Slide 1:

SCLHWatch.org   HOME   ABOUT US   DOCUMENTS   MAPS   SECURITY   HOW DO I...   TRAINING   Q

NW Calendar | Welcome Packet | 211 Placer | Lincoln Police | Current Alerts

Who is My Captain? | Report an Incident | Who Should I call? | Add Me to Alerts | Want to Volunteer?

Neighborhood Watch
Mailbox Captain Training

Neighborhood Watch thanks the LINCOLN HILLS FOUNDATION for their ongoing support & funding.

PUBLIC SAFETY	CONTACTS	ASSISTANCE	RESOURCES
Lincoln Police	Executive Director	Adult Protective Services	City of Lincoln
Lincoln Police (Facebook)	Executive Assistant	Animal Control	Lincoln Hills Foundation
Lincoln Fire	Director of Volunteer Records	Meals on Wheels	PG&E (Outages)
Placer County Alerts Signup	Alerts Coordinator	Neighbors InDeed	Report Problem to City
Placer County Sheriff (Facebook)	Welcome Packet Coordinator	Report Scam to FBI	SCLH: Website
Curator Security, Inc	Lost Pet Alert Team	Seniors First	Sun Senior News
	Webmaster		

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Slide 2:

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Agenda

1. Introduction
2. Mailbox Captains Duties and Responsibilities
3. Getting Organized
4. Resident Contact Information
5. Reporting an Incident
6. Welcome Packet For New Residents
7. Boris the Burglar
8. Thank You!

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NEIGHBORHOOD WATCH MISSION STATEMENT

Strengthen Neighborhood Ties
Increase Personal Safety and Security Awareness
Be the "Eyes and Ears" of the Lincoln Police and Fire Departments
Encourage Emergency Preparedness

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	Webmaster		

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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITES

Chapter 6 in P & P Handbook

1. **ATTENDS** Mailbox Captain workshops or completes mailbox captain training at least once every two years,
2. **WEARS** a name tag, red shirt, and NW button when representing NW,
3. **WELCOMES** new residents and provides Welcome Packet
   • Welcome Packets from Welcome Packet Coordinator, 1st and 3rd Tuesdays, 10:30 – 11, Kilaga Springs lobby. sclhwatch.org – click welcome packet button
4. **EXPLAINS** emergency contacts can be a close or distant relative, friend or a neighbor, designates if they have a house key or garage code to use in case of a medical or house emergency,

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[NW Calendar]   [Welcome Packet]   211 Placer   [Lincoln Police]   [Current Alerts]

[Who is My Captain?]   [Report an Incident]   [Who Should I call?]   [Add Me to Alerts]   [Want to Volunteer?]

MAILBOX CAPTAINS DUTIES AND RESPONSIBILITES
Chapter 6 in P & P Handbook

5. **COMPLETES** *Mailbox Captain Resident Contact Information Report* and updates emergency contact information from mail station residents, form can be found on the Website at SCLHwatch.org under Documents/reports and Forms/Mailbox Captain Resident Contact information form. **This is strictly voluntary**. If residents choose not to participate, please note on your report, **information shall be shared with First Responders ONLY.**

6. **SENDS completed report** to assigned Coordinator. If changes are made, highlight changes, input date updated and send to assigned Coordinator. **Share report information with your assigned Coordinator or Co – Captains, and First Responders ONLY. This is confidential information.**

PUBLIC SAFETY
Lincoln Police
Lincoln Police (Facebook)
Lincoln Fire
Placer County Alerts Signup
Placer County Sheriff (Facebook)
Curator Security, Inc

CONTACTS
Executive Director
Executive Assistant
Director of Volunteer Records
Alerts Coordinator
Welcome Packet Coordinator
Lost Pet Alert Team
Webmaster

ASSISTANCE
Adult Protective Services
Animal Control
Meals on Wheels
Neighbors InDeed
Report Scam to FBI
Seniors First

RESOURCES
City of Lincoln
Lincoln Hills Foundation
PG&E (Outages)
Report Problem to City
SCLH: Website
Sun Senior News

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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITES
Chapter 6 in P & P Handbook

7. **FORWARDS** Safety and Security information **(Alerts)** about Neighborhood Watch and related programs to all residents within their mail station using an email group list and sends email using **BCC (Blind Carbon Copy).** If you need assistance setting us your email or using BCC, please contact your assigned Coordinator or Training Coordinator.

