

Welcome Packet



Lincoln Police Links

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

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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Agenda

1. Neighborhood Watch Mission Statement
2. Villages and Mail Stations
3. Mailbox Captains Duties and Responsibilities
4. Reporting an Incident
5. Welcome To The Neighborhood Form
6. Welcome Packet For New Residents
7. Welcome Packet Tuesdays
8. Vial of Life
9. How to Obtain Welcome Packet/Vial Of Life
10. Emergency Medical Information Form
11. Boris the Burglar
12. Getting Organized
13. Mailbox Captains Resident Contact Information Form
14. Sample of Completed Form
15. Data Sharing
16. Sending/Forwarding Emails Or Alerts
17. Navigating Neighborhood Watch Website
18. Reporting An Incident
19. Lost Pet Alerts Program
20. One Stop Location for all NW Communication and Information

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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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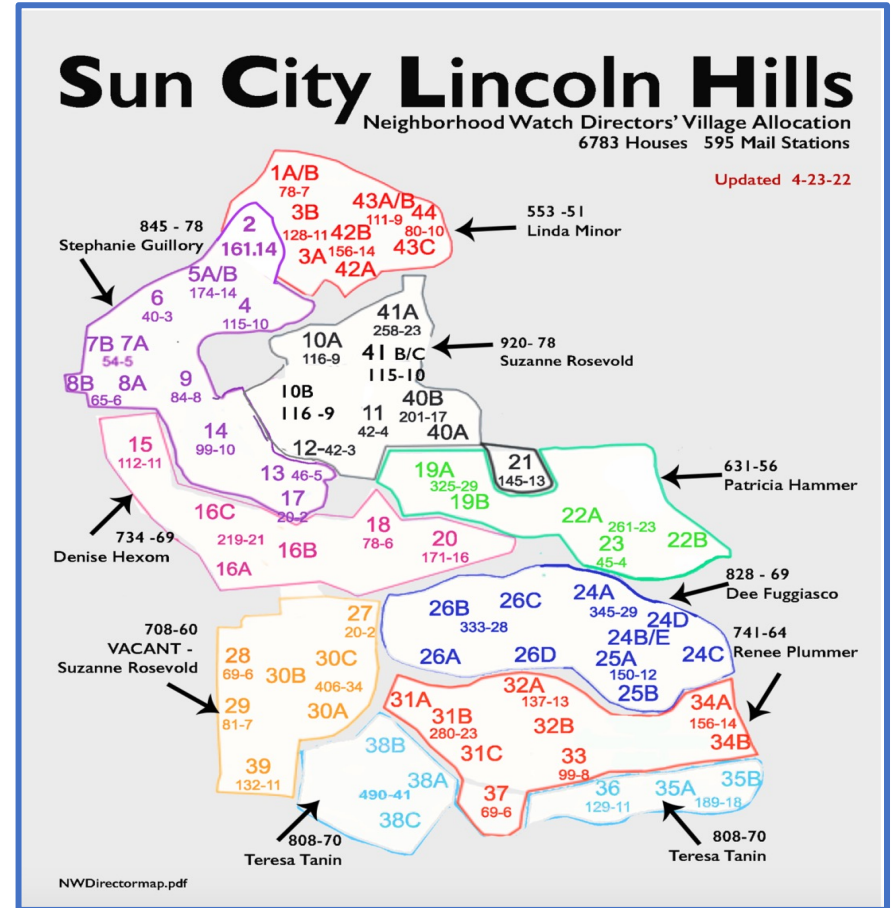
Who Should I call?

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VILLAGES AND MAIL STATIONS

595 Mail Stations, 78 Villages, 6,783 Homes, Assigned to 8 Directors



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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITIES

Chapter 6 in P & P Handbook

1. **ATTENDS** Mailbox Captain workshops or completes mailbox captain training by going to the NW Website/training/Mailbox Captains Workshop,
2. **WEARS** a name tag and NW red shirt/button when representing NW
3. **WELCOMES** new residents and provides Welcome Packet
4. **OBTAINS** Welcome Packets from Welcome Packet Coordinator, 1st and 3rd Tuesdays, 10:30 – 11, Kilaga Springs lobby
5. **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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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITIES

