane</td>
<td>916-123-4567</td>
<td><a href="mailto:sam.spade@email.net">sam.spade@email.net</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Jones</td>
<td>1250 Roseville Lane</td>
<td>916-321-5467</td>
<td><a href="mailto:jennifer.jones@email.net">jennifer.jones@email.net</a></td>
</tr>
</tbody>
</table>

**Street Name**

Roseville Lane

8 houses

**Point of Contact**

Mail Station #1

**Update:** 2/18/18

**Confidential - Do Not Share Outside Neighborhood Watch**

**Report due each February 15 and August 15 to distribution below or as changes occur.**
Mail Box

House Number

Household Members

Name, Move In Date, Phone, Cell

Phone and Email Address

Names of Pets

Emergency Contact (Name, Relationship, Phone, Cell Phone)

Neighbor or Friend Contact (Name, Address, Phone, Cell)

K=House Key  C=Code to Garage

Vial of Life Given?
NEIGHBORHOOD WATCH
DIALMYCALLS.COM INSTRUCTIONS

Please contact Sharon Englehardt, your Neighborhood Watch DialMyCalls.Com Coordinator at 916 408-4869.

SIGNING UP AT DIALMYCALLS.COM WEBSITE

- You will be given an Account Username (your email address).
- You will be given access to your own control panel to enter your telephone numbers similar to the way you create a category for your email addresses except you are entering telephone numbers.
- After you sign in to DialMyCalls.com, there is a tutorial that will walk you through the process one step at a time.

LIMITATIONS OF DIALMYCALLS.COM

- You can only send one message per week.
- Maximum telephone number per group is 25 – so if you want to send a message to more than 25 people, send one message to one group today and send the same message to the rest of the group the next week.
- The phone message must be less than 30 seconds.

STEP 1 – SET UP A NEW GROUP CALL USING FREE SERVICE

- Set up your contacts list and your call using this free service.
- Create new recording (your message).
  - Title of Recording or Subject of the Message.
  - Voice Gender – Select male or female.
  - Are you using a touchtone phone?
  - Add your telephone number – Click on Call Me.

STEP 2 – RECORDING YOUR MESSAGE

- You record your message using your telephone, replay or re-record again. Recordings last 30 seconds. If you’re satisfied with the recorded message, simply hang up.
- Return to your computer and click on Recording Complete.

August 17, 2010
STEP 3 – ADDING CONTACTS FOR YOUR CALLS
- Add your individual contacts for this call or select contacts from an existing group.
- A list of your groups appears on the screen.

STEP 4 – SENDING
- Send the message to your own phone – Check this if you would like to receive your call on your phone so you can hear it the same time as your residents and know that the call has been placed.
- It will ask you if you want to use an answering machine detection service. Check this.
- It will ask you for the date and time you want to place the call. You may choose now or select a future time.
- It will also ask you which zone to use – Select Pacific Time Zone.
- It will ask you if you want voice mail or answering machine – You do want to “check” answering machine detection.

STEP 5 – RECEIVING MESSAGES
- When you pick up your phone there will be an automated message stating “This is a DialMyCalls message.” Then the Mail Box Captains will introduce themselves to you and pass on the appropriate message. At the end of the voice message, you will receive some advertising for Dial My Calls which will say, “With DialMyCalls you can record and send messages to your entire phone list in just seconds. Check out DialMyCalls.com today and see why thousands use it to make their lives easier.”

You don’t have to listen to the advertising just simply hang up.

NEAT FEATURES
- It has really neat features. You can view online or print out a detailed telephone call report on who answered your message and which messages went to "voice" mail.
- Instructional Sheets available at our Neighborhood Watch table.

EXAMPLES OF POSSIBLE USES
- Alerts
- National Night Out invitations
- Neighborhood Watch announcements
- Be creative

August 17, 2010
Neighborhood Watch Welcomes You to
Sun City Lincoln Hills

Neighborhood Watch is a national program under which neighbors organize to prevent crime in their neighborhood and to increase awareness and participation in personal safety and security by becoming acquainted with their neighbors and strengthening neighborhood ties.

Village has numbered mail stations, assigned Neighborhood Watch Mail Box Captains, a Village Coordinator and a Director.

Village and Mail Station number is _______________________________________________________

Mail Box Captain(s) Name: _________________________________________________________________

Address(es): __________________________________________________________________________

Phone(s): ____________________________________________________________________________

Email Address(es): _____________________________________________________________________

Coordinator(s) Name: ___________________________________________________________________

Address(es): __________________________________________________________________________

Phone(s): ______________________________________________________________________________

Email Address(es): _____________________________________________________________________

Director’s name, Telephone Number: _______________________________________________________

Neighborhood Watch’s Website address is www.SCLHWatch.org. To subscribe to the Alerts, you need to sign up from your own personal computer by going to the Neighborhood Watch Website and click on Add me to Alerts button on the Home Page. An email message will appear and just click on Send; no message necessary. Your email address is added to the Alerts list. Contact the Alerts Team at SCLHAlerts@watch.lincal.org

The homes in Sun City are equipped with emergency only (9-1-1 type) outside blinking lights. Two red lights located by the front entry door light switch when pushed will cause red lights to start blinking as well as your outside lights to help emergency personnel locate your home faster.

Your Mail Box Captain can provide you with a Vial of Life kit for you to keep on the top shelf of your refrigerator door which includes two medical information forms for you to complete and one Red Cross decal for your window.

Cell and landline 9-1-1 calls made within the city limits of Lincoln will go directly to the Lincoln Police and Fire Departments. Use 916 645-4040 for non-emergency calls.

Revised January 15, 2019
Neighborhood Watch Welcomes You to
Sun City Lincoln Hills – The Villas

Neighborhood Watch is a national program under which neighbors organize to prevent crime in their neighborhood and to increase awareness and participation in personal safety and security by becoming acquainted with their neighbors and strengthening neighborhood ties.

Village has numbered mail stations, assigned Neighborhood Watch Mail Box Captains, a Village Coordinator and a Director.

Your Director’s name is __________________________________________________________

**Village Number is 44** and your Building Number is ______________________________________

Your Coordinator’s Name is ______________________________________________________

Mail Box Captain(s): _______________________________________________________________

Address(es): _____________________________________________________________________

Email Address(es): __________________________________________________________________

Phone(s): _______________________________________________________________________

Neighborhood Watch’s Website address is: [www.SCLHWatch.org](http://www.SCLHWatch.org). To subscribe to the alerts, you need to sign up from your own personal computer by going to the Home Page and click on the Add me to Alerts button on the Home Page. An email message will appear and just click on Send; no message necessary. Your email address will be added to the Alerts list. **Contact the Alerts Team at SCLHAlerts@watch.lincal.org**

To have a key for your unit placed in the outside Emergency Knox Box please contact your Mail Box Captain. Your Village Coordinator will contact the Lincoln Fire Department to place the key(s) in the Knox Box.

Your Mail Box Captain can provide you with a Vial of Life kit for you to keep on the top shelf of your refrigerator door which includes two medical information forms for you to complete and one Red Cross decal for your window.

Cell and landline 9–1–1 calls made within the city limits of Lincoln will go directly to the Lincoln Police and Fire Departments. **Use 916 645–4040 for non-emergency calls.**

Revised January 15, 2019
OBSERVATION SKILLS FOR REPORTING SUSPICIOUS ACTIVITIES

A key to a successful Watch program is recognizing the importance of using good observation skills to keep our neighborhood safe.

