

SUN CITY LINCOLN HILLS

# NEIGHBORHOOD WATCH



## 2020 & BEYOND

# POLICIES AND PROCEDURES HANDBOOK

EFFECTIVE

FEBRUARY 27, 2020 (R)

**Revision History:**

**September 10, 2020;** Communication Policy added to Mailbox Captain & Coordinators Section

**October 27, 2020;** Director of Volunteer Record & Past Executive Director Positions added, Executive Assistant duties revised

**February 10, 2021;** New Change Form, Reporting Requirements for Village Coordinators and Directors, Addition Of 10 & 20-Year Recognition, Director/Officer Eligibility & Removal Of Term Limits.

**September 27, 2021;** Report submission requirement reduced to once a year or Whenever Changes Occur, Form distribution changes, Volunteer Appreciation Program and Buttons, Executive Director Duties, Addition of Communication Standards, Resignation Procedures for Mailbox Captains, NNO moved to first Tuesday in October See Pages 15,19,21,24,27, & 31

**June 15, 2022;** Directors List of Coordinators Report/distribution updated to include Executive Director and Coordinators list of Mailbox Captains to include DVR pages 23 & 26 Volunteer Appreciation Years of Service Date change-Pages 14,19,21, &23

**July 13, 2024;** addition of Funding Coordinator as an officer of NW Board, NW transition to a 501C (3) organization, Election of Officers.

**July 09, 2025:** Removed lost pet program, updated alerts, treasurer, and funding coordinators duties, and removed red/yellow disaster alert cards.

*The information contain in this handbook is considered CONFIDENTIAL and is the property of **Neighborhood Watch**.*

*In the event the holder of this handbook is unable to continue in their position, please contact the Neighborhood Watch Executive Assistant via email at [executiveassistant@sclhwatch.org](mailto:executiveassistant@sclhwatch.org)*



# 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.



**Sun City Lincoln Hills Neighborhood Watch**

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# **CHAPTER 1 – WELCOME TO 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.

## **WELCOME**

We are pleased you have chosen to volunteer with Neighborhood Watch. Volunteers are a vital part of achieving our goals of strengthening neighborhood ties, increasing personal safety and security awareness, being the eyes and ears of the Lincoln Police and Fire Departments, and encouraging emergency preparedness.

## **HISTORY**

In May 2000, a small group of residents met to establish a Lincoln Hills Neighborhood Watch Program. This highly effective program, in cooperation with local law enforcement, effectively reduced crime and increased security of residents. During the summer of 2000, a committee of nine residents began to organize watch-teams based on mailbox locations. By the end of July 2000, 123 teams had been formed. Neighborhood Watch continues to operate today, covering 6783 homes.

The original committee of nine has grown to over 650 volunteers who continue to work on behalf of our community as Mailbox Captains, Village Coordinators, Directors, and Support Groups. Due to improvements in technology, Neighborhood Watch is now on a path of advancement and looks forward to implementing new training strategies and strengthening neighborhood ties by utilizing web-based communications. Welcome to Neighborhood Watch 2020 and Beyond.

NW continues to grow and became a 501c(3) charity organization effective May 14, 2024.

**Thank you for your interest in volunteering with Neighborhood Watch – we are glad you're here.**



## **NEIGHBORS HELPING NEIGHBORS**

Neighborhood Watch assigns a Mailbox Captain to each mailbox station. Mailbox Captains greet new residents with a Welcome Packet which includes information on safety and security and a Vial of Life kit that contains two Vial of Life forms. The Mailbox Captain maintains confidential emergency contact information for each resident who wishes to participate.

Neighborhood Watch encourages residents to be the eyes and ears of the Lincoln Police and Fire Department. If you “see something, say something” go to the NW Website visiting [sclhwatch.org](http://sclhwatch.org) and click on “Report an Incident” and submit a report.

Each resident is encouraged to sign up to receive NW alerts. As a courtesy to new residents, Mailbox Captains will forward public safety and security information Alerts to residents until they have successfully enrolled in the program themselves. Mailbox Captains will continue to communicate alerts to residents who do not have access to the internet. When going on vacation, let your neighbors know—sign up for Lincoln Police Vacation Home Check by going to [NW website/security/safety flyers/LPD Vacation Check Request](http://NW website/security/safety flyers/LPD Vacation Check Request).

Neighborhood Watch also encourages neighbors to participate in National Night Out (NNO) which is a community, and police "safety-awareness-raising" event held throughout the United States. NNO is always observed on the first Tuesday October.

## **CHAPTER 2 – DEFINITIONS**

### **ALERTS**

Are public safety information based on incidents within the Sun City Lincoln Hills community.

### **ADVISORY GROUP MEMBER**

Are residents or non-residents or who support Neighborhood Watch and may be affiliated with other Sun City Lincoln Hills volunteer groups, Placer County Departments, or City of Lincoln Departments; provide important safety and security information and assistance in the implementation of the Mission of Neighborhood Watch.

### **BOARD OF DIRECTORS**

Is a collective group of all Directors.

### **COMMITTEE**

Is a working group appointed by the Board of Directors or Executive Director for a specific function.

### **DIRECTORS**

Are elected by the voting members and are responsible for the management of Neighborhood Watch. There can be no more than fourteen (14) directors.

### **EXECUTIVE DIRECTOR**

Is the chief executive officer of the organization; all NW communication must be approved by the Executive Director.

### **GROUP CONTACT LISTS**

Are email lists created by individual volunteers on their own computers utilizing Neighborhood Watch contact information. Emails sent using contact lists shall be sent using the BCC to avoid disclosing names or email addresses. Contact lists should not be used to send information not related to the Neighborhood Watch Mission.

### **MAILBOX CAPTAIN (MC)**

Is a NW Volunteer who collects personal resident information within their assigned Mail Station. The information shall be held confidential.

### **MAIL STATION**

Is a collection of 8 to 16 individual residences mailboxes.

## **MAJORITY**

Is defined as 50% plus one.

## **MEMBERSHIP**

Includes every resident of Sun City Lincoln Hills. Neighborhood Watch does not differentiate between property owners and resident renters.

## **MEMBERSHIP LISTS**

Include Board of Directors List, Advisory and Support Groups List, Village Coordinators List and Mailbox Captains List used to send emails to NW Volunteers using BCC.

## **NEIGHBORHOOD WATCH**

Is the name of Sun City Lincoln Hills Neighborhood Watch, hereinafter referred to as Neighborhood Watch or abbreviated as SCLHNW or simply NW.

## **NEIGHBORHOOD WATCH WEBSITE**

Is accessed at [sclhwatch.org](http://sclhwatch.org).

## **NEIGHBORHOOD WATCH VOLUNTEERS**

Are defined as those members serving as Directors, Officers, Village Coordinators, Mailbox Captains, and Support Group Members.

## **OFFICERS**

Include the Executive Director, Assistant Executive Director, Executive Assistant, Director of Volunteer Records, Funding Coordinator and Treasurer. They are elected by the Directors from the Board of Directors.

## **SUPPORT GROUP MEMBER**

Is a NW Volunteer resident with expertise in a specific field who can aid and assist the Officers, Directors, and other NW Volunteers to organize, manage and communicate the implementation of the Mission of Neighborhood Watch. *Support Group Members are appointed by the Executive Director and reviewed annually.*

## **UNEXCUSED ABSENCES**

Are assigned to Directors who fail to attend Board, Annual or General Meetings without notifying the Executive Assistant or Executive Director prior to the meeting.

