

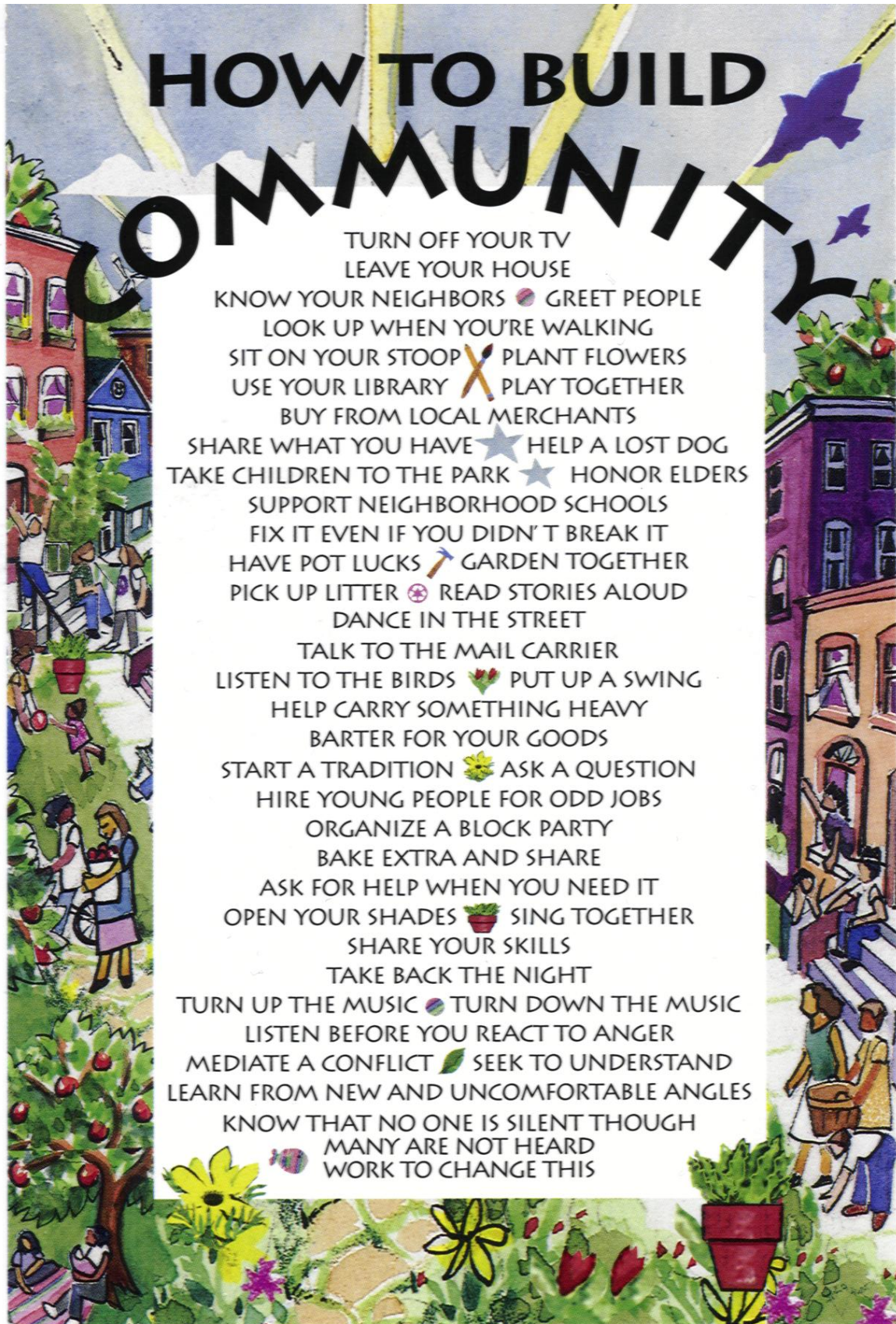
# NEIGHBORHOOD LIAISON HANDBOOK



CITY OF FALCON HEIGHTS



Rev 07/08



# HOW TO BUILD COMMUNITY

TURN OFF YOUR TV  
LEAVE YOUR HOUSE  
KNOW YOUR NEIGHBORS ● GREET PEOPLE  
LOOK UP WHEN YOU'RE WALKING  
SIT ON YOUR STOOP ✂ PLANT FLOWERS  
USE YOUR LIBRARY ✂ PLAY TOGETHER  
BUY FROM LOCAL MERCHANTS  
SHARE WHAT YOU HAVE ★ HELP A LOST DOG  
TAKE CHILDREN TO THE PARK ★ HONOR ELDERS  
SUPPORT NEIGHBORHOOD SCHOOLS  
FIX IT EVEN IF YOU DIDN'T BREAK IT  
HAVE POT LUCKS 🛠 GARDEN TOGETHER  
PICK UP LITTER ♻ READ STORIES ALOUD  
DANCE IN THE STREET  
TALK TO THE MAIL CARRIER  
LISTEN TO THE BIRDS 🌻 PUT UP A SWING  
HELP CARRY SOMETHING HEAVY  
BARTER FOR YOUR GOODS  
START A TRADITION 🌻 ASK A QUESTION  
HIRE YOUNG PEOPLE FOR ODD JOBS  
ORGANIZE A BLOCK PARTY  
BAKE EXTRA AND SHARE  
ASK FOR HELP WHEN YOU NEED IT  
OPEN YOUR SHADES 🪴 SING TOGETHER  
SHARE YOUR SKILLS  
TAKE BACK THE NIGHT  
TURN UP THE MUSIC 🎵 TURN DOWN THE MUSIC  
LISTEN BEFORE YOU REACT TO ANGER  
MEDIATE A CONFLICT 🌿 SEEK TO UNDERSTAND  
LEARN FROM NEW AND UNCOMFORTABLE ANGLES  
KNOW THAT NO ONE IS SILENT THOUGH  
MANY ARE NOT HEARD  
WORK TO CHANGE THIS

Karen Kerney/SCW Community SCW © 1998  
For information on the above artwork see the Bibliography.