When describing events, specify what, when, and where it happened. (Record the nearest cross street or home address.) Are there any injuries? Note the height, weight, hair color and length, and facial hair, if any. Also helpful are the gender, age, race and clothing.

When describing vehicles, note make and type of vehicle, color, age, license number, and direction of travel.

When describing people, include gender, age, race and clothing. Note the height, weight, hair color and length, and facial hair, if any. A great opportunity to get to know your neighbors.

Record Cards
Personal Medication
Vial of Life Forms

Complete your personal medical information to have on hand.

Use the Front Door Blinking Red Light Switch for Emergencies Only.

Let’s Celebrate
National Night Out

Strengthen Neighborhood Ties

Increase Personal Safety and Security Awareness

Lincoln Police and Fire Department
Be the “Eyes and Ears” of the Community

Our Mission

To create a safe community, let’s celebrate National Night Out.

Ongoing Programs

On-going programs

Use the Front Door Blinking Red Light Switch for Emergencies Only.

Observe,

Be as specific as possible. 

Ongoing Programs

Lincoln Hills Foundation
SUN CITY LINCOLN HILLS NEIGHBORHOOD WATCH

Exhibit 4.04.02 Renumbered

Revised May 9, 2013

Funding for this project was provided by the Lincoln Hills Foundation.

Activity Reports
Reporting Suspicious Observation Skills for
WHAT IS NEIGHBORHOOD WATCH?

Neighborhood Watch is a national program where residents organize to make their area safer by improving the quality of life through a program of mutual assistance.

It is an opportunity to enrich our life through volunteering and to work toward increasing the safety and security of our community. Neighborhood Watch encourages the quality of life through a program where residents organize to make their area safer by improving the quality of life through a program of mutual assistance.

RESOURCES

For Emergencies Call 911

(916) 645-4500
SCLH Street Light Maintenance

SCLH® Watch. Lincoln, org
Neighborhood Watch Website

City of Lincoln

(916) 645-4040
Police Department

Mail Box Captain

Telephone #

Village #

For Emergencies Call 911

Email

Mail Box Captain

Village #

Each station has a Mail Box Captain who is the Village Coordinator. Each Village has a specified number of houses per mail station.

Benefits of Neighborhood Watch

Benefits

Community pride and unity

Neighborhood Watch Events

Alert our Alert Team at SCLHWatchLincoln.org

Benefits of our Website

- Alerts/Items of Interest
- Subscribe to Receive Alerts
- Alerts/Items of Interest

Building Community

Thrive (e.g., police and fire departments, neighbors helping neighbors) get active in emergency preparedness, as well as being concerned with the well-being of our neighbors and our community.

Benefits of our Website

- Alerts/Items of Interest
- Subscribe to Receive Alerts
- Neighborhood Watch Events

Community pride and unity

BENEFITS OF NEIGHBORHOOD WATCH

Benefits which Neighborhood Watch volunteers and their communities enjoy include crime reduction, and a warm and friendly neighborhood. Our Watch Program also offers:

- Friendly neighborhood. Our Watch includes crime reduction, and a warm and friendly neighborhood.
- Those extra “Eyes and Ears” that can result in the reduction of crime and the quality of life.
WELCOME TO THE NEIGHBORHOOD

Lincoln Hills Neighborhood Watch is an adjunct to the National Sheriffs Association. Our purpose is to encourage residents to help themselves by identifying and reporting suspicious activity in their neighborhoods. In addition, it provides the opportunity to increase safety and improve the quality of life. Besides, it is a great way to meet and build lasting relationships with your neighbors.

Each village is led by a Village Coordinator and several Mail Box Captains. Mail Stations within the village can contain anywhere from 8 to 16 mailboxes. One volunteer from the mail station acts as a Mail Box Captain whose job is to obtain and record emergency contact information on the Resident Contact Information form in that mail station. This form has been developed as the primary tool that enables us to contact your family in case of an emergency. The completion of this form which includes each resident’s name, address, phone numbers and email addresses as well as pet information is voluntary. The Resident Contact Information form is only shared with the Village Coordinator and is to be kept current. Residents are free to share any of their own information with their families, friends and neighbors outside of Neighborhood Watch.

Using the BCC email feature, the Mail Box Captains will forward any public safety and crime-related Alerts to their residents, although each resident is encouraged to sign up to receive their own Alerts from our Neighborhood Watch Alerts Coordinator. You may sign up by going to the Neighborhood Watch website at www.SCLHWatch.org and click on the Add me to Alerts button. An email message will appear and just click on Send; no message necessary. Your email address will be added to the Alerts list. Contact the Alerts Team at SCLHAlerts@watch.lincal.org

The Lincoln Police Department offers a free random safety check of your home while you’re away. To obtain an LPD Vacation Home Check Request form go to the Neighborhood Watch website under the Security tab, then Safety Flyers to download the form.

At the bottom of our website are direct links to other websites including the Lincoln Police Department.

Please fill in the following information and return to: (Mail Box Captain enter your information)

Mail Box Captain Name:_________________________________________ Phone ______________________
Address:________________________________________________________________________ Lincon, CA 95648

Resident Name(s)________________________________________________________________________
Address:__________________________________________ Mail Box #________

Phone ___________________________ Email ___________________________

Pets: Dogs/Cats Name(s)________________________________________________________________________

Emergency Contact ___________________________ Phone ___________ Key____ Code____
Neighbor/Friend Contact ___________________________ Phone ___________ Key ____ Code____
Move-in Date ___________________________

Please use reverse side if you need more space

Revised January 15, 2019
Neighbors InDeed and Neighborhood Watch Welcome Packet Contents List*

- Neighborhood Watch/Neighbors InDeed's WELCOME to Sun City Lincoln Hills cover sheet
- What is Neighborhood Watch? *
- Sun City Lincoln Hills Neighborhood Watch History *
- Neighborhood Watch DID YOU KNOW? flyer *
- Lost Pet Alerts Program flyer *
- Tips on How to Reunite Lost Pets with Owners
- Safety & Home Security Tips *
- Neighborhood Watch Home Safety Fire Prevention Checklist *
- Neighborhood Watch Medical or Fire Response Checklist *
- Identity Theft Prevention Checklist *
- List of IMPORTANT NUMBERS *
- Beware - These Scams do Exist!
- What to do When There is a Mail Station Break-in*
- Neighborhood Watch Helpful Security Information *
- Seniors First Elder Fraud: Don’t be Fooled * flyer
- Department of Business Oversight Ten Tips to Avoid Cyber Fraud *
- Lincoln Police Department Protect Your Vehicle from Theft * flyer
- Lincoln Police Department Solicitor’s Business License Sample *
- Placer Alert Emergency Mass Community Notification System *
- Need Transportation flyer **
- Smoke Alarm Replacement Program **
- Carbon Monoxide Detectors flyer **
- Support Groups list **
- Vial of Life kit (includes two Vial of Life forms* and one Red Cross decal)
  - Four brochures:
    - Neighborhood Watch *
    - Neighbors InDeed
    - Security Tips for a Worry-Free Vacation *
    - Lincoln Hills Foundation
- Neighbors InDeed Magnet and Pen

* Flyers available on the Neighborhood Watch website at www.SCLHWatch.org
** Information available on the Neighbors InDeed website at www.neighborsindeed.org

Revised January 18, 2019
SECTION 5

EXCERPT FROM POLICIES & PROCEDURES HANDBOOK, CHAPTER 5
NEIGHBORHOOD WATCH POLICIES AND GUIDELINES
CHAPTER 5 POLICIES AND GUIDELINES

Attendance at General Board Meetings Policy (Rev. 1/27/17) 5.01

All Neighborhood Watch General Board Meetings are attended by the Officers, Directors, Advisory and Support Groups and are open to all Village Coordinators, Mail Box Captains and guests. Neighborhood Watch Officers and Directors must confirm their attendance via email or telephone.