**VILLAGE**

Is a group of Mail Stations.

**VILLAGE COORDINATOR**

Is a NW Volunteer resident representing a specific village.

**VOLUNTEER ELIGIBILITY**

Any member of Neighborhood Watch shall be eligible to become a Director, Village Coordinator, Mailbox Captain, or be part of any support group and shall be referred to as NW Volunteers.

**QUORUM ANNUAL MEETING**

Is established when 20% of the eligible voting members are present.

**QUORUM ALL OTHER MEETINGS**

Is established when a Majority of Directors are present.

## **CHAPTER 3 – ORGANIZATION POLICIES**

### **AMENDMENTS TO POLICIES AND PROCEDURES**

**Editorial Changes** can be done by the Executive Assistant with the approval of the Executive Director.

**Amendments** – the Board of Directors may periodically review and propose amendments to the policies and procedures. Adoption of amendments requires a majority vote of the Board of Directors.

### **DATA BACKUP POLICY**

The purpose and scope of this policy are to safeguard Neighborhood Watch information and prevent the loss of data that would cause a hardship to the organization.

- The NW Executive Assistant, Treasurer, DVR, and Funding Coordinator shall provide monthly backup accessible to the Executive Director.
- Mailbox Captains, Village Coordinators and Directors are required to backup reports.

### **NEIGHBORHOOD WATCH DOCUMENT DESTRUCTION POLICY**

To safeguard residents' and volunteers' personal information, all printed records containing emergency contact information, email addresses, and outdated documents, are to be destroyed using a crosscut shredder.

### **OBSERVE AND REPORT POLICY**

The key to a successful Neighborhood Watch program is recognizing the importance of good observation skills to keep our neighborhood safe. Neighborhood Watch encourages all 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 model of vehicle, color, age and direction of travel.
- When describing people, include the gender, age, and ethnicity. Note approximate height, weight, hair, and clothing. Be as specific as possible.

## **WHEN TO CALL 9-1-1**

When a crime, fire, or medical emergency is in progress, if the incident just occurred, and the suspect is likely to still be in the area, or if a resident has evidence or information that may lead to apprehension or arrest of a suspect.

## **NON-EMERGENCY REPORTS**

Non-emergency reports can be submitted to the Lincoln Police Department by calling (916) 645-4040 or online at [www.lincolnpd.org](http://www.lincolnpd.org) . Emails are only monitored during business hours.

## **COMMUNITY ASSOCIATION'S SECURITY COMPANY**

Monitors Association's common areas (buildings, grounds, trails, open space).

Security is not authorized to provide security services on private property.

If you observe any unusual activity in or around community facilities or trails, contact security as shown in the “who should I call” list posted on website. If unable to contact security, incidents involving the Association's common areas should be reported to the Lincoln Police Department's non-emergency number (916) 645-4040.

## **REPORTING INCIDENTS**

Residents should report incidents to the Neighborhood Watch Alerts Team (after reporting to police) by going to the NW Website homepage/*Report an Incident*/ complete the form then *Click Here to Submit the Report*.

## **NEIGHBORHOOD WATCH VOLUNTEER RECOGNITION**

Volunteer years of service shall be continuous and calculated as of February 15<sup>th</sup> of each year.

Neighborhood Watch Volunteer recognition will be as follows:

**5 Year** – added to Perpetual and Five – year Volunteer Honor Roll, receive Letter of Appreciation.

**10 Year** – added to 10 – year Honor Roll, receive Letter of Appreciation.

**15 year** – added to 15 – year Honor Roll, group photo, receive Recognition Award.

**20 year** – added to 20 – year Honor Roll, group photo, Recognition Award.

**25 year** – added to 25 – year Honor Roll, group photo, Recognition Award.

Honorees will be acknowledged at the Volunteer Appreciation Dessert Event.

### **VOLUNTEER APPRECIATION PROGRAM**

As an incentive to our volunteers, Mailbox Captains and Coordinators (Directors are excluded) who submit reports on time will be entered in a drawing for a \$25 Sun City Lincoln Hills Gift Card. For those managing multiple mailboxes or villages, a submission will be allowed for each report submitted on time. Coordinators and Directors will prepare a list for each Village Coordinator and Mailbox Captain eligible for the drawing. Each Director will draw two winners.

Coordinators must forward their list of eligible Mailbox Captains to their assigned Director one week after the report deadline. The list must include the volunteers name, phone number, role, village, mail station and director. The drawing for the gift card winners will be done by their director prior to the March Board of Directors meeting. Gift cards will be presented by their director at the Volunteer Appreciation Dessert Event.

### **GUIDELINES FOR BORIS THE BURGLAR STATIC CLING DECALS FOR WINDOWS**

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 at the NW "It's the Life Style" event, annual meetings, general meetings or, when picking up a welcome packet.

### **NEIGHBORHOOD WATCH – WE HEART OUR NEIGHBORS**

We Heart our Neighbors Magnetic Button can be purchased for \$5 at the following events, "It's the Life Style", annual meetings, general meetings or, when picking up a welcome packet. Directors will provide new Mailbox Captains and Coordinators with a complementary We Heart our Neighbors Magnetic Button.



## **CHAPTER 4 – ORGANIZATION STRUCTURE**

### **DUTIES AND RESPONSIBILITIES**

The Neighborhood Watch Board structure consists of six Officers, an Executive Director, an Assistant Executive Director, Executive Assistant, Director of Volunteer Records, Funding Coordinator and Treasurer, and up to eight Directors, for a total of 14 Directors to lead the organization. They work under the leadership of the Executive Director. The Advisory and Support Groups assist the board in executing the Mission Statement of Neighborhood Watch.

The current organizational chart showing Current Board Members, Support and Advisory Groups go to the NW Website, About Us/Our Board/Organizational Chart.

To view the NW Directors, Advisory and Support Groups Lists, go to NW Website, About Us/Contact Watch/Directors, Advisory and Support Group Contact List.

### **EXECUTIVE DIRECTOR – DUTIES AND RESPONSIBILITIES**

The Executive Director serves as chief executive officer of NW and provides guidance and support to the Officers, Directors, volunteers, and members of Sun City Lincoln Hills Neighborhood Watch.

Specifically, the duties are as follows:

1. Manages the daily operations of NW,
2. Serves as the principal spokesperson for Neighborhood Watch and liaison to the SCLH Community,
3. Prior to submission, previews and approves all material for Compass Magazine, Sun Senior News, NW flyers, NW Website, Alerts, FYI bulletins and items sent via Membership Lists,
4. Develops meeting agendas and presides at all Neighborhood Watch Meetings and Events, unless otherwise designated,
5. Annually reviews and assigns members to standing and ad hoc committees, advisory and support groups, and provides guidance as needed,
6. Reviews and authorizes all expenditures,
7. Determines what qualifies as an “alert” or “FYI,”
8. Coordinates with police and fire for National Night Out, Safety Events, or any other topic relevant to our mission,
9. If unable to continue in the position, the Executive Director notifies Assistant Executive Director and Executive Assistant.

### **REQUIREMENTS FOR THE POSITION**

Adheres to the requirements of the Director's position and follows the Lincoln Police and Fire Facebook page and monitors weekly police activity.