Chapter 6 in P & P Handbook

6. **UPDATES** emergency contact information from mail station residents – if they choose to share – it is strictly voluntary. If residents choose not to participate note on report, information shall only be shared with First Responders,
7. **COMPLETES** Mailbox Captain Resident Contact Information Report,
 - Downloads form from the Website at SCLHwatch.org under Documents/Forms/Mailbox Captain's Resident Contact Information Report,
 - For assistance completing the form go to [NW Website/Training/ Mailbox Captain's Resident Contact Information Report Training](#),

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- 8. REVIEWS** completed form and sends to assigned Coordinator. If changes are made, highlight changes, input date updated and send to assigned Coordinator. **CONFIDENTIAL INFORMATION** – only share with your assigned Coordinator or Co – Captains, and First Responders,
- 9. FORWARDS** Safety and Security information 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 up your email or using BCC, please contact your assigned Coordinator or Training Coordinator,

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Chapter 6 in P & P Handbook

10. 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.
- 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,

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MAILBOX CAPTAINS DUTIES AND RESPONSIBILITIES

Chapter 6 in P & P Handbook

- 11. PROVIDES** residents with a “Vial of Life”; explains the importance of it,
- 12. ASSISTS** residents in reporting incidents, (*see next slide*)
- 13. REMINDS** residents to send MAILBOX CAPTAIN any changes in emergency contact information and update their Vial of Life Form,
- 14. REVIEWS** Policies and Procedures.

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Reporting an Incident Report

• Step ONE Report to Police

- *If immediate danger CALL 911*
- Otherwise call Lincoln Police Department using their NON-emergency phone # (916 645 4040) and/or submit report online to <https://www.lincolncalifornia.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

Contact information of person filing the report *

First Last

Email *

Phone Numbers *

Format Numbers Only

Address *

Village #

Mail Station #

Please enter incident report below

Victim's Name *

First Last

Phone Number *

Format Numbers Only

Email Address *

Theft from *

House

Vehicle

Suspicious Activity

Scam

What Happened? *

Click Here to Submit the Report

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Welcome to the Neighborhood Form

SUN CITY LINCOLN HILLS NEIGHBORHOOD WATCH WELCOME TO THE NEIGHBORHOOD SCLHWATCH.ORG

Our Mission

- * Strengthen Neighborhood Ties
- * Increase Personal Safety & Security Awareness
- * Be the "Eyes and Ears" of Lincoln Police & Fire Department
- * Encourage Emergency Preparedness.

Neighborhood Watch (NW) is one of the oldest and most effective crime prevention programs in the country, bringing citizens together with local law enforcement to make our community safer. Neighborhood Watch volunteers organize to prevent crime in our neighborhoods, through increased awareness and participation in personal safety & security and strengthening neighborhood ties by getting to know their neighbors. Sun City Lincoln Hills (SCLH) is divided by villages. Each village has numbered mailbox stations. Neighborhood Watch Volunteers serve as **Mailbox Captains** assigned a mail station in their neighborhood, **Coordinators** are assigned a village and **Directors** are assigned a specific group of villages.

Your Mailbox Captain, _____ lives at _____
In Village _____ Mail Station _____ and can be reached by phone _____
or email _____

To learn more about Neighborhood Watch please contact your Mailbox Captain & visit our website at SCLHWatch.org.

Note – for those who live in Village 44 (Villas) please contact your Mailbox Captain for additional information

911

All Cell phone and landline calls made within Lincoln city limits will go directly to the Lincoln Police and fire Departments. For non-emergency calls use 916.645.4040.

ALERTS



Alerts are "FYI" or public safety informational emails based on incidents within Sun City Lincoln Hills and police reports that impact our community. Although each resident is encouraged to sign-up to receive their own Alerts, Mailbox Captains will forward Alerts to their residents. To sign-up for Alerts, go to sclhwatch.org and click *Add me to Alerts*. An email message will appear - just click Send; no message necessary. Your email address will be added to the Alerts list. You can also contact the Alert Team directly at

Alerteditor@sclhwatch.org

INCIDENTS

Neighborhood Watch encourages residents to be the eyes and ears of the Lincoln Police and Fire Department. If you "see something, say something" – to report incidents visit the SCLHWatch.org homepage and click "**REPORT AN INCIDENT**".