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# Introduction

## *Where did the idea of Neighborhood Liaisons come from?*

The idea of Neighborhood Liaisons is new (2002), but is really the culmination of many years of community-minded efforts by Falcon Heights' citizens.

1. Early 1990's -- The Neighborhood Watch program was initiated by a dedicated citizen volunteer. Falcon Heights was the first city in Minnesota where every block in the city had a Neighborhood Watch volunteer!
2. 1995 -- The city council began a group called Keeping Connected to brainstorm and implement ways to keep citizens and neighbors connected, in addition to fighting crime.
3. 1997 -- Keeping Connected sponsored an Intergenerational Dialogue to develop recommendations for improving the quality of life for all ages of Falcon Heights' residents. Fifty-one residents ranging in age from 11 to 81, suggested (among hundreds of other ideas) :
  - Have kids organize welcome parties for other kids.
  - Encourage informal block "lemonade on the front lawn", BBQ, or potlucks.
  - Encourage individual initiatives such as sharing meals, block caretakers, and phone contact to check on the welfare of the young and elderly.
  - Expand opportunities to match volunteer mentors with children and teens.
4. 1999 -- In response to concerns over the Year 2000 Computer Problem, the city sponsored an Emergency Preparedness meeting, where 36 participants (ages 11-82) developed recommendations for neighborhoods to keep them sustained in any type of emergency. Their long list of suggestions for each generation included \*:
  - Develop neighborhood "maps" which include names of residents, equipment owned and special needs.
  - Encourage people to exchange names and numbers of family members at the annual neighborhood meetings.
  - Organize "Citizen Emergency Response Teams" in each neighborhood.
5. 2001-- In response to concerns over the September 11 terrorist attacks, the city council sponsored a homeland security Intergenerational Dialogue, which brainstormed ideas for citizens to feel as prepared as possible for disastrous situations in their own neighborhoods. Among the many \*,
  - Get to know the "normal routine" in your neighborhood so that you can observe and report unusual occurrences.
  - Make a neighborhood phone tree with home, work and emergency phone numbers.
6. At the same time, the city council initiated a Neighborhood Security Task Force to develop materials for use by block leaders.
7. This group has been formalized into a permanent **Neighborhood Commission**, which will oversee the training and recruitment of Neighborhood Liaisons.

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\* See the Liaison Library at City Hall for a complete list.

# ***What is the Neighborhood Commission?***

The commission shall serve as the city's liaison with the neighborhoods, and shall make recommendations to the City Council regarding neighborhood emergency preparedness. Emphasis shall be placed on the following activities:

- Recruit and retain neighborhood liaisons
- Update and distribute a neighborhood liaison handbook
- Plan a minimum of two yearly events for neighborhood liaisons, one for information sharing (with each other, the city, police and fire officials), and another for training them on a new topic or method of preparedness
- Communicate changes to the city residents regarding updates to the city's security plans or emergency preparedness programs
- Provide suggestions on how to best communicate with the residents to keep our neighborhoods connected
- Work with blocks to hold neighborhood meetings/parties
- Attend regularly scheduled commission meetings.
- Record resolutions, recommendations and findings.
- Report progress to the city council.
- Attend Neighborhood Liaison training sessions.

# ***What is a Neighborhood Liaison?***

A Neighborhood Liaison may coordinate different community-building roles for his or her neighborhood. The roles are easily overlapped and sub-divided and can be carried out by a number of different people including youth. The purpose of naming roles individually is that different interests can be taken into account and neighborhoods can look for someone to cover each area.

- ***Information Liaison***

Update block's information (phone lists, resource people and equipment) that your neighbors voluntarily provide. Keep the block map current, with names, addresses and phone numbers of people on the block and get it out to neighbors each year. Distribute information about each household to each resident. Welcome new neighbors and give them the information about the neighborhood.

- ***Social Organizer Liaison***

Coordinate activities for your block, such as block parties, potlucks, and National Night Out get-togethers. Coordinate activities like an ice cream social, a block book club or a kid's parade on a holiday.

- ***Communications Liaison***

Coordinate communication within and between blocks, ranging from general information to specific emergencies. Get volunteers for a phone tree, or write a chatty newsletter with local school programs or short biographies included. Be the liaison to police, fire, and public works departments.

- ***Buddy Check Liaison***

Assist neighbors who have special needs. Coordinate folks to check on elderly, shut-in, or disabled neighbors.

- ***First Aid/Medical Liaison***

Provide first aid or other assistance in an emergency. May attend or assist with training on various topics such as: CPR, first aid, child safety, safety tips for babysitters, Citizen Emergency Response Team (CERT).

- ***Crime Prevention Liaison***

Pass on information provided by the police department to neighbors when crimes occur. Attend or assist with training on various topics such as: gangs, fraud and con games, gun safety or vandalism prevention.

A Neighborhood Liaison has several roles and responsibilities:

- Welcome new residents
- Actively participate in training opportunities sponsored by Neighborhood Commission (i.e. emergency preparedness, crime prevention, first aid)
- Promote neighborhood meetings and/or block parties.
- Use this Neighborhood Liaison Handbook as a guide. Submit handbook suggestions and improvements to the Neighborhood Commission.
- Keep neighborhood data current.
- Distribute collected data only with neighbors.
- Report suspicious activity.

Neighborhood Liaison Code of Ethics:

- Respect your neighbors.
- Maintain a positive attitude and image.
- Maintain local privacy of collected data.





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# Information Liaison

I sent questionnaires around to each neighbor, asking about their family, what they like to do, and things they might need or could share—I got half back and we posted them at a block party for everyone to see. Lots more folks filled them out when they saw the others were so interesting!