### **PAST EXECUTIVE DIRECTOR – DUTIES AND RESPONSIBILITIES**

The Past Executive Director serves as a transition mentor and advisor to the Board of Directors for up to one year after retiring as Executive Director. The Past Executive Director will not have voting privileges or decision-making powers.

Specifically, the duties are as follows:

1. Attend Board Meetings as desired or requested,
2. Mentor the Executive Director and Board of Directors in leadership and decision-making,
3. Serve on committees as designated by the Executive Director in an advisory capacity,
4. If unable to continue in the position, the Executive Director notifies Assistant Executive Director and Executive Assistant.

### **REQUIREMENTS FOR THE POSITION**

Was Executive Director from the previous year.

### **ASSISTANT EXECUTIVE DIRECTOR – DUTIES AND RESPONSIBILITIES**

1. Acts in the absence of the Executive Director,
2. If the Executive Director position is vacated, either by resignation or other manner, the Assistant Executive Director assumes the duties of the Executive Director,
3. If unable to continue in the position, notifies Executive Director.

### **REQUIREMENTS FOR THE POSITION**

Adheres to the requirements of the Director's position.

### **EXECUTIVE ASSISTANT – DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

Specifically, the duties are as follows:

1. According to the Agenda and Minutes Distribution Timeline Table (see meeting chapter) the Executive Assistant prepares draft agendas and distributes for input and distributes final meeting agendas,

2. According to the Agenda and Minutes Distribution Timeline Table (see meeting chapter) records minutes, creates a draft, distributes for input, presents at meeting, updates if required, and distributes final version,
3. Supports Board Members as needed,
4. May select up to two volunteers to assist in performing administrative duties,
5. Maintains Neighborhood Watch Documents including, Village Maps, Bylaws, NW Policies and Procedures Handbook, minutes, and perpetual Neighborhood Watch Volunteer Honor Roll lists
6. Executive Assistant follows procedures outlined in NW Operational Manual,
7. Follows Association printing procedures when submitting a Printing Request to a association,
8. Retains records for three (3) years plus current year and shreds outdated reports using a cross-cut shredder,
9. Each March 15<sup>th</sup> the executive assistant will run a report to determine recipients of the Five, Ten, 15-, 20-, and 25-Year Honorees,
10. If unable to continue in the position, notifies Executive Director.

### **YEARLY REPORTS**

1. Prepares Yearly Meeting Schedules and room reservations for meetings and events,
2. Submits the Club and Group Contact Update Form to the Room Booking & Club Coordinator,
3. Prepares letter to Bank to delete and add new officer signature authorizations.
4. Submits the Neighborhood Watch Printing Log to the Association.

### **REQUIREMENTS FOR THE POSITION**

Adheres to the requirements of the Director's position.

### **DIRECTOR OF VOLUNTEER RECORDS— DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

Specifically, the duties are as follows:

1. DVR maintains records of the Master Village Coordinator List of Mailbox Captains,
2. DVR updates records to reflect annual update submissions—by February 15<sup>th</sup> or whenever changes occur,
3. DVR receives a copy of the Directors List of Coordinators Report from each Director and follows up with Directors if annual reports are not received by February 15<sup>th</sup>,
4. DVR receives a copy of the coordinators list of Mailbox Captains Report from each Coordinator,

5. DVR updates the NW *Change log* whenever Village Coordinator or Mailbox Captain changes occur and forward the Change Log to the Executive Assistant (EA). The EA will add/delete names/emails from the NW membership list, indicates date completed and returns document to the DVR,
6. DVR forwards a PDF version of the Master List of Coordinators to the Alerts Program Coordinators and Board of Directors whenever changes occur (files name shall always reflect revision date),
7. DVR forwards a Excel copy of the Master Village Coordinator List of Mailbox Captains to the Executive Director and Executive Assistant,
8. DVR Responds to “Who is my Mailbox Captain” and “Want to Volunteer?” requests with relevant contact information. Email address – [NWDirectorVR@sclhwatch.org](mailto:NWDirectorVR@sclhwatch.org)

### **REQUIREMENTS FOR THE POSITION**

Adheres to the requirements of the Director’s position as well as basic computer skills.

### **FUNDING COORDINATOR – DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

The role of the Funding Coordinator is to actively seek grants which further our mission statement; monitor awarded grants to ensure compliance with grant allocations; write annual reports for each of the grants, grant summary reports, and mid-term Board updates as to the status of the grants. Maintain records of all transactions pertaining to 501(c)3.

Specifically, the duties are as follows:

1. Obtain grant request information, which furthers our mission statement,
2. Write grants with input from all Board members,
3. Submit grants after Board approval,
4. Notify all Board members when a grant has been awarded,
5. Monitor all grants to ensure compliance with grant allocations,
6. Work closely with Treasurer to ensure alignment,
7. Write all summary, annual, and Board reports,
8. Ensure all Board members are regularly kept apprised of grant status,
9. Report monthly at Board meetings, which grants have been applied for, which have been received,
10. Maintain records of all grants, and reports.
11. File 501(c)3 tax report each May.

12. Thank you letters shall be sent within 30 days of receipt of donation.
13. Maintain all records of checks and “Thank You” letters and send copies to Treasurer.
14. Communicate regularly with Treasurer to ensure all donations are recorded and “Thank You” letters are sent.

### **TREASURER – DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

Specifically, the duties are as follows:

1. Within 30 days after each election, coordinates meeting with financial institution to update signatures card utilizing updated Bank letter prepared by Executive Assistant,
2. Presents a current Treasurers Report at all Directors, Annual and General meetings,
3. Keeps records of monies received and expended, including donations,
4. Within seven days of receipt, provides copy of donation checks to funding coordinator
5. Maintains bank records and financial statements,
6. Creates annual budgets and submits to the Board of Directors for approval,
7. Reviews all invoices and processes Request for Reimbursement Form (NW Website/Documents/Forms/Reimbursement Form),
8. Issues and signs all checks drawn upon funds of the organization, except those checks made payable to the Treasurer, upon approval by Executive Director,
9. Retains Treasurer’s records for seven (7) years plus current year and shreds outdated reports using a cross-cut shredder,
10. If unable to continue in the position, notifies Executive Director and Executive Assistant.

### **REQUIREMENTS FOR THE POSITION**

Adheres to the requirements of the Director’s position as well as basic bookkeeping skills.