Membership Lists and Email Addresses Policy (Rev. 12/15/13) 5.02

Neighborhood Watch Bylaws Article III, Section 3.04 states "Membership lists shall include information on Directors, Advisory and Support Groups, Village Coordinators, Mail Box Captains and the Resident Contact Information forms. Lists containing email addresses shall only be distributed on a limited need-to-know basis to Directors, Advisory and Support Groups, Village Coordinators, and Mail Box Captains. No email addresses shall be posted on the Communications Board. Membership lists shall not be used for commercial, political, or personal purposes, and used only for Neighborhood Watch business."

Article III, Section 3.05 states “Neighborhood Watch Email lists and addresses shall be considered private and available only to Directors, Advisory and Support Groups, Village Coordinators, and Mail Box Captains and shall not be published on the Neighborhood Watch website or Communications Board at Orchard Creek Lodge. All Neighborhood Watch Email addresses shall be sent using BCC (blind courtesy copy) when communicating with the General Membership.”

This helps protect the identity of its members. All members shall abide by Sun City Lincoln Hills Association (CCOC) rules and regulations for use of private email addresses.

National Night Out Guidelines and Registration (Rev. 5/10/10) 5.03

National Night Out is a nationwide celebration against crime that is always celebrated on the first Tuesday in August every year. New Guidelines along with a Registration Form are usually sent out in May to allow for early planning (refer to Exhibits 5.03.01 and 5.03.02). National Night Out events help foster neighborhood ties and represent the kind of spirit, energy and determination that help make neighborhoods safer throughout the year.

Neighborhood Watch Printing Procedures and Guidelines Policy (Rev. 12/15/13) 5.04

Sun City Lincoln Hills Community Association allocates a printing budget of 1,000 copies per month to Neighborhood Watch. Any volunteer needing copies for official Neighborhood Watch meetings should contact either the Executive Director or Assistant Executive Director for prior approval before submitting their request to the Secretary (refer to Printing Procedures for more details, Exhibit 5.04.01). The Secretary will prepare and submit the approved Printing Request Form (Exhibit 5.04.02) to the Senior Director, Lifestyle & Communications at the Orchard Creek Lodge Activities Desk for processing and log the information in the Printing Log (Exhibit 5.04.03). When the printing is complete, the Activities Desk will contact the requester that their copies are ready for pick up. An annual report of total printing for the year is submitted in December to the Senior Director, Lifestyle & Communications.

Revised January 27, 2017
The Boris the Burglar Street Sign Program Coordinator is part of the Support Group and is responsible for the maintenance and replacement of all Neighborhood Watch Boris the Burglar street signs located at main collector streets and arterial entrances to every village (refer to Location of Boris the Burglar Street Signs, Exhibit 5.05.01). Neighborhood Watch Volunteers are encouraged to inspect the signs and report any degradation or need for replacement to the Program Coordinator especially if foliage is inhibiting visibility. SCLH Community Association funds the replacement costs of the street signs.

Entails the following procedures:

- Inspect all signs in July and November.
- Examine if the red circle around Boris the Burglar signs is fading. If the fading is serious, the signs are replaced. Street signs have a four-year life expectancy.
- The July inspection results in notification to the SCLHCA Executive Director of the estimated number of signs to be replaced in the first quarter of the coming year.
- The November inspection defines the quantity of signs to be replaced and notifies the Community Association.
- A Boris the Burglar Sign Request (Exhibit 5.05.02) is approved by both the Neighborhood Watch Executive Director and SCLH Association Executive Director.
- The Community Association orders replacement signs in January and then notifies the Coordinator when signs are received.
- Deliver the approved Boris the Burglar Sign Request and new replacement signs to the Lincoln Police Department Community Services Officer for installation by the City’s Department of Public Services.
- Verify installation of replacement signs by the City’s Department of Public Services.
- Maintain a data base on the location of the 79 Boris street signs and dates when replaced.
- Maintain a photo album showing physical location and visibility of each sign.

Data Backup Policy (Rev. 2/4/14)

The purpose and scope of this policy is to safeguard Neighborhood Watch information and prevent the loss of data that would cause a hardship to the organization in case of accidental deletion, data corruption, system failure, or disaster. The use of a flash drive with sufficient memory on a regular backup basis will permit timely restoration of information should such events occur.

This policy applies to Officers and Village Map and Mail Station Coordinator since they maintain large amounts of official Neighborhood Watch information. An updated and clearly labeled thumb drive with the user’s name is exchanged monthly or quarterly and given, stored and accessible only by the Executive Director of Neighborhood Watch. A duplicate Neighborhood Watch Data Backup Security Log (Exhibit 5.06.01) is stored with the thumb drive. Upon resignation, an updated thumb drive will be delivered to the Executive Director.

This data backup policy does not apply to Village Coordinators and Mail Box Captains since Mail Box Captains already provide an electronic copy of their Resident Contact Information Form to their Coordinator in February and in August or as changes occur and upon resignation.

Revised April 4, 2019
Recovery of Data
In the event of a major data loss by an Officer or the Village Map and Mail Station Coordinator, the Executive Director will provide the users with their back-up thumb drive within three (3) working days.

Dissemination of Neighborhood Watch Information Policy (New 8/6/14) 5.07
All Neighborhood Watch information being disseminated to or by Neighborhood Watch volunteers shall adhere to the following guidelines:

- Officers have the authority to review and approve information for distribution to Board Members, Village Coordinators and Mail Box Captains for appropriateness, purpose, content, and usefulness.
- Only the Neighborhood Watch Secretary and Administrative Coordinator are authorized to send out information to Board Members, Village Coordinators and Mail Box Captains.
- Sample of proposed information for review and approval is to be submitted to officers by email or hard copy.
- As part of the position's responsibility, the Secretary is authorized to make routine revisions, corrections, (i.e., NW Policies & Procedures Handbook, Captain's Handbook, meeting schedules, lists of Board Members/Village Coordinators, etc.) without officer approval. Policy modifications, corrections, additions can be done and approved by the Officers.
- Neighborhood Watch official titles or identifiers shall not be used when sending out information not related to Neighborhood Watch.
- Neighborhood Watch Email Network Server shall only be used to send out information that is strictly related to safety and security.
- Neighborhood Watch Website shall not be used to promote, endorse or support any specific commercial enterprises or products that are not related to safety and security.

Neighborhood Watch Document Destruction Policy (New 12/15/13) 5.08
In order to safeguard residents' and volunteers' personal information, all records containing emergency contact information and outdated documents are to be properly destroyed. Use of a cross-cut shredder highly recommended. Emails and all electronic information should also be deleted since those records may include the following:

- SCLH Neighborhood Watch Resident Emergency Contact Information Form
- Coordinators' List of Mail Box Captains Report
- Director's List of Village Coordinators and Emergency Contact Information Report
- Neighborhood Watch List of Village Coordinators by Village Number and by Coordinator Name
- Secretarial records
- Treasurer's Financial records

No Postings on USPS Mail Stations, Street Signs, Light Posts Policy (Rev. 9/12/16) 5.09
Mail Box Captains are to inform their residents that USPS regulations, Association CC&Rs Section 8.09 and City of Lincoln Sign Ordinances, Section 16.01.0170 prohibit the posting of flyers, signs about missing pets or any type of advertisements on mail stations, street lights or street signs.
Observe and Report Policy (Rev. 1/27/15)  

The key to a successful Watch program is recognizing the importance of good observation skills to keep our neighborhood safe. Neighborhood Watch encourages all of its volunteers and residents to be the eyes and ears of the Lincoln Police and Fire Departments.

