

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.

WHO

Mailbox Captains are the heart of Neighborhood Watch! They are volunteers just like you who choose to spend time helping others.

WHAT

With guidance from their Village Coordinator, each captain is assigned a mailbox station and:

- **WELCOMES** new residents with a “Welcome Packet,”
- **OBTAINS** emergency contact information from assigned mail station residents – if residents choose to share – it is strictly voluntary,
- **DOCUMENTS** each resident’s emergency contact information on a Mailbox Captain Resident Contact Information Report,
- **PROVIDES INFORMATION** about Neighborhood Watch and related programs to all residents within their mail station,
- **ENCOURAGES** mutual assistance between neighbors (buddy system) and participation in Neighborhood Watch activities,
- **FORWARDS SAFETY AND SECURITY INFORMATION** via email,
- **ASSISTS** residents in signing up for Alerts,
- **ENCOURAGES** residents to complete a “Vial of Life” and explains the importance of it,
- **REPORTS INCIDENTS** to Alerts Team – after victim(s) have reported it to the Lincoln Police Department,
- **UPDATES** resident contact information as needed and forwards updated forms to assigned Village Coordinator,
- **ONLY SHARES** the Mailbox Captain Resident Contact Information Report with assigned Village Coordinator and provides updates annually or whenever changes occur,
- **REMINDS** resident to send changes in emergency contact information to assigned Mailbox Captain, and update Vial of Life form and Personal Medication Record Card as needed.

WHEN, WHERE AND HOW

Each mailbox Captain is assigned a specific mail station, and will download and read the NW Handbook, and:

- **ATTENDS** meetings and workshops,
- **MAINTAINS** access to a computer with internet, an email address, basic level computer skills (including Microsoft Word), and people skills,
- **MAINTAINS** their mail station’s resident’s contact information as a word document or similar,
- **SUBMITS** Mailbox Captains Resident Contact Forms to their Village Coordinator each February or whenever changes occur,
- **MAINTAINS CONFIDENTIALITY** by sending emails to their residents using the BCC feature (blind copy),
- **KNOWS** their neighbors – it enhances neighborhood safety,
- **VISITS** the NW Website for forms, flyers and other safety related information SCLHWatch.org .

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



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