### **DIRECTOR – DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

Specifically, the duties are as follows:

1. Reviews Neighborhood Watch Policies & Procedures Handbook,
2. Receives and maintains Directors assigned Village information,
3. Participates in Neighborhood Watch planning and decision-making,
4. Performs special assignments as requested by the Executive Director,

5. Shares information from the Board to the Coordinators, as well as communication from the Coordinators with the Board of Directors,
6. Oversees, supports and provides guidance and assistance to assigned Village Coordinators using the following reports:
  - a. To view NW Director's Village Assignments, go to the NW Website, Documents/Board Documents/Director's Village Assignments,
  - b. To view NW Coordinator lists sorted by village and name go to NW Website, About Us/Contact Watch/Coordinators by Village OR Coordinators by Name,
  - c. To view NW Director's Allocation Map, go to NW Website, Maps/Directors Allocation Map,
7. Arranges for backup and notifies Coordinators, Executive Director, and Executive Assistant, If the Director is absent for any length of time,
8. Assumes the duties of vacant Village Coordinator and/or vacant Mailbox Captain positions,
  - a. If a director is both temporary Village Coordinator and Mailbox Captain, the Director will recruit a Captain to be Co-coordinator or provide the Executive Assistant with a copy so two people, have a copy of the MAILBOX CAPTAIN Resident Contact information Report for that Mailbox Mail Station,
  - b. Notifies Mailbox Captains and residents of their temporary status,
  - c. Forwards safety and security information and other Neighborhood Watch information using BCC email feature to protect residents' email addresses,
9. Recruits new Village Coordinators for vacant positions,
10. Relieves Coordinator of duties if not able to fulfill responsibilities or whose actions are not in the best interest of organization,
11. Provides training for new Village Coordinators on Neighborhood Watch policies and procedures and notifies Mailbox Captains of appointment,
12. Provides new Village Coordinators with Village information,
13. Encourages Village Coordinators to attend NW Annual and General Meetings,
14. Notifies Executive Director and assigned Village Coordinators if resigning and offers to find own replacement,
15. Reports:
- ~~16.~~ Director receives a copy of the Coordinator's List of Mailbox Captains Report(s) and Change Form(s), if required, from the Village Coordinators. Director reviews report and Change Form(s) for accuracy and validates using the Master List of Mailbox Captains and Coordinators List. Directors follows up with Coordinators if not received by February 15<sup>th</sup>,

17. Directors List of Coordinators Report is reviewed annually on February 15<sup>th</sup> and updated as changes occur. Completes a Change Form for any additions, changes, and/or deletions. A copy of the Directors List of Coordinators Report and Change Forms are forwarded to the Director of Volunteer Records at [NWDirectorVR@sclhwatch.org](mailto:NWDirectorVR@sclhwatch.org) . For blank forms visit NW Website homepage, Documents/Forms.

- A copy of the Directors List of Coordinators Report is forwarded to the Executive Director and DVR annually on February 15<sup>th</sup> or whenever changes occur.

### **REQUIREMENTS FOR THE POSITION**

- Access to a computer with internet: an email address, intermediate level computer skills (including Microsoft Office); ability to write clearly and give tactful replies to resident inquiries; demonstrates organizational/management skills and people/problem-solving skills,
- Subscribes to Neighborhood Watch Alerts.

### **TRANSFER OF VILLAGE INFORMATION TO NEW DIRECTOR(S)**

Outgoing Directors forward all pertinent Neighborhood Watch village information and current electronic copies of their former villages to the newly assigned Director(s). This transfer shall be made as soon as possible and completed no later than the end of December. Notification to their assigned Village Coordinators needs to be made during the same time period. Each new Director meets with the outgoing Director to discuss requirements of the position.

### **NEIGHBORHOOD WATCH WEBMASTER**

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

### **ADVISORY GROUPS**

The advisory groups assign their liaison to NW. They offer advice and support to Neighborhood Watch in the areas of personal safety, security and emergency preparedness. The Board of Directors will determine to whom they report.

Advisory groups include the follow:

1. Lincoln Police Department,
2. Lincoln Fire Department,
3. Neighbors InDeed.

## **SUPPORT GROUPS**

Support group members consist of NW Volunteer residents (may also include Directors, Village Coordinators or Mailbox Captains) with expertise in a specific field who can aid and assist the Board of Directors, and other NW Volunteers to organize, manage, and communicate the implementation of the Mission of Neighborhood Watch. Support Group members are appointed by the Executive Director and reviewed annually. Board of Directors will determine to whom they report.

Support groups include the follow:

1. Alerts Program Coordinator,
2. Boris the Burglar Street Sign Coordinator,
3. Communications Board Coordinator,
4. National Night Out Program Coordinator,
5. New Resident Orientation Coordinator(s),
6. Training Program Coordinator,
7. Welcome Packet/Vial of Life Coordinator,
8. Neighborhood Watch Webmaster(s)
  
9. Writers Coordinator,
  - a. Neighborhood Watch Reporters: Sun Senior News, Community Forum, Clubs
  - b. Neighborhood Watch Photographer,

## CHAPTER 5 – VILLAGE COORDINATOR

Reports to their assigned Director

The Village Coordinator communicates with each of their Mailbox Captains and verifies that copies of their MAILBOX CAPTAIN Resident Contact Information Reports are updated each February 15<sup>th</sup>. Coordinators may have a co-coordinator to share responsibilities or to act in their absence.

### **DUTIES AND RESPONSIBILITIES**

Specifically, the duties are as follows:

1. Coordinators attend the Annual and General Meetings as voting members of Neighborhood Watch,
2. Attends a Village Coordinators workshop and/or completes online training on NW Website, Tutorials/Village Coordinators Training,
3. Provides guidance and assistance to their assigned Mailbox Captains to enable them to complete their duties and responsibility, as outlined in Chapter 6 - *Duties and Responsibilities Mailbox Captains*,
4. Coordinator receives a copy of the Mailbox Captains Resident Contact Information Report from each Mailbox Captain. Coordinators follows up with Mailbox Captains if not received by February 15<sup>th</sup>,
5. The Mailbox Captain Resident Contact Information Report is shared only between the Coordinator and Mailbox Captains,
6. Acts as temporary Mailbox Captain if position becomes vacant. Provides the MAILBOX CAPTAIN Resident Contact Information Report to either the assigned Director or another Captain so two people have a copy of the form,
7. Reviews Coordinators List of Mailbox Captain reports each February 15th. If NO changes, input DATE REVIEWED & send to assigned Director and DVR. WHENEVER changes occur, update report, input DATE UPDATED, and send a copy to assigned Director, DVR and to Coordinator's assigned Mailbox Captains. Document changes, additions and/or deletions on the NW Change Form and send updated report and completed NW Change Form(s) to assigned Director and DVR at [NWDirectorVR@sclhwatch.org](mailto:NWDirectorVR@sclhwatch.org). For blank forms visit NW Website homepage, Documents/Forms,
8. SIGNS UP FOR ALERTS - Village Coordinators must subscribe to Neighborhood Watch Alerts. To sign up for alerts, from their personal computer, a coordinator 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.

9. Notifies assigned Director of any safety, security or special events occurring in their village,
10. Coordinators will BCC assigned Director on all email communications written by the coordinator for Neighborhood Watch,
11. Periodically invites assigned Director to attend Mailbox Captains' meetings,
12. **REVIEWS POLICIES AND PROCEDURES.**

### **COMMUNICATION**

Membership and group contact lists shall only be used for Neighborhood Watch Business and shall not be used for commercial, political, personal causes or personal purposes. To avoid disclosing names or email addresses, All **emails shall be sent using BCC** (Blind Carbon Copy).

Group contact lists created and maintained by Mailbox Captains, Coordinators and Directors shall only be used for NW Business.

### **REQUIREMENTS FOR THE POSITION**

- Access to a computer with internet, an email address, basic level computer skills (including Microsoft Word), and people skills.
- Subscribes to Neighborhood Watch Alerts.

### **RESIGNATION/TERMINATION OF VILLAGE COORDINATOR**

#### **RESIGNATION WITH A REPLACEMENT**

Notifies and provides Mailbox Captains and assigned Director with new Coordinator information. Forwards documents and current electronic copies of the Mailbox Captain Resident Contact Information Report to the new Coordinator. Sends an updated Coordinators List of Captains Report to the assigned Mailbox Captains. Sends a copy of updated Coordinators List of Captains Report and change form to assigned Director.