Kris G., Simpson Street

At our block party, we set out a blank master sheet and everyone put their names and phone numbers on it. Later, I went around and asked the people who weren't there, if I could put theirs on the sheet, too. Everyone said yes. I've gotten MANY comments from neighbors about how useful it is. I've seen them posted on neighbors' refrigerators...

Bruce M., Arona Street

We've had a phone list on our block for several years and I've used it. One time, early in the afternoon, I saw a man removing furniture from my next-door neighbor's house. Before I called the police, I called my neighbor at work and found out that the fellow was her nephew, taking things with permission. I'm glad I had her work number.

Snelling access road

Same thing happened on our block – it also turned out to be ok, but I'm sure glad we had work phone numbers too.

Moore Street

On our street, we're always using our phone list to call people who have left their garages open, because they face the alley and we can't see them from our houses. We try to keep track, to prevent bike thefts and so forth.

Barb A., Iowa Avenue

One year, we collected information about the people in each household. Out of that one activity, I know that one family found a new day care provider, some people started walking together, someone else got an old couch for the basement, and I picked up some hostas that a neighbor had just divided. They're still growing beautifully!

KG, Simpson Street

# ***General Description***

1. Keep the block directory or block map current.
2. Distribute the directory to neighbors each year.
3. Distribute information about each household to every resident.
4. Welcome new neighbors and give them the collected information about the neighborhood.

“Getting to know our neighbors, their families, their habits, the cars they drive, their numbers both at home and at work, any medical problems they may have, and what kind of pets they may have is probably one of the most important aspects of a successful Community Watch program.”

“Knowing these aspects of your neighbors’ lives will allow you to respond accurately and quickly to any emergency situation, and may thereby prevent a crime or save a life.” (From the Citizen’s Guide to Community Watch, Crime Prevention Resources, 1997, pp. 8-9) At a minimum, the directory should include names, addresses and phone numbers of people on the block. In addition, many neighborhoods have included more information in survey form, which they have found useful.”

The liaison updates information (phone lists, resource people and equipment) on your block. This may include information on people living in each house, their professions, work numbers. Then the information is distributed to each resident. As new neighbors arrive, give them the information about the neighborhood.

## DIRECTORY

1. Name
2. Address
3. Home phone number(s)

## NEIGHBORHOOD SURVEY

- A. Cell phone numbers
- B. E-mail addresses
- C. Professions and work phone numbers
- D. Emergency phone numbers
- E. Children’s names
- F. People who would need more help in an emergency due to medical problems
- G. Pet names and characteristics
- H. Cars, license number and make
- I. Work schedules
- J. Types of vehicles
- K. Hobbies and activities
- L. Emergency equipment available for use (chainsaw, extension ladder, generator)
- M. People with specialized skills (know CPR, First Aid, babysitting course completed)

## NEIGHBORHOOD-SPECIFIC INFORMATION (some neighborhoods will not need/want these)

1. Neighborhood Newsletter editor
2. Alley-plowing contact(s)
3. Recycling schedule contact(s)
4. Is anyone willing to snow shovel or baby-sit?
5. Does anyone provide services, free or for a fee (e.g., gardening advice, taxes, etc?)
6. Are there registered sex-offenders in the neighborhood?
7. Could we put our professions/businesses on a list to be contacted? Like mini-advertising?

\*\*Sample surveys and questionnaires may be found in the Appendix and at the Liaison Library at city hall.

# How to Collect Information

A primary consideration for the collector of a neighborhood’s information is **privacy**. Many neighborhoods in Falcon Heights have block maps and several have completed neighborhood surveys, with no issues arising and with no one objecting to giving this information to their neighbors.

People in the neighborhood should know that the information asked of them is voluntary and will only be seen by others in the neighborhood. You may find that neighbors are comfortable providing their phone numbers and work numbers and kids’ names and ages, but they don’t want anyone in the neighborhood to solicit them for business reasons. It must be clear at the outset that this isn’t the intent of the list. (Below is a letter actually written to neighbors on Albert Street by a block leader, and to which no one had objections.)

A way to get around this is to ask that no one solicit anyone else in the neighborhood for sales or business, but allow everyone to provide their job and business affiliations so if someone is looking for Avon, or insurance sales for example, they could see if someone in their neighborhood provides it.

\*\*See sample (template) block maps and neighbor surveys in the Appendix.

- The liaison may drop a questionnaire at each home and ask people to return them by a certain date.
- The liaison may put a questionnaire out at a party and ask people to fill in the information.
- The liaison may use the library or phone books or the MN Secretary of State’s office (for a fee) to get the information, ask neighbors if it may be used, and give it to the other neighbors.

## Sample Letter of Privacy Issues Being Addressed

Dear Neighbor,

Last summer I volunteered to be our block organizer for the Falcon Heights neighborhood effort. The idea behind the effort is to promote friendly and constructive communication between neighbors, neighborhoods, and the city through formation of a “block club” type of network. This, I thought, is worth my time! It would give me a great excuse to go out and meet my neighbors and would help make our neighborhood a safer, friendlier place. It also provides the city with a convenient means of distributing important information about crime watch, emergency responses, etc.

My first priority was to compile and distribute a list of all the names, addresses, and phone numbers for the residents of our block...I thoroughly enjoyed meeting and chatting with you over the last several weeks. And despite repeated attempts, I still missed many of you and had to rely on neighbors, the library, or the phone book to fill in the blanks. Whether you provided this information “in person”, or not, I hope you think it is a worthy effort. At least you will know who lives near you and you can call them if you need help or even if you just want to have coffee. Next summer, we will organize a block party so that you can meet the rest of us face to face!

While most of this information is publicly available, I want to remind you that you should consider it to be “neighborhood confidential”. In other words, it is NOT to be used for political purposes or passed on to a relative who sells insurance. After you meet more of your neighbors next summer, you may consider sharing additional information about your family, personal interests (gardening, dogs, cooking...), or tools and skills that you would be willing to share. It could be especially helpful to match people with special needs (yard work, seasonal chores) with neighborhood teens who would like to earn some pocket money.

