

SUN CITY LINCOLN HILLS NEIGHBORHOOD WATCH

QUICK START GUIDE FOR MAILBOX CAPTAINS

This is a summary only - for additional information and or clarification see NW Handbook Chapter 6 - Mailbox Captains.

Mailbox Captains are the heart of the Neighborhood Watch program, playing a vital role in keeping neighbors informed and safe. This guide combines official responsibilities with practical tips to help you fulfill your role with confidence and efficiency. To ensure all information remains current, resources and materials are available online at SCLHWatch.org, *supporting both accuracy and sustainability by eliminating outdated printed materials.*

KEY RESPONSIBILITIES

With guidance from your Village Coordinator, your main duties as a Mailbox Captain include:

- **Welcoming New Residents:** Greet new residents and provide a “Welcome Packet” to help them get acquainted with Neighborhood Watch and community resources.
- **Obtaining Emergency Contact Information:** Collect emergency contact details from residents at your assigned mail station, if they are willing to share. Participation is voluntary, and confidentiality must be maintained.
- **Documenting Information:** Record each resident’s emergency contact information on the Mailbox Captain Resident Contact Information Report.
- **Providing Program Information:** Share details about Neighborhood Watch and related programs with all residents at your mail station.
- **Encouraging Mutual Assistance:** Promote the buddy system and encourage residents to participate in Neighborhood Watch activities and support each other.
- **Forwarding Safety Alerts:** Distribute safety and security information to residents via email.
- **Assisting with Alerts Sign-Up:** Help residents register for Neighborhood Watch Alerts.
- **Promoting the “Vial of Life”:** Encourage residents to complete a “Vial of Life” and explain its importance for emergency preparedness.
- **Reporting Incidents:** Notify Alerts Team **after** the residents have reported them to the Lincoln Police Department.
- **Updating Contact Information:** Keep resident contact details current and forward any updates to your assigned Village Coordinator. Submit updated forms annually or as changes occur.
- **Maintaining Confidentiality:** Share the Mailbox Captain Resident Contact Information Report only with your assigned Village Coordinator and provide updates as needed.
- **Reminding Residents:** Remind residents to send updated emergency contact information to you and to revise their Vial of Life form and Personal Medication Record Card as necessary.

REMINDER

Always check SCLHWatch.org for the latest forms, alerts, and updates to stay informed and effective in your role.

GETTING STARTED

To streamline your responsibilities, organize your work digitally:

- Create folders on your computer for Resident Contact Forms, Coordinator Lists, and Safety Flyers.
- Download all forms and flyers from SCLHWatch.org instead of printing to remain up-to-date and reduce paper use.
- Set up simple email group names (e.g., V1B_MS#6) for efficient communication.

SUBSCRIBING TO ALERTS

- **Neighborhood Watch Alerts:** Visit SCLHWatch.org and click 'Add Me to Alerts'.
- **Placer Alerts:** Register for emergency notifications at www.placer-alert.org.
- **SCLH eNews:** Go to www.sclhresidents.com, log in, and subscribe for updates.

EMAIL BEST PRACTICES & ACCESSIBILITY

- Address emails to yourself and use BCC for residents' addresses to ensure confidentiality.
- When forwarding alerts, include a brief description in the subject line (e.g., 'Vehicle Break-In').
- Increase font size for residents with low vision when forwarding alerts.

ADDITIONAL RESPONSIBILITIES

- Download and read the NW Handbook.
- Attend meetings and workshops as required.
- Maintain access to a computer with internet, an email address, basic computer skills and people skills.
- Keep your mail station’s resident contact information updated in a word document or similar format.
- **Submit Mailbox Captain Resident Contact Forms** to your Village Coordinator each February or whenever changes occur.
- **Maintain confidentiality** by always using the BCC feature for resident communications.
- Get to know your neighbors to enhance overall neighborhood safety.
- Visit the NW Website for forms, flyers, and additional safety information at SCLHWatch.org.

NOTE: *This guide reflects current NW practices – always refer to SCLHWatch.org for the latest updates.”*