#### **RESIGNATION WITHOUT A REPLACEMENT**

Notifies Mailbox Captains and assigned Director, forwards all documents and current electronic copies of the Mailbox Captain Resident Contact Information Report and the Coordinators List of Captains Report to assigned Director. The assigned Director will become the Temporary Village Coordinator.

#### **TERMINATION**

Any Village Coordinator 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 assigned Director.

## CHAPTER 6 – MAILBOX CAPTAINS

Reports to assigned Village Coordinator

At the heart of Neighborhood Watch is the Mailbox Captain. Each Mailbox Captain is responsible for a mail station, which consists of 8 to 16 individual mailboxes. Mailbox Captains collect and maintain resident information relative to the residents within their assigned mail station, forward safety and security information and encouraging mutual assistance.

Each Mailbox Captain works under an assigned Village Coordinator. Mailbox Captains gather contact information from the residents who wish to participate. Information gathered today, may save precious time in an emergency. For more information, visit our SCLH Neighborhood Watch website. Mailbox Captains may have a co-Mailbox Captain to share responsibilities or to act in their absence.

### **DUTIES AND RESPONSIBILITIES**

Specifically, the duties are as follows:

1. **WELCOMES** new residents and provides Welcome Packet,
  - Wears a name badge and NW red shirt/button (if the Mailbox Captain has one)
  - Completes and provides Neighborhood Watch Welcomes You to SCLH form and Includes contact information. To download the form, go to NW Website Homepage/Documents/Welcome Form,
  - Provides a Welcome Packet and explains the contents, which includes a Neighborhood Watch Brochure. To determine when and where to obtain the Welcome packet go to NW Website Homepage/Calendar,
  - Adds new resident's information to the mailbox captain Resident Contact Information Report,
  - Explains that 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,
  - Suggests residents sign up for alerts and notify their captain of any incidents.
2. **OBTAINS** emergency contact information from mail station residents – if residents choose to share – it is strictly voluntary. If residents choose not to participate note on report,
3. **COMPLETES MAILBOX CAPTAIN RESIDENT CONTACT INFORMATION REPORT**,
  - Downloads form, from the Website at SCLHwatch.org under Documents/Forms/Mailbox Captains Resident Information Report,

- For assistance completing the form go to NW Website/Tutorials/How to complete MAILBOX CAPTAIN Resident Contact information Report,
  - Report is reviewed each February 15<sup>th</sup>. If NO changes, input DATE REVIEWED & send to assigned Coordinator. WHENEVER changes occur input date updated, HIGHLIGHT CHANGES & send to assigned Coordinator,
  - CONFIDENTIAL INFORMATION – only share with your assigned Coordinator or Co – Captains,
4. **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 using the BCC (Blind Carbon Copy). If assistance is needed setting up an email group or using BCC, contact assigned Coordinator or Training Coordinator.
  5. **ENCOURAGES** mutual assistance between neighbors (buddy system) and participation in Neighborhood Watch activities,
  6. **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 residents 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 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,
  7. **PROVIDES RESIDENTS** with a “Vial of Life”; explains the importance of it,
  8. **ASSISTS RESIDENT IN REPORTING INCIDENTS.** After reporting to the Lincoln Police Department residents should go to the NW Website homepage and click on **REPORT AN INCIDENT**. Provide details; information goes directly to the Neighborhood Watch Alerts Team. 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.
  9. **ATTENDS** Mailbox Captain workshops or completes mailbox captain tutorials by going to the NW Website/tutorials/Mailbox Captains Workshop,
  10. **REMINDS RESIDENTS** to send MAILBOX CAPTAIN any changes in emergency contact information and update their Vial of Life Form,
  11. **REVIEWS POLICIES AND PROCEDURES.**

## **COMMUNICATION**

Membership and group contact lists shall only be used for Neighborhood Watch Business and shall not be used for commercial, political, personal causes or personal purposes. To avoid disclosing names or email addresses, **all emails shall be sent using BCC** (Blind Carbon Copy.)

Group contact lists created and maintained by Mailbox Captains, Coordinators and Directors shall only be used for NW Business.

## **REQUIREMENTS FOR THE POSITION**

- Access to a computer with internet, an email address, basic level computer skills (including Microsoft Word), and people skills,
- Subscribes to Neighborhood Watch Alerts.

## **RESIGNATION/TERMINATION OF MAILBOX CAPTAIN**

### **RESIGNATION WITH A REPLACEMENT**

Notify residents and assigned Village Coordinator with new Mailbox Captain information, forward documents and current electronic copies of the Mailbox Captain Resident Contact Information Report to the new Mailbox Captain. The Coordinator will update and forward a new Coordinators List of Captains Report to the assigned Mailbox Captains and sends a copy of updated Coordinators List of Captains Report and change form to assigned Director.

### **RESIGNATION WITHOUT A REPLACEMENT**

Notify residents and assigned Village Coordinator. Forward all documents and current electronic copies of the Mailbox Captain Resident Contact Information Report to assigned Village Coordinator. If there is no assigned Village Coordinator send to the assigned Director who will become the temporary Mailbox Captain.

### **TERMINATION**

Any Mailbox 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 assigned Director.

## CHAPTER 7 – MEETINGS

Members will be provided advance notice for the time and location of all Neighborhood Watch General Board Meetings and November Annual Meetings. Meeting Schedules are available on the NW Website under documents/board documents/Meeting Schedule. A monthly Calendar is also available on the NW Website and Communications Board.

Agendas for meetings should be published prior to the meeting and include:

1. Introduction of participants and special guests
2. Old Business
3. New Business and Announcements
4. Committee Reports – time limits as determined by the Executive Director
5. Open Forum
6. Director or Officer Comments
7. Adjournment

### **AGENDA AND MINUTES TIMELINE AND DISTRIBUTION TABLE**

<b>Agenda and Minutes Timeline</b>				
Meeting Type	Draft Agenda to Directors	Final Agenda and Draft Minutes previous Mtg	Draft Minutes to Directors	Final Minutes
General*	Five Weeks prior	Four Weeks prior	One week after	Upon Approval
Nov Annual *	Five Weeks prior	Four Weeks prior	One week after	Upon Approval
Board of Dir.	Two weeks prior	One week prior	One week after	Upon approval
Officers	None	Optional	None	Optional
Special Mtg.	None	Optional	Optional	Optional
Special Events	None	None	None	None
<b>Agenda and Minutes Distribution</b>				
Meeting Type	Draft Agenda to Directors	Final Agenda and Draft Minutes	Draft Minutes to Directors	Final Minutes
General	Directors	All Members	All Directors	All members
Nov Annual	Directors	All members	All Directors	All members
Board of Dir.	All Directors	All Directors	All Directors	All Directors
Officers	None	None	None	None
Special Mtg.	Not applicable	Optional	Optional	Optional
Special Events	None	None	None	None

*\*Annual/General Meeting minutes shall be approved at the next Annual or General Meeting.*

## **ANNUAL MEETING**

November Annual Meetings will include election of Directors to fill vacant positions. As voting members, Directors and Village Coordinators shall attend the November Annual Meeting. Mailbox Captains, Advisory and Support Groups, and residents may attend.