Please take a moment to look over the list and call me if I’ve gotten anything wrong.

Best Wishes,

Your Block Leader on *Albert Street*

# Social Organizer Liaison

We had a Halloween party on our block and it was a blast! We started with a kids' parade—some parents dressed up, too. We went up and down the whole block with music! Then there were pumpkin decorating contests and costume contests (everyone got prizes). The adults pitched in for hot dogs and chips and then grouped up for the trick-or-treating.

The kids on Simpson Street

We have a 4<sup>th</sup>-of-July party each year with a parade and potluck supper.

*neighbor*, Moore Street

Our neighborhood kids presented a wonderful production, using the garage as a stage and the garage door as the curtain.

Bruce M., Arona Street

The parents on our block pitched in for one of those air-filled bounce rooms. The kids bounced non-stop for 4 ½ hours! It was a good chance for neighbors to talk without the distraction of kids. Several dads got caught on-camera being climbed on by all the neighborhood kids.

We added a little potluck and had a nice time.

Kids on Simpson Street

We've been thinking of ways to include the teenagers on our block in our neighborly activities. We were thinking we could do a skateboarding exhibition or have a teen band come and play at an event. Maybe tag on a talent show for the younger kids...

# General Description

Coordinate activities for your block, such as block parties, potlucks, bridge night and National Night Out get-togethers.

## Some Ideas

Start a block garden

Organize a goods/services exchange

Welcome Wagon

New-Neighbor Open-House

Alley/Block Clean-up

Progressive Dinners or Potluck Suppers

Paint an elderly neighbor's garage or house

Events for kids

Scavenger hunts

Parades

Mini theater productions

Magicians

Petting zoos

Jump house

Bike Parade

Halloween Costume Parade

Form a toddler play group

Organize a kids' art show

Share favorite holiday recipes or traditions—have a volunteer type them up and make copies

Any outdoor sport – e.g. volleyball nets in the street

Cookie exchange

Holiday Cookie Baking

Holiday caroling

Potluck dinner featuring ethnic dishes—bring copies of your recipes

Ice Cream Social (see sample invitations in Appendix and actual invitations in the Liaison Library at city hall)

BBQ

Gardening/Beautification/Plant or vegetable exchange

Problem solving sessions

Form a book club (see actual invitation in Liaison Library at city hall)

Form an exercise club

Organize Carpooling

Group Material Purchasing—some businesses give discounts on large orders. Combine your shopping lists to get deals on building materials, plants, gardening supplies, etc.

\* You can find sample invitations to several types of activities in the neighborhood Liaison Library. As neighborhood liaisons generate their own ideas and get together to share them, we'll add them to the library.

# Block Party Planning

Block parties do not need to be elaborate affairs. Depending on the amount of time you have and the amount of help you want to plan the party, you can take one of several approaches:

## Easy

1. Plan the date, time, and location. Call the city receptionist (644-5050) to request:
  - Street Barricades
  - Police Officer and Squad Car
  - Fire Fighters and Fire Truck
2. Distribute flyers announcing the date, time, and place of the party.
3. Invite neighbors to bring a dish to share and their own table service.

## Average

1. Plan the date, time, and location. Call the city receptionist (644-5050) to request:
  - Street Barricades
  - Police Officer and Squad Car
  - Fire Fighters and Fire Truck
2. Distribute flyers announcing the date, time, and place of the party.
3. Have neighbors contact you regarding what they'll bring, or circulate a sign-up sheet.
4. Arrange for table service, tables and chairs, and games for kids.

## Advanced

1. Distribute flyers inviting neighbors to attend a planning session for a block party.
2. At the meeting:
  - Select a date, time, and place.
  - Decide who will bring what. (Make a list.)
  - Select a spokesperson to call the city.
  - Plan additional related activities, such as games, entertainment, decorations, or inviting the Crime Prevention Liaison to make a presentation.

Sample invitations may be found in the Appendix and the Liaison Library at City Hall.

Neighborhoods in Falcon Heights do parties at all of these levels. Some have simple ice cream socials where they send out a note with a date and everyone volunteers for paper supplies, ice cream and toppings. The leader makes sure there are tables and garbage cans.

Another neighborhood combines several blocks, raises money, solicits donations from local businesses for door prizes, and hires ponies for rides for the kids. Following that fun is a potluck meal.

It depends on how much energy, volunteer help, contacts, and imagination you have. The page that follows takes you through the steps for planning any type of event.

*Remember, there is no right or wrong way to plan or conduct a block party. The most important things to keep in your mind are the needs and personality of your block and its residents!*

# Steps in Organizing Successful Events

## I. **WHY:** Define the Purpose of the Event (Why hold the event? What need should it fill?)

Will your event inform, improve community relations, welcome new people to the neighborhood, ...? Be sure to recognize if one of the purposes is to have fun. It's much easier to involve volunteers in a cause or need if you can make it fun.