- Volunteers shall not confront any person acting suspiciously.
- Volunteers shall not be armed while supporting Neighborhood Watch.
- Observe and report any suspicious activities to the Lincoln Police Department.
- When describing vehicles, note license plate numbers. Also helpful are the make and type of vehicle, color, age and direction of travel.
- When describing people, include the gender, age, race, and clothing. Note the height, weight, hair color and length, and hair, if any. Be as specific as possible!
- After the incident is reported and investigated, specify at the time of the phone call, you want to talk with the investigating officer.

When to Call 9-1-1:
- A crime, fire or medical emergency is in progress, if the incident just occurred, and suspect is likely to still be in the area.
- Evidence or information that may lead to apprehension or arrest of a suspect.

When to Call 916 645–4040
Non-emergency reports can be submitted to the Lincoln Police Department by calling 916 645–4040 or online at www.lincolnpd.org. Emails are only monitored during business hours.

When to Call Community Association's Curator Security Company (Rev. 5/6/19)

Curator Security, Inc. is a 24-hour patrolled security within our community that monitors the Association's common areas (buildings, grounds, trails, open space). Residents are encouraged to follow appropriate medical, fire and police emergency procedures at all times by calling 911. Curator Security is not authorized to provide security services on private property. If you observe any unusual activity in or around Community Association facilities or trails, contact SCLHCA Curator Security at 916 771–7185. If unable to contact Curator, incidents involving the Association's common areas should be reported to the Lincoln Police Department's non-emergency number 916 645–4040.

Resident Renters Policy (Rev. 6/9/18)

All residents of Sun City Lincoln Hills whether they be a property owner or a renter are entitled to receive Neighborhood Watch safety and security information. Neighborhood Watch does not differentiate between property owners and resident renters. Resident renters can access Association facilities and enroll in classes, events, and other community services by registering with the Community Association. To include renter's information in the SCLH Telephone Directory, property owners or property management companies must provide a signed Resident Directory Listing Assignment Form to the Community Association every year. This form can be obtained from the Activities Desk or the Community Association’s website www.sclhresidents.com.
POLICIES AND GUIDELINES

Posting on Neighborhood Watch Communications Board Policy (Rev. 6/9/18) 5.12

A permanent Neighborhood Watch Communications Board is located in the main lobby of Orchard Creek Lodge near the main entry and maintained by the Communications Board Coordinator. This Board provides another source of information to SCLH residents where safety and security information, lists of our Board Members and Village Coordinators by Village Number (no email addresses), flyers on upcoming events, and agendas and minutes are posted. The Board also contains slips on "How to Sign up for Alerts," "List of Important Numbers," and our "Recruiting Brochures." Posting of "items for sale" or "lost pets" are not allowed.

Neighborhood Watch Volunteer Honor Roll Policy (Rev. 6/9/18) 5.13

All Neighborhood Watch Volunteers achieving 5 or more years of service, as of October 31, are inducted into the perpetual Neighborhood Watch Volunteer Honor Roll on our website and joins the over 400 volunteers on the master list. An asterisk is placed next to the Mail Box Captain's name on the Coordinator's List of Mail Box Captains Report indicating "Included on the Neighborhood Watch Volunteer Honor Roll" in the footnote.

The new inductees are acknowledged at the November Annual Board meeting and the Sun Senior News.

Executive Director's Recognition Award (Rev.6/9/18) 5.14

Our volunteers are considered a key component in the success of Neighborhood Watch. Upon retiring, volunteers are presented with the Executive Director's Recognition Award (Exhibit 5.14.01) in acknowledgement for their years of service. Requests are submitted to the Secretary who prepares the certificate and obtains the Executive Director's signature for you to present to your retiree. Volunteers attaining 15 years of service take a group picture for the November Compass and presented with the Executive Director’s Special 15-Year Recognition Award (Exhibit 5.14.02) at the November Annual meeting.

- Village Coordinator receives a certificate signed by the Executive Director and assigned Director.
- Mail Box Captain receives a certificate signed by the Executive Director and assigned Village Coordinator.
- Board Member receives a certificate signed only by the Executive Director.

Volunteer Appreciation Program (New 10/10/19) 5.15

The Neighborhood Watch Volunteer Appreciation Program provides an incentive to our hard working volunteers. The goal is to have Mail Box Captains update and submit their reports to their Village Coordinators and for Coordinators to submit their reports to their Directors by the February 15 or August 15 deadlines.

Listed are the drawing guidelines for the August date:

- Names will be entered into a drawing at the annual Volunteer Appreciation Dessert Event.
- Reports must be received by 11:59 PM on August 15.
- One entry for each of the Mail Box Captain's Resident Contact Information reports.
- Coordinators and Captains with multiple villages/mail stations can have multiple entries.
- Coordinators to submit qualified Mail Box Captains' names and total number of entries to their assigned Directors.
- Directors to compile and enter names of both Mail Box Captains and Coordinators at the Volunteer Appreciation Dessert Event for the drawing.
POLICIES AND GUIDELINES

Guidelines for Boris the Burglar Static Cling Decals for Windows (Renumbered 10/10/19) 5.16

SCLH Association Approved Home Guidelines for Neighborhood Watch Boris the Burglar Static Cling Decals are as follows:

"Owners or Residents may post one (1) "Neighborhood Watch" sign in a front window. Homes that are on the golf course or in an open space may post one (1) additional sign in a rear window. The sign shall be no larger than four (4) inches wide by six (6) inches high or twenty-four (24) square inches in size. The top of the sign shall be installed at a height no greater than fifty-six (56) inches above the interior floor line, unless placed in the lower portion of a garage door window. For consistency these signs shall be only those provided by the Sun City Lincoln Hills Neighborhood Watch Group."

The 4x6 static cling window decals can be purchased for $1.00 by contacting the Neighborhood Watch Treasurer.

Sharing of Resident Contact Information Guidelines (Renumbered 10/10/19) 5.17

Because of privacy concerns expressed by many residents that their emergency contact information could be compromised, the sharing of the Resident Contact Information form shall only be shared between the Village Coordinator and the individual Mail Box Captain of each mail station. It is Neighborhood Watch's ethical responsibility to maintain an image of trust with all residents that the information provided shall remain confidential and safe.

Residents are free to share any of their own information with their families, friends and neighbors outside of Neighborhood Watch. Neighborhood Watch's obligation is to avoid any appearance of support for an informal form, that the information is not a compilation of Neighborhood Watch, is not provided on a Neighborhood Watch form, and does not include any reference to SCLH Neighborhood Watch or use of its logo.

Revised October 10, 2019
SECTION 6

EXEMPLARY FROM POLICIES & PROCEDURES HANDBOOK, CHAPTER 6
ALERTS, SAFETY, SECURITY AND SERVICE GROUPS
CHAPTER 6 ALERTS, SAFETY, SECURITY, AND SERVICE GROUPS

Alerts Program (Rev. 6/16/14) 6.01

The Neighborhood Watch Alerts Program was developed to distribute and post reliable public safety information online through its Alerts Program Email Network in a timely manner. To receive this information, residents must subscribe to the Alerts Program Email Network. The Alerts Program Team, part of the Support Group, reports to the Neighborhood Watch Secretary. The team members are the Alerts Program Coordinator and Neighborhood Watch Public Safety Liaison (refer to the Neighborhood Watch Board of Directors, Advisory/Support Groups List, Exhibit 2.02.02 located in Tab 2).