VIAL OF LIFE

This program encourages individuals to have their complete medical information readily available for EMS to reference during an emergency. Your Mailbox Captain will provide you with a Vial of Life "kit" and instructions on how to complete the Vial of Life forms. In an emergency EMS will expect to find your Vial of Life information on the top shelf of your refrigerator door. Instructions can be downloaded here SCLHWatch.org/documents

WELCOME

Resident participation is a vital part of achieving our goals of strengthening neighborhood ties, increasing personal safety and security awareness, and encouraging emergency preparedness. Please complete the attached **Neighborhood Watch Registration Form** and return it to your Mailbox Captain.

WELCOME TO THE NEIGHBORHOOD – WE ARE GLAD YOU ARE HERE!



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Welcome Packet for New Residents

NEIGHBORHOOD WATCH

WARNING
ALL SUSPECTED PERSONS AND ACTIVITIES
ARE IMMEDIATELY REPORTED TO
OUR POLICE DEPARTMENT
NEIGHBORHOOD WATCH
WE LOOK OUT FOR EACH OTHER
SCLHWATCH.ORG

AND

NEIGHBORS InDeed
Sun City Lincoln Hills
NEIGHBORSINDEED.ORG

WELCOMES YOU
TO
SUN CITY LINCOLN HILLS
SCLHRESIDENTS.ORG

Neighborhood Watch funded by LincolnHillsFoundation.org

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Welcome Packet Tuesday

- WHO:** Neighborhood Watch Mailbox Captains
- WHEN:** 1st and 3rd Tuesday of each month - **10:30 a.m. – 11:00 a.m.**
- WHERE:** Kilaga Springs Lobby – look for our red We♥Our Neighbors' Shirts
- WHAT:** Welcome packets
- Vial of Life
- We♥Our Neighbors buttons – (\$5 each)
- Boris the Burglar Window Decals (\$1 each)
- Answers your Neighborhood Watch questions

Dee Fuggiasco, will be distributing welcome packets on the 1st and 3rd Tuesday of each month – *in the Kilaga Springs Lobby from 10:30 to 11:00 a.m.*

To ensure adequate inventory is available, Coordinators and Mailbox Captains should contact the Welcome Packet Coordinator via email at welcomepacket@sclhwatch.org. Requested packets will be available for pickup at the next scheduled Welcome Packet Tuesday – the *1st and 3rd Tuesday of the month from 10:30 – 11:00 am.*

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How to Obtain a Welcome Packet or Vial of Life

- 1. DOWNLOAD** printable copy of *Welcome Packet*, *Vial of Life*, or *Emergency Medical Information Forms* (click on Welcome Packet button)
- 2. EMAIL** a request to welcomepacket@sclhwatch.org or use link at bottom of webpage under contacts
- 3. SUBMIT** reservation request by clicking the WELCOME PACKET button on the home page and then complete/submit form.

<https://sclhwatch.org/welcome-packet/>



WELCOME PACKET REQUEST FORM

Please complete and submit form below. The Welcome Packet Coordinator will have your requests available for pickup at the next *Welcome Packet Tuesday Event*.

Name *

First

Last

Email *

Items requested

- Welcome Packet
- Seniors First - How Do I Get There If I don't Drive?
- Seniors First - Senior Resource Guide
- Red Cross STICKER - for Vial of Life

Village and or Mailbox Number (if applicable)

Comment or Message

Submit Request

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Vial of LIFE – Lifesaving Information For Emergencies

www.sclhWatch.org

WHAT IS THE VIAL OF LIFE PROGRAM?

The Vial of Life is an Medical history Information 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 five easy steps to using the Vial of Life.

1. Although the **Emergency Medical Information Form** is part of the **Neighborhood Watch Welcome Packet**, a current copy can be downloaded **HERE** – be sure to *save to your computer*.
2. Fill out the information completely; make sure it is current and legible.
3. Fold the completed information form and place it in a plastic baggie. (If you have a “Do Not Resuscitate” (DNR) form, be sure to attach a copy.)
4. Although a Vial of Life sticker may be placed on your front door, medical personnel will automatically look in the refrigerator door for your Vial of Life information.
5. Place the baggie containing your medical information on the top shelf of your refrigerator door.

NOTE:

The Vial of Life will only work if the information is accurate, complete, and updated as changes occur.