The day, time, and location of the November-Annual Meeting shall be published at least one (1) month in advance in the Compass, the Neighborhood Watch Communications Board, Neighborhood Watch Website, and through the Neighborhood Watch Email Network.

## **BOARD OF DIRECTORS' MEETINGS**

Board of Directors' Meetings shall consist of all Directors and shall meet a minimum of ten (10) times per year. Board of Directors' Meetings need not be held in months where an Annual or General Meeting occurs.

1. Any Member, with prior approval by the Director of their village, may appear at the Board of Directors' Meeting for a personal presentation of matters of concern. Such matters shall be submitted in writing at least two (2) weeks prior to the meeting. The presenter shall provide supporting documentation to distribute with the agenda. The item shall be presented as part of the "Open Forum."
2. The Board of Directors may hold a closed session on sensitive personnel matters. No minutes shall be recorded.

## **GENERAL MEETING**

General Meeting is held at least once a year to allow the Board of Directors to report on the state of the organization and requires a majority of Directors to attend to conduct business.

## **OFFICERS MEETINGS**

Officers' meetings are held on an as-needed basis, as determined by the Executive Director or a majority of Directors. Officers shall attend.

## **SPECIAL EVENT**

Special events may be national night out, symposiums, expos, pet fair, potlucks, forums, etc.

## **SPECIAL MEETINGS**

1. May be called by the Executive Director,
2. A majority of directors may call a special meeting,
3. Attendees will be determined based on topic.

### **YEARLY ROOM BOOKING RESERVATION**

Utilizing the previous year schedule, the Executive Assistant will provide a proposed meeting schedule for discussion and approval at the May Board of Directors meeting. The Executive Assistant will then submit facility reservation requests for all meetings and events as outlined in the NW Operations Manual.

Once all reservations have been approved the Executive Assistant will create a new NW yearly meeting and events schedule. The schedule shall be posted on the NW website and used to update the NW Monthly Calendar. A copy will be sent to all Board Members, Support and Advisory Group Members, Village Coordinators, and Mailbox Captains.

### **SIGN-IN SHEETS FOR MEETINGS, WORKSHOPS, AND EVENTS**

Neighborhood Watch Meeting sign-in sheets will be completed for all General Board Meetings, Workshops, Annual Meetings, and events per NW Operations Manual.

## **CHAPTER 8 – COMMUNICATIONS**

### **COMMUNICATION STANDARDS**

Prior to submission of Compass Magazine or Sun Senior News articles for publication, or posting NW flyers or FYI bulletins, or issuing emails via Membership Lists, all NW writers shall submit material and receive approval by the Executive Director.

### **REPORTERS**

NW writers submit articles of NW and community interest on a monthly basis to the COMPASS Magazine and Sun Senior News. All articles shall be submitted to the Executive Director and NW Writer’s Coordinator **at least one week prior** to submission deadline. All articles must be approved by the Executive Director prior to submission.

Writers are appointed by the Executive Director and appointments are reviewed annually.

Both the Sun Senior News and COMPASS Magazine articles will be posted to the NW website.

### **EMAILS**

Membership and group contact lists shall only be used for Neighborhood Watch Business and shall not be used for commercial, political, personal causes or personal purposes. To avoid disclosing names or email addresses. **All membership and group contact list emails shall be sent using BCC** (Blind Carbon Copy.)

Neighborhood Watch official titles or identifiers shall not be used when sending out information not related to or authorized by Neighborhood Watch.

### **GROUP CONTACT LISTS**

- Email addresses shall NOT be posted on the Communication Board or website,
- Lists created and maintained by Mailbox Captains, Coordinators and Directors shall only be used for NW Business.

### **MEMBERSHIP LISTS**

- Membership lists are confidential, and shall NEVER be shared, and are Maintained by NW Executive Assistant,
- Communication using Membership Lists MUST be approved by the Executive Director.

## **MASTER VILLAGE COORDINATORS LIST OF MAILBOX CAPTAINS**

- Master Village Coordinators list of Mailbox Captains is maintained by the Director of Volunteer Records (DVR),
- List shall not be posted on the Communication Board or website,
- List is distributed to active Directors, Alerts Coordinator and Pet Alerts Coordinator **ONLY**,
- Primary use of the list shall be to identify Village Coordinators and Mailbox Captains, and Directors for New Resident Orientation or “Who is my Captain” email requests and “Want to Volunteer?” email requests to connect a resident to their Village Director,
- This list shall not be used for ANY correspondence,
- Directors shall review the list and report any errors to the Director of Volunteer Records at [NWDirectorVR@sclhwatch.org](mailto:NWDirectorVR@sclhwatch.org).

## **NEIGHBORHOOD WATCH WEBSITE**

Sun City Lincoln Hills Neighborhood Watch website is located at SCLHWatch.org. From the homepage you can quickly access the following: *Who is My Captain*, *Report an Incident*, *Who Should I Call*, *Add Me to Alerts* and *Want to Volunteer*. From the homepage residents may access the NW Calendar, News, Events and Alerts. Useful NW documents and forms are also available on the website. NW contact information is located at the bottom of each web page.

Webmasters and Moderators are recommended by the Executive Director and approved by the Board of Directors.

Neighborhood Watch Website shall only be used for Neighborhood Watch business and shall not be used for commercial, political, personal causes or personal purposes.

## **CONTACT INFORMATION – NEIGHBORHOOD WATCH**

Executive Director– [Executivedirector@sclhwatch.org](mailto:Executivedirector@sclhwatch.org)

Executive Assistant– [executiveassistant@sclhwatch.org](mailto:executiveassistant@sclhwatch.org)

Director of Volunteer Records– [NWdirectorvr@sclhwatch.org](mailto:NWdirectorvr@sclhwatch.org)

Alerts Coordinator – [alerteditor@sclhwatch.org](mailto:alerteditor@sclhwatch.org)

National Night Out Coordinator – [nnocoordinator@sclhwatch.org](mailto:nnocoordinator@sclhwatch.org)

Webmaster – [webmaster@sclhwatch.org](mailto:webmaster@sclhwatch.org)

## **CHAPTER 9 – SAFETY AND SECURITY**

### **ALERTS PROGRAM**

The Neighborhood Watch Alerts Program was developed to distribute and post reliable public safety information online through the NW Alerts Program Email Network. To receive this information, residents subscribe to the Alerts Program Email Network. The team members are the Alerts Program Coordinator and Neighborhood Watch Public Safety Liaison.

### **ALERTS PROGRAM COORDINATOR – DUTIES AND RESPONSIBILITIES**

Reports to the Executive Director

Specifically, the duties are as follows:

1. Ensures reported information is verified through first-hand information and/or law enforcement agencies and ensures *personal identifiers will not be included in an Alert*.
2. Adds village location and description (for example backs to open space) to Neighborhood Watch Public Safety Liaison's Report.
3. Submits document to Executive Director for approval, Executive Directors will forward to webmaster for distribution,
4. Provides residents with information on how to subscribe to receive their own Alerts,
5. Keeps a record of the Alerts and FYI email messages,
6. Attends Neighborhood Watch meetings and gives reports or presentations, as requested,
7. Participates in seminars and workshops as a presenter, as requested,
8. Responds to inquiries from residents. Some inquiries are referred to the Neighborhood Watch Public Safety Liaison or to the Neighborhood Watch Executive Director,
9. Forwards questions regarding Community Association policies, Association Security or SCLH Community Association issues to the SCLH Executive Director.