Scope and Requirements of Positions (Rev. 6/9/18) 6.02

Alerts Program Coordinator

- Ensures reported information is verified through first-hand information and/or law enforcement agencies before posting.
- Adds village location, description (e.g., backs to open space) to Neighborhood Watch Public Safety Liaison’s report.
- Posts to the Neighborhood Watch website, Facebook and distributes acceptable Alerts and For Your Information (FYI) items (refer to Chart in Section 6.03).
- Provides residents with information on how to subscribe to receive their own Alerts.
- Keeps a record of the Alerts and FYI email messages.
- Attends Neighborhood Watch meetings and gives reports or presentations as requested.
- Participates in seminars and workshops as a presenter.
- Responds to inquiries from residents. Some inquiries are referred to the Neighborhood Watch Public Safety Liaison or to the Neighborhood Watch Executive Director.
- Forwards questions regarding Community Association policy, Curator Security, or proposals to add gates or cameras to SCLH Community Association Executive Director.

Requirements for the position

Intermediate level computer skills, computer with internet access, email address, subscription to the Neighborhood Watch Alerts and Lincoln Police and Fire Weekly Reports, ability to write clear descriptions and tactful replies to resident inquiries and ability to make presentations to interested groups using internet and Power Point.

Neighborhood Watch Public Safety Liaison

Reports to the Alerts Program Coordinator and is responsible for the following:

- Establishes and maintains official Neighborhood Watch communication with Lincoln Police and Fire Departments.
- Reviews all pertinent information regarding public safety activity.
- Contacts the Lincoln Police and Fire Departments when necessary.
- Writes an incident report for the Alert and sends a copy to the Neighborhood Watch Executive Director.
- Personal identifiers will not be included in an Alert.
- Follows up on cases as needed.
- Attends Neighborhood Watch meetings and gives reports or presentations as requested.

Requirements for the position

Law enforcement background and ability to work cooperatively with Lincoln Police and Fire Departments, basic computer skills, computer with internet access, email address, and subscription to Neighborhood Watch Alerts and the Lincoln Police and Fire Weekly Reports.
ALERTS, SAFETY, SECURITY, AND SERVICE GROUPS

Examples of Acceptable and Unacceptable Topics to Post (Rev. 6/4/15) 6.03

<table>
<thead>
<tr>
<th>Alerts</th>
<th>For Your Information</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crimes</td>
<td>City Information (road closings, water shut-off)</td>
<td>Charitable Fundraisers</td>
</tr>
<tr>
<td>Dog Bites</td>
<td>Helpful Hints</td>
<td>Health Information</td>
</tr>
<tr>
<td>Hazards</td>
<td>Risks</td>
<td>Report Lost or Found Pets to Lost Pet Alert Coordinators</td>
</tr>
<tr>
<td>Public Safety Issues</td>
<td>Scams/Hoaxes</td>
<td>Neighborhood Disputes</td>
</tr>
<tr>
<td>Unscrupulous Soliciting</td>
<td>Wild Animals</td>
<td>Political Controversies</td>
</tr>
<tr>
<td>Vandalism</td>
<td></td>
<td>Vacation Spots</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Viruses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Want Ads</td>
</tr>
</tbody>
</table>

How to Access and Subscribe to Alerts (Rev. 6/9/18) 6.04

Residents may access recent Alerts and FYI items on the Neighborhood Watch website at www.SCLHWatch.org by clicking Boris the Burglar Icon on the Home Page. Earlier items can be accessed by clicking on the 1, 2, 3, 4, Next buttons at the bottom of the page.

Village Coordinators and Mail Box Captains are required to subscribe to Alerts. Mail Box Captains will forward Alerts to the residents in their mail station.

Mail Box Captains should assist residents on how to sign up for Alerts from their own computers (How to Subscribe to Neighborhood Watch Alerts, Exhibit 9.02.01 located in Section 3). Contact Alerts Coordinator at SCLHAAlerts@watch.lincal.org for assistance. Unsuccessful attempts at subscribing will be referred to the Neighborhood Watch Webmaster for further handling.

Resources 6.05

Safety and Security Brochures and Flyers
Several brochures and flyers such as Safety and Home Security Tips, NW Security Tips for a Worry-Free Vacation, and Protect Your Vehicle from Theft are available at www.SCLHWatch.org under the Security tab, then Safety Flyers column. Documents are often attached to inquiry responses and/or Alerts.

Sources to Verify Scams and Hoaxes
Information can be verified by searching the topic name with Google, Yahoo or other search engines. Some of the common scam–checking websites are listed below. Using more than one internet source is more reliable than depending on only one.

- www.truthorfiction.com
- www.urbanlegends.about.com/od/internet/u/current_netlore.htm
- www.snopes.com
- www.hoax-slayer.com
ALERTS, SAFETY, SECURITY, AND SERVICE GROUPS

Reporting 9–1–1, Non–Emergency Information, or Other Concerns (Rev. 1/15/19) 6.06

Call 9–1–1 to Report Medical Emergencies, Fires, and Criminal Activity in Progress
Using 9–1–1 on your cell phone within Lincoln city limits will connect you to the Lincoln Police Department.

Call 916 645–4040 to Report Non–Emergency Incidents or Concerns
Notify the Lincoln Police and/or Fire Departments immediately at 916 645–4040 to report a non–emergency incident or concern. If you want to talk with the investigating officer, you need to specify that at the time of your phone call. Note: A telephone call is not an official police report. Non–emergency reports to the Lincoln Police Department can be made online at www.lincolnpd.org but email is only monitored during business hours. A link to the Lincoln Police Department website is included at the bottom of the Neighborhood Watch website home page.

To report mail station break–ins, first notify Postal Inspectors at 1 877 876–2455, then Lincoln Post Office at 916 434–8144, Lincoln Police at 916 645–4040, Barry Johnson, NW Public Safety Liaison as well as your Village Coordinator and Mail Box Captain. Damaged mail station will be reported to your Mail Carrier. Secured mail station locations and last collection times are Lincoln Post Office (M–F 5pm S 3:15pm); blue boxes at main entrance to OC Parking lot first right and in front of Lincoln Market in shopping center across from OC Lodge (both M–S 12:30pm); and, Raley’s Customer Service (M–F 5pm S 3pm). Never leave outgoing mail in your mail station overnight!

Terminology used by police and reasons to call 9–1–1:
- Incident: criminal activity is in progress, perpetrated or attempted
- Concern: suspicious person(s) or activity is observed
- Emergency – Call 9–1–1:
  - Medical or fire emergency
  - Incident in progress or just occurred and suspect is likely to still be in the area
  - Evidence or information that may lead to apprehension or arrest is present

Before Calling with an Observation:
- Observe the individual or vehicle for a time in order to eliminate the possibility that they might belong here, e.g., pizza or furniture delivery, contractor, etc.
- Make a note of the License Plate, color and year and make of automobile if possible. Pictures are beneficial if taken discreetly.

Notify Neighborhood Watch of an Incident or Concern
After reporting to the Lincoln Police Department and depending on the urgency of the situation, residents should contact the Neighborhood Watch Public Safety Liaison, Alerts Program Coordinator or their Mail Box Captain and provide details of the incident and include any personal observations to Neighborhood Watch.

Names and contact information of victims are needed but are never included in Alerts. Reports of public safety incidents that occur outside of Lincoln Hills should not be submitted to the Neighborhood Watch Alerts Program Coordinator as those incidents cannot be verified.