Neighborhood Watch thanks the Lincoln Hills Foundation for their ongoing support and funding.

Vial of Life ... will speak FOR you when you are unable to speak

What information should be in the Vial of life?

First Responders will look for the Vial of Life on the top shelf of the refrigerator door and ask;

- * Do you have any medical conditions?
- * Are you taking any medications or supplements?
- * Do you have any allergies?
- * Which hospital should they take you to?
- * Who should they contact?
- * What is your doctor's name and phone number?
- * Who is your insurance contact?
- * If you have pets - who will care for them?

In stressful situations common things may be difficult to remember, so please plan ahead and complete your Vial of Life form today - It only takes a few minutes and could save precious time in an emergency.

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Emergency Medical Information Form

Sun City Lincoln Hills Neighborhood Watch
VIAL OF LIFE
EMERGENCY MEDICAL INFORMATION
 Please check and update this form monthly for accuracy!

Date Completed: _____ Updated: _____

Basic Information

Name: _____ Phone: _____
 Street: _____ City: _____ State: _____ Zip: _____
 In an Emergency, please notify: _____ Phone: _____
 Street: _____ City: _____ State: _____ Zip: _____
 If pets are in the home, in an emergency notify: _____ Phone: _____
 Pet names/additional information: _____

Identifying Information

_____ Male _____ Female Height: _____ Weight: _____
 Date of Birth: _____ Marital Status: _____
 Hair Color: _____ Eye Color: _____
 Blood Type: _____ Religion: _____
 Primary Language Spoken: _____ Other Language(s): _____
 _____ Glasses _____ Contact Lenses _____ False Teeth/Bridge
 Hearing Aid: _____ Left _____ Right Deaf: _____ Left _____ Right
 Blind: _____ Left _____ Right Artificial Eye: _____ Left _____ Right
 Artificial Limbs or Prosthetic Devices: _____
 Pacemaker Model #: _____ Defibrillator Model #: _____
 Identifying Marks (i.e., birthmarks, tattoos, etc.): _____
 Normal Blood Pressure: _____/_____ Smoker Non-Smoker

Medical History
 Check Conditions that you have been treated for:

<input type="checkbox"/> Allergies	<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> Epilepsy	<input type="checkbox"/> Heart Condition	<input type="checkbox"/> Tuberculosis
<input type="checkbox"/> Anemia	<input type="checkbox"/> Cancer	<input type="checkbox"/> Glaucoma	<input type="checkbox"/> Jaundice	<input type="checkbox"/>
<input type="checkbox"/> Arthritis	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Hay Fever	<input type="checkbox"/> Sinus	<input type="checkbox"/>
<input type="checkbox"/> Asthma	<input type="checkbox"/> Insulin	<input type="checkbox"/> Hepatitis	<input type="checkbox"/> Stroke	<input type="checkbox"/>

BE SURE TO COMPLETE REVERSE SIDE

Current Medical Information

Name of Doctor: _____ Phone #: _____
 Name of Doctor: _____ Phone #: _____
 Currently Being Treated for: _____

*Current Medications:

Medication	Dosage	Taken How Often? (Frequency)	Taken to treat what condition?	Located where in your home?

* FOR ADDITIONAL MEDICATIONS OR TO RECORD UPDATES, ATTACH & DATE A SEPARATE PAGE.

Allergies to Medications: _____

Hospital Information

Hospital Preference: _____ City _____ State _____
 Last Hospitalization: _____
 Hospital: _____ Date: _____ Treated For: _____
 _____ Living Will If yes, location of Living Will: _____
 _____ Do Not Resuscitate (DNR) Order Location of DNR: _____
 Organ Donor

Medical Insurance Information

Medicare #: _____ Medicaid #: _____
 Blue Cross/Blue Shield #: _____
 Other Policy #: _____

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Want to Volunteer?

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.



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Want to Volunteer?

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.
- **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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Lincoln Fire
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Placer County Sheriff (Facebook)
Curator Security, Inc

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Alerts Coordinator
Welcome Packet Coordinator
Lost Pet Alert Team
Webmaster

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Seniors First

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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

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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) Susie Jones				DATE JOINED 5-10-2022	ASSIGNED COORDINATOR 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

v 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

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Data Sharing

- Share only with your Coordinator or Co-Captain.
- Use your email group for Neighborhood Watch business only.
- Emergency contact information to be shared with First Responders ONLY.