## II. **WHAT:** Choose the Right Event (pot-luck, picnic, ice cream social ...)

- A. Remember your goals
- B. Who are your participants? (young, old, interests, schedules, ...)
- C. What is your neighborhood interested in or what have they done in the past?  
*Ask around to see what people would be interested in doing.*
- D. Do you want to extend your event beyond your own neighborhood?  
*Involving other neighborhoods can contribute more resources and broaden the audience.*
- E. How much will your event cost?  
*Very little, if it's a potluck. Talk to others who have tried a similar event in the past. Were there any hidden costs?*
- F. What are your resources?  
*Who are your volunteers? Are there any businesses that would help sponsor your event? Is there someone in your neighborhood who could make a contact?*

## III. **WHEN/WHERE:** Set the Date and Location

- A. Check the calendar to avoid conflicting community events
- B. Choose the location and get confirmed reservations  
*Most neighborhoods in Falcon Heights have used barricades to block off their street and just use the street itself. Some smaller groups have used city hall or alleys.*  
  
*If you decide to rent a space, be sure to plan ahead, get enough room, and have something that fits your budget. Considerations include requirements for deposits, insurance, and cleanup as well as facility features like floor plan, seating, lighting, electricity, and restrooms. And be sure to get any agreements in writing.*

## IV. **HOW:** Planning and Organization

- A. Leader  
*Informs others of process, delegates responsibilities to persons/committees, coordinates activities of different committees, sets time limits, settles disputes, praises progress*
- B. "Committees" defined and staffed, as needed (many will have only one member!)  
*Decorations, Entertainment, Refreshments/Concessions, \*Publicity, Budget/RSVP List, Donations, Clean-Up*  
  
*If the Committee is larger than one, the members should hold scheduled meetings at set places. Specific agendas help provide logical steps for attacking tasks. Written descriptions of individual responsibilities help to avoid duplicating effort, chronologically order tasks, and clarify time requirements and deadlines. Always give praise to individuals meeting deadlines.*  
  
*\* Publicity types can include: group e-mail, phone calling tree, posters, balloons, sidewalk chalk, door hangers, mailings, plywood corner signs, t-shirts, city newsletter, website, ...*

## V. **POST EVENT**

- A. Follow-up  
*Return any borrowed items. Write thank you notes to recognize volunteers and donors.*
- B. Evaluation  
*What went right? What went wrong? Record each step for future reference. Determine the true cost (consider donations) and true benefit. Should it become an annual event? File it away in a folder for future reference.*
- C. Begin preparing for next year!

# Communications Liaison

I've written a newsletter for our neighborhood and everyone appreciates it. I included activities for the various schools and a crime prevention column when I found appropriate information. It would be great to work with the crime prevention coordinator to get information out to neighbors.

Barb A., Iowa Avenue

We have a regular newsletter in the Grove. It contains articles on **relevant topics** like buckthorn removal, or how to handle door-to-door solicitors. There's a **news-you-can-use** section with scheduled events and city updates. There's a **kudos** section that spotlights people's special accomplishments. And I think the most important part is information about any **new neighbors** so we can make sure to welcome them to the neighborhood.

Sue G., The Grove

I really like the idea of establishing a formal route for communications in case of a disaster. Just to know that there are sources of information that are accurate even if electricity and phones don't work is really comforting.

I'm glad to be a part of planning for it.

*Radio guy, Hightower Street*

# ***General Description***

Coordinate communications from general information to acute emergencies. Get volunteers for a phone tree, or write a chatty newsletter with local school programs or short neighbor biographies included. Check city website or call offices for information from the city. Be the liaison to/from the police, fire, and public works departments. (For example, know whom to call if there is a sewer emergency.)

Includes:

- Organizes communication within and between blocks.
- Liaison to city government, fire department, police, public works, etc.
- Types of communication and relationships liaisons could help with:
  - Newsletters
    - Include social news about neighbors and neighborhood events (see real examples in Liaison Library).
    - Include community news from city staff
  - E-Mail
  - Cell Phone
  - Phone Tree
  - Short Wave Radio Tree
  - Door Knocking
  - Billboard/sandwich board at street corner
  - Meet at polling place
- Organize phone trees with information from Information Liaison (see Phone Tree template in Appendix)
- Get training and direction on how to organize signs and alternate communication if phones are out (know how to contact with phone, cell-phone)
- Follow current and future city procedures for when to go to “next stage” of the emergency plan.
- Investigate plans for short wave and/or CB radio tree.

# Tips on Writing a Neighborhood Newsletter

Reference: "The Best of Neighborhood Newsletters", Vancouver, WA March 2002 Leadership In-service  
People attending the in-service asked questions of the folks who have been editing them for their neighborhoods over the years:

## What is the purpose of your neighborhood newsletter?

- To announce a general meeting
- Provide information
- Create a feeling of community
- Let neighbors know that someone is doing something for their quality of life
- Let people know what the city is doing
- If we don't do a newsletter, we get complaints
- To show that you are part of a bigger picture – the city, county, state

## How do you know if your newsletter is effective?

- The information does get out
- Neighborhood leaders get phone calls
- People tell leaders that the newsletters are getting read

It is important to remember that the number of neighbors at a general meeting is not a reflection of the number of neighbors reading their newsletter. For *many* neighbors, their newsletter *is* their participation tool for their neighborhood.

## Tips from the Editors about newsletter content/format:

- Create a standard format. This way, neighbors know what they are looking for each month/quarter/every 6 months (whatever your interval of publishing it).
- Put meeting information in the same place in each newsletter. Ideally on the first page, in a box of some kind.
- The newsletter editor is not the writer. The editor solicits, collects, sometimes writes, and edits.
- Make it upbeat. A whiny newsletter just isn't as enjoyable to read.
- Make sure it tells folks what's going on. The newsletter is, in many cases, *the* connection to the neighborhood.
- Neighbors want to hear the local information. News from within the neighborhood boundaries, or surrounding neighborhoods. The news from the city that affects your neighborhood is excellent too!
- Include 'Thank Yous' to neighbors whenever appropriate, with names in bold.

## Tips from Editors about distribution:

- The more routes and the more distributors the better!
- Keep the routes consistent. Same person delivers same area each time. Besides making it easier to organize, this results in the distributor getting to know her or his route ... this creates community!  
*Falcon Heights Commissioner comment: this can mean simply one person does one side of the street and the other person the other side.*
- Be sure to educate distributors on where NOT to put newsletter: no newsletters in mailboxes!
- Also, be sure to deliver to everyone!  
*Falcon Heights Commissioner comment: you can hand write the house numbers at the top of each newsletter to insure that each house receives their newsletter and you don't inadvertently skip one.*

## Electronic news tips:

Several neighborhoods (*in Vancouver*) have an electronic newsletter. In some cases, this is done in addition to a paper newsletter, and in some cases it's done as the primary form of communication in a neighborhood. We encourage all neighborhoods to do a paper newsletter. However, an electronic news group for neighbors who like to communicate over email is a great addition. And, you can do it more frequently, without the effort of publication and delivery of a paper newsletter. Something to consider and try, even on a small scale to begin with.