8. SIGNS UP FOR ALERTS

- Mailbox Captain must subscribe to Neighborhood Watch Alerts and encourage each of the residents within their mail station to sign up, as well. To sign up for alerts, from a resident's personal computer, a resident may subscribe to Alerts and FYI items by visiting the NW Website homepage; click on the words "Add Me to Alerts". An Email window will open – simply click SEND. (it goes to alerts-subscribe@lincal.com)

PUBLIC SAFETY
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Lincoln Fire
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Placer County Sheriff (Facebook)
Curator Security, Inc

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Director of Volunteer Records
Alerts Coordinator
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Webmaster

ASSISTANCE
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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITES

Chapter 6 in P & P Handbook

- Until their residents have signed up (for alerts) each Mailbox Captain should forward Alerts to their residents – using the bcc email feature to protect their email addresses,
  - For residents without email, Mailbox Captains should either call their residents to share alert information or provide them a copy of the alert,

9. **ASSISTS** residents in reporting incidents

10. **REMINDS** residents to send MAILBOX CAPTAIN any changes in emergency contact information and update their Vial of Life Form, by using **ANNUAL RESIDENT INFORMATION REQUEST**

11. **SENDS** to Director of Volunteer Records any changes to captains or coordinators using the **CHANGE FORM**

12. **REVIEWS** Policies and Procedures

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Getting Organized

- **STEP 1**: Become familiar with your duties and responsibilities in Chapter 6 of the Policies and Procedures Handbook available on the website. Review summary of duties. We (Renee) created a **MAIL CAPTAINS' QUICK START GUIDE,** which is included in your handouts

- **STEP 2**: Create a Neighborhood Watch folder to keep your Neighborhood Watch information and forms together. Forms can be downloaded from the website at sclhwatch.org

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Who is My Captain? | Report an Incident | Who Should I call? | Add Me to Alerts | Want to Volunteer?

Sending/Forwarding Emails or Alerts

- Create an easy-to-remember group category in your contacts list to add your residents' email addresses (See training document)
- Always send the message to yourself
- Use BCC feature to send/forward information to your residents in order to protect and safeguard their email addresses.
  - Example:
    - To: Yourself
    - BCC: Insert individual email addresses or email group

PUBLIC SAFETY
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RESOURCES
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Who is My Captain? | Report an Incident | Who Should I call? | Add Me to Alerts | Want to Volunteer?

Mailbox Captains Resident Contact Information Form

MAILBOX CAPTAIN'S RESIDENT CONTACT INFORMATION REPORT

All email is CONFIDENTIAL and shall be sent using BCC – only share with your assigned coordinator or co-captain.

Review report each February 15th. If NO changes, input DATE REVIEWED & send to Coordinator. WHENEVER changes occur input date updated, HIGHLIGHT CHANGES & send to Coordinator.

VILLAGE	MAIL STATION	NUMBER OF HOUSES	STREET NAME (S)	DATE REVIEWED	DATE UPDATED

MAILBOX CAPTAINS NAME (S)		DATE JOINED	ASSIGNED COORDINATOR
ADDRESS			Address
PHONE			Phone
EMAIL			Email

Abbreviation: K =house key, G = code to garage, C = Cell Phone, H =home phone   √ if done

MAILBOX UNIT	HOUSE NUMBER	HOUSEHOLD MEMBERS Name, phone (H or C) Email	PET INFO	EMERGENCY CONTACT Name, relationship, Phone (H or C)	NEIGHBOR OR FRIEND CONTACT Name, Phone (H or C) K or G	VIAL OF LIFE	ALERTS

PUBLIC SAFETY
Lincoln Police
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Lincoln Fire
Placer County Alerts Signup
Placer County Sheriff (Facebook)
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Lincoln Hills Foundation
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SCLH: Website
Sun Senior News

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Sample Completed Form

MAILBOX CAPTAIN'S RESIDENT CONTACT INFORMATION REPORT

All email is CONFIDENTIAL and shall be sent using BCC – only share with your assigned coordinator or co-captain.