"That guy is stealing my data!"

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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

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NEIGHBORHOOD WATCH LOST PET ALERTS PROGRAM



If you have a lost or found pet, please contact one of our Neighborhood Watch Lost Pet Alerts Team Members as soon as possible:

Mary Shelton, Coordinator

Sharon McCall

Teresa Tanin

916 409 9923 – **Microchip Reader**

408 888 9773 – **Microchip Reader**

530 400 8526 – **Microchip Reader**

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Navigating Neighborhood Watch WEBSITE

SIGNING UP FOR ALERTS:

- From your own computer, simply click the add me to alerts **BUTTON**
 - A blank email will open, simple hit **SEND**
 - You will **NOT** receive a confirmation email

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Navigating Neighborhood Watch WEBSITE

- [About Us](#) provides information about NW and our Board of Directors, [Documents](#) provides links to NW Forms, Flyers, Brochures and helpful links, [Maps](#) provides links to all village maps and NW Director areas,
- [Security](#) provides safety flyers, [How Do I . . .](#) provides links to our lost pet program, Placer Alerts, and Animal Control, [Training](#) provides links to online training for Mailbox Captains & Coordinators.

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Navigating Neighborhood Watch WEBSITE

- [Who is My Captain:](#) opens a submission form which is sent to the Director of Volunteer Records,
- [Report an Incident:](#) opens a Submission form which sends report to NW Alert Editor,
- [Who Should I Call:](#) opens a downloadable document of important numbers,
- [Add Me to Alerts:](#) opens a submission email, just hit send to enrolled in alerts,
- [Want to Volunteer:](#) opens a submission form which is sent to the Director of Volunteer Records.

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Want to Volunteer?

ONE STOP LOCATION FOR ALL NW COMMUNICATION & INFORMATION

Need to know who to call? – click the [who to call](#) button!

- *A list of important numbers will open – save to your desktop for future reference.*

Want to sign up to receive alerts? – click the [add me to alerts](#) button!

- *A blank email will open – simply click send, the webmaster will approve/enroll you.*

New to Sun City and want to meet your Mailbox Captain? – click [Who's my Captain](#) Button!

- *A form will open – provide your information and click submit, our Volunteer Records*

Coordinator send the information to you via email

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ONE STOP LOCATION FOR ALL NW COMMUNICATION & INFORMATION

Want to report an incident? – click the [Report an Incident](#) button!

- *A form will open – fill it out and click submit report – someone will contact you soon.*

Want to read NW Safety Alerts? – click the [Alerts](#) Icon!

- *All NW Alerts are posted to our site with most current alert listed first.*

Want to learn more about NW? – click on [ABOUT US](#)!

- *Read about our board members, NW Mission Statement, contact information & much more.*

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ONE STOP LOCATION FOR ALL NW COMMUNICATION & INFORMATION

Need information about Lincoln Police and Fire? – click on the [Lincoln Police Links!](#)

- Vacation checks, camera registration, Crime Watch, Project Lifesaver & much more

Need to learn about future meetings or events? – click on the [CALENDAR!](#)

- *Find date and location for Special Events, NW Meetings, Welcome Packet Tuesday's and more*

Need additional Resources? – be sure to check the footer at the bottom of each webpage!

- *Links to the Lincoln Hills Foundation, Neighbors InDeed, SCLH Website & more*

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Top Three Ways to Stay Informed and Connected

ONE: To receive NW Alerts, using your personal computer, go to sclhwatch.org & click **ADD ME TO ALERTS**

sclhwatch.org



1 Using your personal computer, go to sclhwatch.org and click **ADD ME TO ALERTS**

TWO: To receive Association eNews, go to www.sclhresidents.com (log in) & click **SIGN UP FOR ENEWS**

www.sclhresidents.com



2. For Association eNews, go to www.sclhresidents.com (log in) & click on **Sign up for eNews**

THREE: To receive Placer Alerts go to www.placer-alert.org & click on **SIGN UP**

www.placer-alert.org



3 To receive Placer Alerts go to www.placer-alert.org & click on **SIGN UP**

Sun City Lincoln Hills Neighborhood Watch – Neighbors Helping Neighbors

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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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