# Buddy Check Liaison

We've been a McGruff house for many years. Several times kids have used us after falling off bikes or being too far from home. I'm glad I went through the process of getting a McGruff sign in our window.

Linda B., Moore Street

We're the "buddy" family for an older woman on our block for many years now and it's been great for our kids to see us reach out to someone who's in need of services, but who can still live in her own home. We provided most of the services ourselves, but it will be nice to have a way to allow others to help, too.

*Anonymous nice neighbor, Any Street*

I just heard about Ramsey County's FILE of LIFE program and I'll definitely tell my neighbors about it. It sounds like a program that many Falcon Heights residents could use. If the emergency personnel arrive at my house and I can't tell them my illnesses and medicines, they can find them listed in a bright red pocket on my refrigerator!

*Concerned neighbor, Any Street*

We have prepared a list of which residents would need assistance leaving the building in the event of an emergency. We make sure the fire department always has an up-to-date copy of this list.

*neighbor, 1666 Coffman*

## ***General Description***

Assist neighbors who have special needs. Activities may include:

- Look after people who could “fall through the cracks”.
- Identify and publicize McGruff Houses.
- Schedule telephone checks or visits of the elderly, shut-ins, or disabled neighbors.
- Help people get connected with organizations that could help them stay at home comfortably.
- Get people information on the Living at Home Block Nurse program and the Ramsey County File of Life program.

This role is not intended to take the place of a social worker or social service agency, but to do neighborly activities related to the care of folks who may need extra help, and to connect them with the appropriate agencies if they are interested.

## ***Resources For Buddies***

Use voluntarily-provided information from neighborhood survey (blank template is in Appendix) to identify people who think they may need special attention (medical, etc.) in an emergency.

If your neighborhood doesn't collect information that is so specific, you can include general information about helpful programs (File of Life, McGruff houses, Living at Home Block Nurse) programs in your neighborhood newsletter or chat about it if it comes up. Information and phone numbers are included under Miscellaneous section of the Liaison Resource pages in this handbook.

# First Aid Person / Medical Liaison

I don't know much yet about First Aid myself, but I know where the doctors and nurses are on my block. I'd love the opportunity to take CPR and apply for the training to be on the Citizen's Emergency Rescue Team, when it's available.

*Interested neighbor, Any block*

I'm always thinking I should update my CPR training. I'm glad the neighborhood commission could sponsor some training.

# ***General Description***

The activities may include:

Pass on information provided by the city or Neighborhood Commission related to local health facilities which can help people if there are medical emergencies. Attend or assist with training on various topics such as...

- Know who MDs, nurses, Emergency Medical Technicians, Vets are in your area
- Know Emergency Phone Numbers (listed in resource section)
- Know closest hospitals and clinics (listed in resource section)
- Let neighborhood know about CPR, CERT (see below), First Aid training available in the area

Provide first aid or other assistance in an emergency. Attend or assist with training on various topics such as: CPR, First Aid, Child safety, Safety tips for babysitters, eligible to receive Citizen Emergency Response Team (CERT) training.

Refer to Good Samaritan law in resource section of the book.

# Crime Prevention Liaison

I feel so much safer now knowing how to watch for criminal activity and knowing that my neighbors do too!

And I feel better knowing that the police want us to call even if we're uncertain about what's happening. Sometimes I've been hesitant to call and bother them.

A Saint Anthony officer told me a recent success story: In March (2002), someone hesitantly called the PD about a couple of guys hanging around the rear door of a local business. Because of that call, the police checked up on the guys and you know what resulted? Five arrests, 2 search warrants executed, recovery of substantial stolen property, and 2 other burglaries were cleared. Thanks to one observant, active neighbor!

I think everyone in the city should have a suspect description sheet like the one in this handbook. I recently used it to describe a man who came to my door selling without a permit. After he left, I called the police to come check him out and not only did he not have a permit, he was wanted by the police for other crimes and the police picked him up.

Sue G.

# ***General Description***

Pass on information provided by the police department to neighbors when crimes occur. Attend or assist with training on various topics such as:

- Gangs
- Fraud and con games
- Gun safety
- Vandalism prevention
- Self-defense
- Recognizing substance abuse
- Larceny prevention
- Annoying telephone calls
- Fire prevention
- Victim-Witness services
- Selecting and installing locking devices
- Safety tips for Senior Citizens

## ***Crime Prevention Meetings***

The nature and atmosphere of block meetings vary greatly and depend on the purpose and personality of the group. Meetings may be held to initially organize a block, to address an area of concern, to learn about an issue or a program, or for socialization. Regardless of the reason for the meeting, keep in mind these pointers for a successful meeting. (See a sample invitation and agenda in Appendix.)

**Plan in advance.** Set the date, time, and location so that neighbors can be notified at least a week before the meeting. If necessary, reserve a room at a church or recreation center. Identify all materials that may be needed and arrange for them before the meeting. Don't forget places to sit and name tags!

**Know Your Purpose.** It's important to start your group off on the right foot. If you conduct a successful meeting in which neighbors feel comfortable and have learned or accomplished something, they'll come again and support the group in the future. Ask yourself, "Why is this meeting important?" and "What do we want to accomplish?" Set an agenda and stick to it.

**Establish a Comfortable Atmosphere.** This includes not only a physically comfortable meeting space, but also an environment in which residents feel welcome and able to contribute. As a neighborhood leader, reach out to new neighbors and be friendly and inviting. Make sure neighbors know your name and those of other neighbors. Encourage participation and seek out opinions, but don't force those who want to simply listen.