Reporting Methods
1. Send an email to SCLAlerts@watch.lincal.org The Neighborhood Watch Incident Report form (Exhibit 6.06.01) may be used as a guide to report information OR
2. Go to www.SCLHWatch.org and click on the Report an Incident button on the Home page or click on Security tab, then under Alerts select Report an Incident ONLINE to submit an email message.

Revised January 15, 2019
ALERTS, SAFETY, SECURITY, AND SERVICE GROUPS

Reporting 911, Non-Emergency Information, or Other Concerns (Continued) (Rev. 6/16/14) 6.06

Report Internet and Phone SCAMS
If a scammer tricks a victim into providing credit card information, immediately report the incident to the Lincoln Police Department, the credit card 800 numbers, your personal bank and the three credit bureaus.
- The Internet Crime Complaint Center (IC3) is an alliance between the National White Collar Crime Center (NW3C) and the Federal Bureau of Investigation (FBI). IC3’s mission is to address crime committed over the Internet. For victims of Internet crime, IC3 provides a convenient and easy way to alert authorities of a suspected violation. A complaint may be filed online at www.IC3.gov/default.aspx. Flyers are available to print from the website or the agency will mail free copies to you.

Amateur Radio Group (Rev. 8/22/12) 6.07
The Amateur Radio Group and Neighborhood Watch have joined forces to provide an Emergency Communications (EmComm) Network for the Lincoln Hills community. The contact point is the EmComm Center located at the South Entry Gatehouse at East Joiner Parkway and Del Webb Boulevard entrance (one block from Twelve Bridges). If police, fire or ambulance service is needed during an emergency or power outage, go or send a messenger to this contact point for help. An emergency network will be in progress and members from the Amateur Radio Group will relay the emergency request to the Lincoln Police Dispatch Center.

Use of Red/Yellow Disaster Alert Cards (Rev. 2/19/14) 6.08
The Red/Yellow Disaster Alert Cards (Exhibits 6.08.01 and 6.08.02) were developed for Sun City Lincoln Hills residents to use in emergency or disaster situations. These cards will allow CERT (Community Emergency Response Team), under the direction of the Lincoln Fire Department, to assist police, fire and other emergency service agencies as needed. It is important to place your RED/YELLOW Disaster Alert card in a front window visible from the street to indicate “Alert Need Help Now” (red side) or “Alert We Are OK” (yellow side). The disaster alert cards are available through the Orchard Creek Lodge Activities Desk and are part of SCLH Association’s Introduction Packet to new residents.

Lincoln Police Volunteer Program (Rev. 6/16/14) 6.09
The Lincoln Police Volunteer Program (formerly Citizens on Patrol) is a citywide program offered by the Lincoln Police Department and is staffed by trained volunteers who bike or drive throughout the city to observe and report incidents and problems to the Lincoln Police Department. They perform administrative functions and provide a visible presence that deters criminal activity.

Free Lincoln Police Department
A Lincoln Police Volunteer will come and check your home while you are away on vacation. They look for obvious external problems such as unlocked doors, open windows, signs of forced entry, leaking water, etc. It is not a service intended to replace other security programs or measures a homeowner may have in place.

Revised June 16, 2014
Free Lincoln Police Department Vacation Home Check Request (Continued)
The Lincoln Police Department will provide you with home vacation check up to a maximum of 60 days. The Vacation Home Check Request Form (Exhibit 6.09.01) needs to be submitted prior to your departure. A phone call or email is not sufficient, as Lincoln Police Department requires your signature. The form can be obtained from the following sources:

- Neighborhood Watch website at [www.SCLHWatch.org](http://www.SCLHWatch.org), under the Security tab, click on LPD Vacation Home Check Request under Safety Flyers column
- Call Lincoln Police Volunteer Office at 916 645–4081 for mailing or faxing the form
- Lincoln Police Department located at 770 Seventh Street
- Contact your Neighborhood Watch Village Coordinator
- Go to Orchard Creek Lodge to the room to the right of the Activities Desk

Some residents may feel the presence of a Lincoln Police Volunteer car may call attention to the fact that their house is unoccupied and may choose to inform their Mail Box Captain and neighbors only.

Hand–in–hand with the Vacation Home Check Request form is Neighborhood Watch's Security tips for a Worry–free Vacation checklist available on Neighborhood Watch website under Security then Safety Flyers.

SCLH Community Association’s Curator Security (Rev. 6/9/18) 6.10

Curator Security, [Inc is a 24–hour patrolled security within our community that](http://www.SCLHWatch.org) monitors the Association’s common areas (buildings, grounds, trails, open space). Residents are encouraged to follow appropriate medical, fire and police emergency procedures at all times by calling 911. Curator Security is not authorized to provide security services on private property. If you observe any unusual activity in or around Community Association facilities or trails, contact SCLHCA Curator Security at 916 771–7185. If unable to contact Curator, incidents involving the Association's common areas should be reported to the Lincoln Police Department's non–emergency number at 916 645–4040.

Lost Pet Alerts Program (Rev. 6/9/18) 6.11

The Lost Pet Alerts Program stems from a resident's request about missing or found pets. Neighborhood Watch Email Network provides a broad search area for quicker recovery of lost pets. Neighborhood Watch Email Network is a separate system from the Neighborhood Watch Alerts System managed by the Neighborhood Watch Alerts Program Coordinator; each has its own individual list of email addresses.

To obtain contact Information on the Lost Pet Alerts Program, refer to Exhibit 2.02.02 Neighborhood Watch Support Group (located in Tab 2). A flyer can also be downloaded from the website at [www.SCLHWatch.org](http://www.SCLHWatch.org) under Documents, then Brochures & Flyers.

The Lost Pet Alerts Program owns a Microchip Reader to scan the pet for a possible micro–chip, thus eliminating a trip to a vet or Loomis Basin Veterinary Clinic at 3901 Sierra College Boulevard. New residents need to update their pets' microchips and tags. More importantly register your new address with the chip's manufacturer so when your pet is "found," you can be reunited.

Steps for team member on how to process an alert:

- Obtain information from the owner or finder to ascertain if pet lost or found in Sun City Lincoln Hills
- Ask if person making the report can email a picture of the lost or found pet to the Lost Pet Alerts Team Member taking the report

Captain's Handbook Copy Revised May 6, 2019
6.11 Lost Pet Alerts Program (Continued) (Rev. 6/9/18)

- An email message about the lost pet will be sent to the Village Coordinator as well as surrounding Village Coordinators to forward to their Mail Box Captains.
- In some instances, the lost or found pet alert may be sent by the Neighborhood Watch Secretary to all volunteers to forward to residents.
- Residents who subscribed to the Lost Pet Alerts list (refer to How to Subscribe to Neighborhood Watch Lost Pet Alerts, Exhibit 9.02.01 located in Tab 3) may receive a separate alert from their Mail Box Captains.
- If a pet is found, the Team Member will scan the animal for a microchip and, if finding one, will contact the microchip company and provide chip number. Microchip company will notify owner on record.
- Notification of reunion will be sent out when pet is identified and reunited with its owner.

If an individual is bitten by a dog and verification of the dog's rabies shots is crucial, Neighborhood Watch will send out an Alert through both of its Neighborhood Watch Alerts and Email Networks for a wider distribution to locate the dog's owner.