Review report each February 15th. If NO changes, input DATE REVIEWED & send to Coordinator. WHENEVER changes occur input date updated, HIGHLIGHT CHANGES & send to Coordinator.

VILLAGE	MAIL STATION	NUMBER OF HOUSES	STREET NAME (s)	DATE REVIEWED	DATE UPDATED
75	2	16	Happy Lane	5-10-2023	5-10-2023

MAILBOX CAPTAINS NAME (S)		DATE JOINED	ASSIGNED COORDINATOR
Susie Jones		5-10-2022	John Smith
ADDRESS 1234 Happy Lane			**Address** 1266 Happy Lane
PHONE 916.156.1020			**Phone** 509.256.1234
EMAIL suzyQ@gmail.com			**Email** johnnyappleseed@gmail.com

Abbreviation: K =house key, G = code to garage, C = Cell Phone, H =home phone   √ if done

MAILBOX UNIT	HOUSE NUMBER	HOUSEHOLD MEMBERS Name, phone (H or C) Email	PET INFO	EMERGENCY CONTACT Name, relationship, Phone (H or C)	NEIGHBOR OR FRIEND CONTACT Name, Phone (H or C) K or G	VIAL OF LIFE	ALERTS
2	1238	Bert and Ernie Bird 509.222.5646 Bigbird@gmail.com	none	Mary Bird Mother 509.255.4538	Susie Jones 916.156.1020 (code) suzyQ@gmail.com	x	x

PUBLIC SAFETY CONTACTS ASSISTANCE RESOURCES
(Lincoln Police, Lincoln Police (Facebook), Lincoln Fire, Placer County Alerts Signup, Placer County Sheriff (Facebook), Curator Security, Inc)
(Executive Director, Executive Assistant, Director of Volunteer Records, Alerts Coordinator, Welcome Packet Coordinator, Lost Pet Alert Team, Webmaster)
(Adult Protective Services, Animal Control, Meals on Wheels, Neighbors InDeed, Report Scam to FBI, Seniors First)
(City of Lincoln, Lincoln Hills Foundation, PG&E (Outages), Report Problem to City, SCLH: Website, Sun Senior News)

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[NW Calendar] [Welcome Packet] [211 Placer] [Lincoln Police] [Current Alerts]

[Who is My Captain?] [Report an Incident] [Who Should I call?] [Add Me to Alerts] [Want to Volunteer?]

Reporting an Incident Report

- **Step ONE Report to Police**
  - *If immediate danger* **CALL 911**
  - Otherwise call Lincoln Police Department NON-emergency and/or submit report online to https://www.lincolnca.gov/en/living-here/services-and-reporting.aspx

- **Step TWO Report to Neighborhood Watch**
  - **REPORT INCIDENT** – SCLHWatch.org – click *Report an Incident*
  - **Complete the form** – be sure to include details. Information goes directly to the Neighborhood Watch Alerts Team. Name and contact information of victims are needed *but are never included in an Alert.* Reports of public safety incidents that occur outside of Lincoln Hills should not be submitted.
  - **Submit Form**

PUBLIC SAFETY CONTACTS ASSISTANCE RESOURCES

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Boris the Burglar

- Static Cling Window Decals - 4"X6" for only $1.00

- Easily peeled off static cling decals – not glued on

- Deters bad guys and break-ins

- Golf course or open space lots allowed one additional decal for the back yard.

- Place no higher than 56" from the interior floor line or lower portion of your garage window

- Available at Welcome Packet Tuesday and NW Events.

WARNING

ALL SUSPICIOUS PERSONS AND ACTIVITIES ARE **IMMEDIATELY** REPORTED TO OUR POLICE DEPARTMENT

NEIGHBORHOOD WATCH
WE LOOK OUT FOR EACH OTHER!

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Thank You

To LINCOLN HILLS FOUNDATION for their ongoing support and funding AND our dedicated volunteers - we couldn't do this without you!.

Neighbors helping Neighbors

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