**Summarize and Follow Through.** Take the time to summarize at the conclusion of a meeting. Review any "Assignments", or tasks that have been delegated. Review the course of action that has been decided upon, if necessary, and follow-up in writing, with phone calls, or in holding another meeting. Thank participants for their involvement!

# Liaison's Resource Pages

## City Information

### Falcon Heights Elected Representatives

- Mayor Peter Lindstrom..... (651) 917-2977
- Council member Pamela Harris ..... (651) 645-3319
- Council member Laura Kuettel ..... (651) 646-7099
- Council member Chuck Long..... (651) 917-7178
- Council member Beth Mercer-Taylor ..... (651) 646-2925

### City Hall

- City Administrator Justin Miller..... (651) 792-7611
- City Hall ..... (651) 792-7600
- City Web Site ..... [www.falconheights.org](http://www.falconheights.org)
- Council Meetings are held at City Hall on the second and fourth Wed. of the month at 7pm (Televised on Cable Channel 16)
- Workshops are the first Wednesday of the month at 6:30pm

### Fire Department

- Fire or Medical Emergency ..... 911
- Fire Inspector ..... (651) 792-7629
- Chief, Clem Kurhajetz ..... (651) 792-7632
- Fire Station Phone (questions/evenings) ..... (651) 792-7635

### Police Department (Contract with St. Anthony Police)

- Crime or Medical Emergency..... 911
- Non-Emergency Dispatch ..... (651) 484-3366
- General Questions ..... (612) 782-3350
- Crime Prevention Officer, Jon Mangseth ..... (612) 782-3350
- Call Officer Mangseth for crime prevention tips or presentations to your neighborhood.

### Other Useful Phone Numbers

- City Building Permits..... (651) 792-7600
- Household Hazardous Waste ..... (651) 633-3279
- Waste Site Driving Directions / Hours..... (651) 266-1144
- Recycling (Waste Management)..... (952) 890-1100

### Falcon Heights City Calendar

Call city office (792-7600) or see city website ([www.falconheights.org](http://www.falconheights.org)) for specific dates.

- |                            |                             |
|----------------------------|-----------------------------|
| Citywide Ice Cream Social  | July (last Thursday)        |
| National Night Out         | August (first Tuesday)      |
| City-Wide Garage Sale      | September (second Saturday) |
| Neighborhood Clean-Up      | September (third Saturday)  |
| Fire Department Open House | October                     |
| WinterFest                 | January (last Sunday)       |

### Falcon Heights Neighborhood Liaison Library at City Hall

Ask City Hall front desk staff for Liaison Library file box with information and materials.

## ***County Information***

### **Ramsey County Sheriff's Dispatch**

Non-emergency..... (651) 484-3366

## ***State/Federal Information***

### **State of MN Emergency Operations Center**

For info during an emergency..... (651) 297-1304

TDD Users (Relay Service)..... (651) 297-5353

### **State of MN Emergency Alert System (EAS)**

WCCO Minneapolis..... 830 AM

KNOW (MPR) St. Paul..... 91.1 FM

### **Senators and Representatives**

U.S. Senator Amy Klobuchar ..... (202) 224-3244

U.S. Senator Norm Coleman ..... (202) 224-5641

U.S. Rep. Betty McCollum (4<sup>th</sup> district) ..... (202) 225-6631

State Senator Ellen Anderson (District 66) ... (651) 296-5537

State Rep. Alice Hausman (District 66B) ..... (651) 296-3824

## ***Utility Information***

### **Power Problems**

Gopher State One ..... (800) 252-1166

(call before you dig for locations of electric, natural gas, and other underground utility lines)

Xcel Energy – Lights Out ..... (800) 895-1999

Xcel Energy – Gas Emergency / Odor..... (800) 895-2999

Xcel Energy – 24-hour Information ..... (800) 895-4999

### **Water Problems**

City of Falcon Heights – Sewer Problems .... (651) 792-7618

after hours: Ramsey County Dispatch ..... (651) 484-3366

St. Paul Water Utility ..... (651) 266-6350

# Social Programs and Assistance

United Way's FIRST CALL FOR HELP ..... 211

*24-hour number*

*The staff and volunteers at this number can refer a caller to any registered resource in the metro area.*