### **REQUIREMENTS FOR THE POSITION**

- Access to a computer with internet; an email address; intermediate level computer skills (including Microsoft Office, Facebook): demonstrates the ability to write clearly and gives tactful replies to resident inquiries; demonstrates organizational/management skills, and people/problem-solving skills,
- Subscribes to Neighborhood Watch Alerts and monitors Lincoln Police and Fire activity..

### **NEIGHBORHOOD WATCH PUBLIC SAFETY LIAISON**

Reports to the Alerts Program Coordinator

Specifically, the duties are as follows:

1. Establishes and maintains official Neighborhood Watch communication with Lincoln Police and Fire Departments,
2. Reviews all pertinent information regarding public safety activity,
3. Contacts the Lincoln Police and Fire Departments, when necessary,
4. Writes an incident report for the Alert and sends it to the Alerts Program Coordinator and CC's the Executive Director,
5. Ensures personal identifiers will not be included in an Alert,
6. Follows up on incident reports and cases, as needed,
7. 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,
- Computer with internet access, email address, basic computer skills, and subscribes to Neighborhood Watch Alerts and Lincoln Police Weekly Crime Summary.

### **HOW TO ACCESS ALERTS**

Residents may access recent Alerts and FYI items on the homepage of the Neighborhood Watch website by clicking the [Current Alerts](#) button.

### **HOW TO SUBSCRIBE TO ALERTS**

From the resident's personal computer, a resident may subscribe to Alerts and FYI items by visiting the NW Website homepage and clicking on the words "Add me to alerts". An email window will open – simply click SEND.



### **SAFETY AND SECURITY BROCHURES AND FLYERS**

Brochures and flyers relative to Safety and Home Security are available on the Neighborhood Watch website. To access go to NW Website Homepage/Security/Safety Flyers.

### **NOTIFY NEIGHBORHOOD WATCH OF AN INCIDENT OR CONCERN**

After reporting to the Lincoln Police Department, if applicable, residents should go to the NW Website homepage and click on **REPORT AN INCIDENT**. Please provide details; this information will go directly to the Neighborhood Watch Alerts Team. Please also notify the Mailbox Captain.

Names and contact information of victims are included in the report but are never included in Alerts.

Reports of public safety incidents that occur outside of Lincoln Hills should not be submitted.

### **LINCOLN POLICE DEPARTMENT VACATION HOME CHECK REQUEST**

As a free service to our residents, Lincoln Police Department Volunteers will check your home at least once while you are away, Monday through Friday, as staffing permits. If you would like to take advantage of this program, please call the Lincoln Police Department Volunteer line at (916) 645-4081. You may also pick up a Vacation Check form at the Lincoln Police Dept located at 770 7th Street, Lincoln, or submit it online at <https://lincoln.crimegraphics.com/2013/DEFAULT.ASPX>.

The Lincoln PD 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 other measures a homeowner may have in place.*

For additional security tips, visit [schwatch.org](http://schwatch.org) and download [Worry Free Vacation Tips](#) flyer.

### **NEW RESIDENT WELCOME PACKET**

The new resident Welcome Packet is a cooperative effort between Neighborhood Watch and Neighbors InDeed, is used by the Mailbox Captain to introduce new residents to the Neighborhood Watch Program. The Mailbox Captain explains the contents of the Welcome Packet and provides them with a Neighborhood Watch Brochure that includes the Mailbox Captain's information. To determine when and where to obtain the Welcome packet go to NW Website Homepage and click on [Welcome Packet](#) button.

### **VIAL OF LIFE PROGRAM**

The Vial of L.I.F.E. (*Lifesaving Information for Emergencies*) is a program that allows individuals to have their complete medical information ready in their home for emergency personnel to reference during an emergency. It is used to provide the patient's medical information when the patient is unable to speak or remember this information.

NW provides each new resident a Vial of Life kit that includes a zip lock bag, a Vial of Life sticker, and a two Vial of Life documents. To obtain an electronic version of this form visit the NW Website and click the [WELCOME PACKET](#) button. Vial of Life kits are available at "It's the Life Style" events, annual meetings, general meetings or [Welcome Packet Tuesday Events](#).

- Each household resident should complete a form, maintain updates, & store in zip lock bag.

- First Responders will look for the Vial of Life on the top shelf of the refrigerator door.
- If resident has a "Do Not Resuscitate" (DNR) form and or an "Advance Directive/Durable Power of Attorney for Health Care" they may want to attach a copy. If the form is too large, fold and place it in a zip lock bag.
- Residents should update forms whenever personal information changes.

### **NEIGHBORS INDEED**

A SCLH community-based organization made up of resident volunteers who provide FREE services to other residents in Sun City Lincoln Hills. One of their programs, Handy Helpers, provides skilled volunteers who can assist those who need help with home-related tasks such as **replacing smoke detector batteries**, furnace filter, and light bulbs, programming sprinkler systems, and much more. For more information go to [www.NeighborsInDeed.org](http://www.NeighborsInDeed.org) or call (916) 223-2763.

### **PLACER ALERT EMERGENCY NOTIFICATIONS**

All public safety agencies in Placer, Sacramento, and Yolo counties have partnered to have a state-of-the-art community notification system to alert residents about emergency events and other important public safety information. It enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons, and evacuations of buildings or neighborhoods. It assists public safety officials in protecting lives and property by providing critical information to residents during emergencies and dangerous situations. To receive notifications, go to [www.Placer-Alert.org](http://www.Placer-Alert.org) and sign up for alerts.

## **CHAPTER 10 – SUPPORT GROUPS AND COMMITTEES**

### **NEW RESIDENT ORIENTATION (NRO)**

Neighborhood Watch participates in the bi-monthly Community Associations *New Resident Orientation Program* at Orchard Creek Lodge.

The Executive Director gives a two-minute presentation sharing key elements of Neighborhood Watch. Two weeks prior to the NRO, the Executive Director and Executive Assistant develop and/or update their allotted 4 slide presentation. Topics will include NW Mission Statement, Lost Pets Program, Vial of life, volunteer recruitment and/or focus on upcoming events. The completed slides must be forwarded to the Assistant Executive Director of the Association two weeks prior to the next NRO.

To provide residents with their mailbox captain information, NW volunteers greet new residents and gather resident information utilizing NW Volunteers, complete the process outlined in NW Operations Manual.

### **COMMUNICATION BOARD**

The Neighborhood Watch Communication Board located by the main entrance to Orchard Creek Lodge is used to post Neighborhood Watch events, a monthly calendar, and alerts. Informational handouts are also available (upon Board of Directors approval).

### **RESERVING WINDOW DISPLAY CASE**

The Executive Assistant reserves the window display case. It can be reserved one year in advance and is available for 30 days per Association Guidelines. Contents of the display shall be determined by the Board of Directors.

### **IT'S THE LIFESTYLE EVENT**

Neighborhood Watch participates in the Association's annual "It's the Lifestyle" event at Orchard Creek Ballroom. This event provides an opportunity to solicit prospective volunteers and for residents to ask questions about the Neighborhood Watch program.