6.12 Vial of Life Program and Personal Medication Record Card (Rev. 2/10/18)

To obtain a Vial of Life kit (Exhibit 6.12.01) and the wallet–sized Personal Medication Record card (Exhibit 6.12.02), contact the Vial of Life Program Coordinator (Neighborhood Watch Board of Directors, Advisory/Support Groups List, Exhibit 2.02.02 located in Tab 2).

How to Use the Vial of Life Form

The Vial of Life kit contains two forms and one Red Cross decal.
- Instructions are located on the reverse side of the form.
- Each household resident should complete a form and store in an individual vial.
- Fill out the Vial of Life form completely even though you may not take medications.
- The form may be difficult to reinsert so consider inserting a note explaining where to find the document or use a zip–lock bag.
- Place the Vial of Life kit on the top shelf of your refrigerator door and in your car's glove compartment.
- Keep a record of your medications on your computer if possible. Easier to update.
- If you have a "Do Not Resuscitate" (DNR) form and “Advance Directive/Durable Power of Attorney for Health Care” you may want to attach a copy. If the form is too large, leave a note explaining where to find the document. If two people of the same sex reside in the house, you may want to maintain two separate vials and place a photo with the name on the outside of each vial.
- Place the Red Cross decal in your front window nearest your entryway and visible from the street.
- Periodically update your form by downloading a new form from the Neighborhood Watch website at www.SCLHWatch.org, under the Documents tab, select Vial of Life in the Forms column.

6.13 Neighbors InDeed (Rev. 2/19/14)

Neighbors InDeed, a non-profit organization, provides free services and equipment to residents of SCLH. Handy Helper Program provides skilled local volunteers who replace smoke detector batteries, ceiling light bulbs, furnace filters and perform other household tasks. Information & Referral Service provides information about local resources ranging from health care agencies, to plumbers, to transportation and many more. Medical Equipment Program enables SCLH residents to borrow canes, walkers, non–electric wheelchairs or transport chairs up to three weeks for their own use or visitors. For more information go to www.NeighborsInDeed.org or call 916 223–2763.

Captain’s Handbook Copy Revised June 9, 2018
ALERTS, SAFETY, SECURITY, AND SERVICE GROUPS

National Night Out Program (Rev. 8/22/12) Renumbered 6.14

National Night Out is a nationwide celebration against crime that is always celebrated on the first Tuesday in August every year. Guidelines and Registration form are usually sent out in May to allow for early planning (Exhibits 5.03.01 and 5.03.02). National Night Out events help foster neighborhood ties and represent the kind of spirit, energy and determination that help make neighborhoods safer throughout the year.

Neighborhood Watch Webmaster (Rev. 8/22/12) Renumbered 6.15

The Webmaster designs and implements Neighborhood Watch website pages, as requested. The Webmaster also provides technical support and training to the Neighborhood Watch Website Chief Editor and Alerts Editor.

How to Sign up to Receive Placer Alert Emergency Notifications (Rev. 1/25/17) Renumbered 6.16

The Placer County Sheriff’s Office, in partnership with emergency response agencies throughout Placer, Sacramento, and Yolo Counties, has implemented a state-of-the-art emergency mass notification system. It provides critical information quickly about important public safety information and emergency events information, such as fires, severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods. To sign up to receive these notifications on your cell phones, work phones, or home phones, go to www.placer-alert.org to enter up to five addresses. This information is kept strictly confidential. This system by Everbridge was made possible through a grant from the California Office of Emergency Services in 2015.
Neighborhood Watch

Incident Report

Please complete the following report in order for us to verify or obtain missing information. Do not submit reports of public safety incidents outside of Lincoln Hills as those incidents cannot be verified. You may forward public safety incident information to the Lincoln Police Department by dialing 9-1-1 if an emergency or 916 645–4040 if non-emergency. You may also submit public safety problems, issues or concerns to Neighborhood Watch for possible posting on this site by notifying the Alerts Program Team at SCLHAlerts@watch.lincai.org or www.SCLHWatch.org. Personal identifiers will not be included in the posting.

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<td>Telephone Number</td>
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<td>Email Address</td>
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<td>Date and Time of Incident</td>
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If incident was a burglary, WHERE WAS THE POINT OF ENTRY?

Describe incident here:

Alert your fellow residents when a public safety incident occurs.

Revised July 8, 2018
PLACE THIS CARD IN YOUR WINDOW DURING A DISASTER

ALERT NEED HELP NOW

RED SIGN
PLACE THIS CARD IN YOUR WINDOW 
DURING A DISASTER 

ALERT 
WE 
ARE OK 

YELLOW SIGN
Lincoln Police Department
60 Days Maximum
Vacation Home Check Request

PD Map# ____________________
PD Log# ____________________

Homeowner/Resident Name(s) ________________________
Address: __________________________, Lincoln, Cross Street: ________________________
Telephone: Home: ____________, Cell: ____________, Vacation (if known) ____________, e-mail address: ________________________

Persons to contact in case of an emergency or problem at your home:
Name: __________________________ Phone/Cell Phone: __________________________ / __________________________
Name: __________________________ Phone/Cell Phone: __________________________ / __________________________
Name: __________________________ Phone/Cell Phone: __________________________ / __________________________

Key holders: Which of the Above Have Keys to Your Home? __________________________ / __________________________

Persons Authorized on Property: Name & Phone # __________________________ / __________________________

Yard/Pool Care Company & Phone # __________________________ / __________________________

Circle the Yes or No Response to the Following Questions:

Y N Does anyone else have keys to your home? Name & Phone __________________________ / __________________________
Y N Will locked gates prevent access to front, side or back yard areas? Y N Lights or radio left on, or on timers? Y N
Y N Address Visible on home? Y N Outbuildings or sheds on property? Y N Outbuildings or sheds secured? Y N
Y N Newspaper stopped? Y N Deliveries stopped? Y N Mail Stopped?

If required, who will pick up?
Y N Any vehicles left on Driveway? Describe with license plate # __________________________ / __________________________
Y N Alarm installed? If so: Company Name & Phone # __________________________ / __________________________
Y N Pets on property? Number: __________ Breed: __________ Name(s): __________________________
Y N *Will all doors and windows be closed and locked on home and garage?

*There have been some changes to this program so we may better serve Lincoln residents while providing for the safety of our personnel. We are unable to accept requests if the home has any of the following conditions: doors or windows are deliberately left open, temporary guests will be staying at the home; the home is "For Sale or Rent" and is unoccupied or may be shown by agents. We also need to limit the time period for our checks to 60 days per request as this service is not intended to cover second homes vacant for extended times. Home checks are done on a random basis as time and staffing permit. We cannot guarantee that a check will be made. This program should not be used in place of prudent home security methods, systems or devices. If you change your dates of departure/return, or return early, please call our LPV office (916) 645-4081.