### **NATIONAL NIGHT OUT (NNO)**

National Night Out (NNO), part of the National Association of Town Watch, is a nationwide celebration against crime and is celebrated on the first Tuesday in October. This special event fosters neighborhood ties and includes visits from the City of Lincoln officials and members of the Police and Fire Departments. NNO represents the kind of spirit, energy, and determination

helping to make neighborhoods safer throughout the year. For this event to be successful the cooperation and participation of every Village Coordinator and Mailbox Captain is important. NNO is an opportunity to meet neighbors and promote neighborhood unity.

### **NATIONAL NIGHT OUT REGISTRATION INFORMATION**

For an event, to close off a street or court residents must contact the City of Lincoln. For an official visit from the Lincoln Police Department, Fire Department or City Officials download the NNO Registration Form and submit per the instructions on the form. Go to NW Website Homepage/Documents or email the [NNOCoordinator@sclhwatch.org](mailto:NNOCoordinator@sclhwatch.org) for additional information.

### **SUGGESTIONS FOR A SUCCESSFUL EVENT**

- Designate a National Night Out Point Person. It does not have to be the Village Coordinator,
- Work through the Mailbox Captain,
- Start planning early,
- Have one large village party or several mail stations parties,
- Visits from Lincoln Police & Fire are usually available in the evening by appointment only,
- 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 Mailbox Captain.

### **PHOTO SUBMISSION GUIDELINES**

- Label each photo with appropriate village number including A, B, C, D, or E designations,
- For National Night Out Event photos; email to [NWPhotos@sclhwatch.org](mailto:NWPhotos@sclhwatch.org), Compass reporter will coordinate with the NNO Coordinator as to selecting photos for publication,
- All photos should be submitted as JPEG/JPG,
- Neighborhood Watch website photos – files should be 2 mb or less and please, Turn the Date Stamp OFF,
- If sending pictures from mobile phone, send as “actual size,”
- Use clear, crisp photos to fill the frame showcasing people's faces,
- If you have dignitaries present, please include them in the group.

## **BORIS THE BURGLAR STREET SIGN PROGRAM**

The Boris the Burglar Street Sign Program Coordinator is part of the Support Group and is responsible for the maintenance and replacement of all NW *Boris the Burglar Street* signs. NW 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.

**Process:** Signs are inspected each July and November by the Program Coordinator. If replacements are needed the NW Executive Director will be notified and a *Boris the Burglar (BB) sign request* submitted to the Community Association. Once the approval is granted (Sign replacement requires approval of both the NW and Association Executive Director authorizations) the approved BB Sign Request and *new replacement signs* will be delivered to the Lincoln Police Department Community Services Officer for installation by the City's Department of Public Services. Documentation will be maintained of all transactions. Additional information is available in the NW Operations Manual.

To view street sign locations, go to NW Website/Documents/Forms/ Boris Street Sign Locations

## **CHAPTER 11 – NOMINATIONS, ELECTIONS AND VOTING**

### **THE BOARD OF DIRECTORS**

The Board of Directors shall consist of no more than fourteen (14) Directors including the Executive Director, the Assistant Executive Director, Executive Assistant, Director of Volunteer Records, and Treasurer. Selection of candidates for Directors of Neighborhood Watch shall be subject to approval by the Neighborhood Watch Board of Directors and shall be voted upon at the November Annual Meeting.

### **NOMINATIONS COMMITTEE:**

The Executive Director shall appoint a Director, from among the Directors, who is not running in the upcoming election, to be Chair of the Nominations Committee. This appointment shall be done by March prior to the election of Directors at the November Annual Meeting. The term of the Nominations Committee shall be for one (1) year.

1. The Nominations Committee Chair shall appoint four (4) committee members from the current list of Directors, Village Coordinators or Mailbox Captains.
2. The Nominations Committee (with the assistance of the Board of Directors as needed) shall generate a preferred qualifications list for the position of Director.
3. The Nominations Committee shall encourage active NW Volunteers to accept a nomination as Director.
4. Any Member of Neighborhood Watch is eligible to serve as a director and recommend candidates as new Directors for Neighborhood Watch
5. The Nominations Committee shall present a slate of candidates to the Board of Directors, for comment and approval six weeks prior to annual meeting.

### **VOTING**

Neighborhood Watch is a unique organization within Lincoln Hills. For purposes of voting on Neighborhood Watch business, a representative arrangement has been established with only Directors and Village Coordinators having voting rights in this organization.

(A) NW Volunteers serving as Directors shall have voting rights at all meetings.

(B) NW Volunteers serving as Village Coordinators shall have voting rights at General Board Meetings, Annual Meetings or at a Special General Board Meeting, if called by the Executive Director.

(C) Non-Volunteer Members, Mailbox Captains, and Advisory and Support Group participants shall serve as non-voting members of this organization.

### **MAJORITY**

Majority is defined as 50% plus one.

### **QUORUM**

**Annual meeting Quorum** is established when 20% of the eligible voting members are present.

**Quorum for all other meetings** is established when a Majority of Directors are present.

### **ELECTION OF DIRECTORS**

Provided a quorum has been established, each candidate shall be presented to the attendees and individually voted on at the November Annual Meeting. Voting shall be done by a show of hands by the voting members in attendance with a majority vote required.

The new Director's term starts immediately upon election at the November Annual Meeting.

The outgoing Director's term ends at the Election of Officers Meeting.

The outgoing Directors shall not participate in Election of Officers.

### **ELECTION OF OFFICERS**

The Election of Officers shall be held within two weeks of the November Annual Meeting.

Provided quorum has been established, the election of officers shall be by a majority vote from among the Board of Directors present.

Officers term shall be for one (1) year starting immediately upon election.

Outgoing officers shall support the new officers during transition to be completed by December 31<sup>st</sup> of each year.

The Executive Assistant shall report election results to the Room Booking & Club Coordinator within thirty (30) days of the election by submitting the SCLHCA Club Contact Update Form, which can be downloaded from the Associations Website.

### **TERMS OF DIRECTORS**

The term for a Director shall be two (2) years and is eligible to be re-elected every two years.

### **TERMINATION OF DIRECTOR OR OFFICER**

Under any one of the following situations, the Board of Directors may vote to remove from office any Director by a majority vote at a Board of Directors or Special Meeting. Termination from office will begin immediately.

1. Any Director or Officer who is not able to fulfill their responsibilities as a Director or Officer, or
2. Any Director or Officer whose actions are not in the best interest of the organization or,
3. Any Director or Officer with excessive unexcused absences.

### **EXECUTIVE DIRECTOR VACANCY**

If the Executive Director position is vacated, either by resignation or other manner, the Assistant Executive Director shall assume the duties of the Executive Director and shall complete the one (1) year term of the Executive Director.

If the Assistant Executive Director cannot assume the duties of the vacated Executive Director, the Board of Directors shall select and vote on an Interim Executive Director from the current Board of Directors. If no Board member wishes to serve as Interim Executive Director, another individual may be considered.

The newly elected Interim Executive Director shall take office immediately and shall serve out the term of the vacancy.

### **OFFICER VACANCY**

If the position of Assistant Executive Director, Executive Assistant, or Treasurer is vacated, either by resignation or other manner, the Board of Directors shall elect a replacement officer at a special meeting of the Board of Directors. If no Board member wishes to serve, another individual may be considered.

The newly elected officer shall take office immediately and shall serve out the term of the vacancy.

### **DIRECTOR VACANCY**

If a vacancy in a director position occurs between Annual Meetings, either by resignation or other manner, the Executive Director may appoint a Director to serve out the remainder of the year.