Resident Signature __________________________ Date: __________________________

Submit Request Form to: Lincoln Police Department or FAX: (916) 645-1106
ATTN: LPV Office ATTN: LPV Office
770 7th Street, Lincoln, CA 95648

VHC Request Form – OCT 2014 (PREVIOUS EDITIONS OF THIS FORM CANNOT BE ACCEPTED)
Additional forms available from the Police Department, City's website at: www.ci.lincoln.ca.us
Or the Lincoln Police Department website at: www.lincolnpd.org

If you have any questions, please call our Volunteer LPV office at (916) 645-4081

Revised Oct/2014
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<th>Check #</th>
<th>Date</th>
<th>Time</th>
<th>Officer(s) Completing Checks</th>
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<th>Brief Comments in this Column</th>
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Detailed Comments:
# VIAL OF LIFE

## Personal Information

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## Medical Information

- Do you have an active Do Not Resuscitate (DNR)?  □ Yes  □ No
- Do you have an Advanced Health Care Directive?  □ Yes  □ No
- Blood type: ___________________________  Are you an organ donor?  □ Yes  □ No
- Religious Preference: ___________________________

## Medical Conditions (Check all that apply)

- □ No medical conditions
- □ Asthma
- □ Angina
- □ Cancer (type ___________)
- □ COPD/Emphysema
- □ Heart disease
- □ Diabetes/Hypoglycemia

- □ High Blood Pressure
- □ Kidney Problems
- □ Hemophilia/clotting
- □ Pacemaker
- □ Seizures
- □ Stroke
- □ Insulin  □ Yes  □ No

## Allergies (Check all that apply)

- □ No known allergies
- □ Codeine
- □ Latex
- □ Morphine
- □ Penicillin
- □ Sulfa
- □ Other ___________________________

- □ Other Information: (Language spoken; deaf, blind or other special needs)  (Continued on next page)

## Prescription and over-the-counter medications: (Name and Dose)

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<tr>
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(Continued) Other information: (Language spoken; deaf, blind or other special needs) __________
____________________________________________________________________
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**WHAT IS THE VIAL OF LIFE PROGRAM?**
The Vial of Life is a medical history document that provides crucial personal and medical history in case of an emergency. The documents provide paramedics and firefighters with crucial personal and medical information that will speak for you if you are unable to communicate or you do not have a representative in the event of an emergency.

**HOW DO I USE THE VIAL OF LIFE?**
There are four easy steps to using the Vial of Life.
1. Fill out the information completely; making sure it is current and legible.
2. Fold and roll the completed information form and place it in the plastic vial. (If you have a “Do Not Resuscitate” (DNR) form, be sure to attach a copy.)
3. Place a Vial of Life sticker on your front door.
4. Place the vial containing your medical information on the top shelf of your refrigerator door. *You can keep an additional Vial of Life in the glove compartment of your car.*

**HOW OFTEN DO I NEED TO UPDATE THE INFORMATION?**
The Vial of Life will only work if the information is accurate and complete. To obtain a new form, visit [www.seniorsfirst.org](http://www.seniorsfirst.org). You can also call:

SENIORS FIRST™
12183 Locksley Lane, Suite 204
Auburn, CA 95602
530-889-9500
800-878-9222
[www.seniorsfirst.org](http://www.seniorsfirst.org)

The Vial of Life Program in Placer County is a collaborative program of:

- American Medical Response
- Auburn Fire Department
- CDF/Placer County Fire
- Lincoln Fire Department
- Loomis Fire Protection District
- Newcastle Fire Protection District
- Penryn Fire Protection District
- Placer Consolidated Fire District
- Placer Fire Protection District
- Rocklin Fire Department
- Roseville City Fire Department
- South Placer Fire Protection District

Sutter Auburn Faith Hospital
Sutter Roseville Medical Center
Seniors First™
### Personal Medication Record

Doctors need to know all the medications and supplements you take to provide you the best care possible. That's why we've created the SCLH Neighborhood Watch Medication Record. By keeping this form up-to-date and in your wallet or purse, you'll have an important reference tool for all doctor and hospital visits, and in case of emergency.

#### Prescription Medications

List all the brand-name and generic prescription medications you currently take. The dosage is the amount of medication in each pill multiplied by the number of pills you take each time. The dosage amount appears on the prescription label in milligrams (mg.)

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#### Over-the-Counter Medications

List all of the medications you take every day and even occasionally, like ibuprofen for pain.

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<th>Medication</th>
<th>Dose</th>
<th>How Often</th>
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#### Vitamins, Herbs and Dietary Supplements

Vitamins, herbs, dietary and alternative supplements are important to track and talk to your doctor about.

<table>
<thead>
<tr>
<th>Vitamins/Herbs/Supplements</th>
<th>Dose/Amt.</th>
<th>Times/Day</th>
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**SCLHwatch.org**

01/13/2017

02/28/2017
SECTION 7

LIST OF SAFETY & SECURITY BROCHURES, FLYERS, ETC.
EXCERPT FROM POLICIES & PROCEDURES HANDBOOK, CHAPTER 10
NEIGHBORHOOD WATCH FORMS
CHAPTER 10 NEIGHBORHOOD WATCH FORMS AND REPORTS

List of Neighborhood Watch Forms and Reports for Downloading (Rev. 6/9/18) 10.01

To access Neighborhood Watch forms go to www.SCLHWatch.org and click on one of three major categories: About Us, Documents, and Security. Reports are in WORD format. Any problems, contact Neighborhood Watch Secretary. For Sun City Lincoln Hills Association forms, go to www.sclhresidents.com, click on Member Login, go to Library, click on Forms, and then select from the categories listed. Any problems contact the Help.Desk@sclhca.com

List of Neighborhood Watch Safety and Security Brochures, Flyers, FYI – Rev. 6/9/18 10.02

The following materials available from the Neighborhood Watch website at www.SCLHWatch.org under Security Tab, then under Safety Flyers. Copies for meetings obtained from NW Secretary.

Safety and Security Brochures and Flyers

Before Hiring a Contractor
Beware – These Scams do Exist! – (8/10/17)
How Do I Avoid Being a Victim? (Rev. 6/13/13)
Identity Theft Prevention Checklist (5/5/16)
List of IMPORTANT NUMBERS NEW (1/27/18)
MOVE OVER – Pull to the Right for Sirens & Lights NEW (3/2018)
Neighborhood Watch Helpful Security Information (Rev. 4/8/14)
Neighborhood Watch Home Safety Fire Prevention Checklist (Rev. 5/12/18)
Neighborhood Watch Medical or Fire Response Checklist (3/9/15)
Placer Alert Emergency Mass Communication System (2/20/17)
Protect Your Vehicle from Theft (Lincoln Police Department Rev. 1/2011)
Safety & Home Security Tips (Rev. 10/6/14)
Security Tips for a Worry-Free Vacation Checklist Brochure (Rev. 4/24/14)
Seniors First: Elder Fraud: Don't be Fooled (12/2015)
Solicitor's Business License Sample NEW (Lincoln Police Department 1/22/18)
Ten Tips to Avoid Cyber Fraud (2/25/17)
What to do When There is a Mail Station Break–in (3/11/17)

FYI Materials

Boris the Burglar Static Cling Stickers Request Form (Rev. 6/8/18)
DID YOU KNOW? (Rev. 6/8/18)
How to Get Started in Neighborhood Watch (Rev. 6/9/18)
Lost Pet Alerts Program Flyer (Rev. 6/9/18)
Mosquito Abatement Flyer (5/5/11)
Neighborhood Watch Brochure (Rev. 5/9/13)
Personal Medication Record Cards * (Obtained from Vial of Life Coordinator) (Rev. 2/28/17)
Recruiting Brochure: Neighborhood Watch Needs You! Volunteer Now! (Rev. 6/3/18)
Tips on How to Reunite Your Lost Pets Faster (Rev. 6/8/18)
Vial of Life Forms (Rev. 6/19/13) and Vial of Life kits (Obtained from Vial of Life Coordinator)
Village Maps and Mail Stations for Individual Neighborhood Watch Villages
Welcome Packets for New Residents (Obtained from Neighborhood Watch Secretary)

For additional information, visit the Neighborhood Watch Website at www.SCLHWatch.org and click on Documents for Board Documents and Forms for Policies & Procedures Handbook and Captain's Handbook.

Revised June 9, 2018
SECTION 8

To be Used at your Discretion