## Emergency Services and Numbers Ramsey County

### HOSPITALS

St. Paul Children's Hospital ..... (651) 220-6000

*345 Smith Ave. N*

*St. Paul, 55102*

HealthEast/St. Joseph's Hospital..... (651) 232-3000

*69 Exchange St. W*

*St. Paul, 55102*

Regions Hospital..... (651) 221-3456

*640 Jackson St.*

*St. Paul, 55101*

United Hospital..... (651) 220-8000

*333 Smith Ave. N*

*St. Paul, 55102*

### GENERAL

American Red Cross..... (651) 291-6789

Civil Defense ..... (651) 482-5238

Crime Victim's Center ..... (612) 340-5400

Sexual Offense Services..... (651) 643-3006

*M-F, 8:30am-5:00pm, or else leave message*

Suicide Prevention ..... (651) 254-9200

*24-hr number, ER at Regions Hospital*

### CHILDREN AND FAMILIES

Adult Protection..... (651) 266-4012

Battered Women Crisis Line ..... (651) 646-0994

Child Protection for Ramsey County..... (651) 266-4500

*24-hour number*

Como Park Living at Home Block Nurse ..... (651) 642-1127

*See additional information under*

*"Miscellaneous Information" section below.*

Crisis Connection ..... (612) 379-6363

*24-hour number*

Crisis Intervention (emergency) ..... (651) 254-9200

Crisis Intervention (non-emergency)..... (612) 339-3663

*Medical questions and hospital info for metro*

*area*

Crisis Nursery – Children's Home Society .... (651) 646-6393

*M-F, 8:00am-5:00pm*

Cross Streets Program for Runaway Youth.. (651) 771-0076

Emergency Social Service ..... (651) 291-6795

*For weekends after 5:00 pm*

Jacob Wetterling Foundation ..... (800) 325-4673

Nat. Center for Missing & Exploited Children (800) 843-5678

Northwest Youth and Family Services..... (651) 486-3808

*See additional information under*

*"Miscellaneous Information" section below.*

Women's Advocates, Inc. .... (651) 227-8284

*Shelter for domestic violence, abuse victims*

ELDERLY/DISABLED

- File of Life (Ramsey County Community Services).....(651) 266-4429  
*See additional information under "Miscellaneous Information" section below.*
- Meals on Wheels of Ramsey County.....(651) 266-4006
- Meals on Wheels – Roseville Sch. Dist. 623 .....(651) 604-3524
- Metro Mobility.....(651) 602-1111
- Senior Dining – Ramsey Action Program .....(651) 645-6701

DRUGS AND ALCOHOL

- Al-Anon/Alateen Information Center .....(651) 771-2208  
*For families and friends of alcoholics*
- Alcoholics Anonymous (metro area) .....(651) 227-5502
- Senior Chemical Dependency Counseling ... .....(651) 773-0473  
*M-F, 8:00am-4:00pm, or else leave message.*
- First Call for Help .....211

Poison Control

- Minnesota State Poison Control System .....(800) 222-1222  
*Please call for poison safety guides and child warning stickers for your neighborhood.*

**Useful Web Sites**

- American Red Cross Web Site..... [www.redcross.org](http://www.redcross.org)
- Centers for Disease Control ..... [www.cdc.gov](http://www.cdc.gov)  
*Public health emergency preparedness*
- City of Falcon Heights ..... [www.falconheights.org](http://www.falconheights.org)
- Federal Bureau of Investigation..... [www.fbi.gov](http://www.fbi.gov)
- Federal Emergency Management Agency .... [www.fema.gov](http://www.fema.gov)
- MN Department of Public Health..... [www.health.state.mn.us](http://www.health.state.mn.us)
- MN Division of Emergency Management..... [www.hsem.state.mn.us/](http://www.hsem.state.mn.us/)
- Ramsey County ..... [www.co.ramsey.mn.us](http://www.co.ramsey.mn.us)
- Weather Channel..... [www.nws.noaa.gov](http://www.nws.noaa.gov)

# Miscellaneous Useful Information

## Using the 911 Emergency System

*Reference: Community Watch Block Captains Handbook, pg. 16-17*

Responding quickly and accurately is important. A large number of arrests result from information that was provided by citizens.

The time it takes to respond to a crime in progress is a determining factor in the apprehension of a criminal. A delay in reporting a crime by a couple of minutes greatly reduces law enforcement effectiveness. Commit to calling in ALL suspicious activity without delay.

What is suspicious activity?

- A stranger around your neighbor's house or a strange vehicle parked near your neighbor's home.
- The sound of breaking glass.
- Anyone peering into vehicles or removing tags, gasoline, or auto parts.
- An improperly parked car or a parked car with someone in it who seems out of place.
- Someone carrying property such as TVs, stereos, or tools that can be used to break into homes.
- Apparent business transactions conducted from a vehicle or on street corners.
- A constant flow of strangers to and from a particular house on a regular basis, especially during late evening hours.
- Persons involved in a fight or any explosion or scream.
- Door-to-door solicitors without a Falcon Heights solicitor's permit, or any stranger knocking at doors (burglars sometimes knock at the door first to see if anyone is at home). Remember that no one is ever obligated to answer their door.
- Recurring appearances of a strange vehicle in the neighborhood.
- Persons standing around, possibly acting as lookouts.

What to do if you think someone may have entered your home while you were away:

- Leave immediately! Do not enter your home!
- Go to a neighbor's house or some other location and dial 911.
- Wait for the police; do not return to your home until officers have checked it.

How to properly use 911

1. State clearly what kind of assistance you need: Police, Fire, or Medical.
2. Stay on the phone and answer all questions. **DO NOT HANG UP UNTIL THE DISPATCHER TELLS YOU TO!** Follow the direction of the dispatcher; he or she is trained for emergency situations and will guide you through the entire process.
3. Give your specific location. Use your block map to give a neighbor's address if necessary.
4. Be sure to remain calm and to speak clearly.

What the dispatcher may ask you:

- ✓ Your name, address, and phone number.
- ✓ What is happening
- ✓ If it is a crime, he or she may ask for:
  - ✓ A description of the suspect or suspect's vehicle (see Appendix)
  - ✓ The direction he or she is heading
  - ✓ The vehicle's license number

## File of Life

File of Life is a Ramsey County program that makes information available to emergency workers if they come into your house and you are not able to tell them what is wrong or give them a good medical history.

It is a “means of insuring that vital information about elders and persons with disabilities is available to emergency personnel in a crisis situation.” When emergency services are needed, people often forget, cannot speak, or are unable to find or remember information needed for their medical situation. The File of Life tool provides a standard method of securing this information.

A person fills out a thorough questionnaire about their situation and sticks it in a marked envelope on their refrigerator. A sticker at the front door alerts emergency medical workers to the packet on the fridge. Everything is kept confidential unless it is needed.

## Resources for Seniors

A variety of community-based programs provide volunteer support, respite, caregiver support, home health services and homemaking services to seniors in need. Their missions are to help neighborhood elders remain in the homes they cherish for as long as possible.

- Como Park Living At Home/Block Nurse Program 651-642-1127
- St. Anthony Park Block Nurse Program 651-642-9052
- Roseville Area Senior Program 651-604-3520

## NW Youth and Family Services

Northwest Youth & Family Services (NYFS) is a not-for-profit, community-based agency, which prepares youth and families for healthy lives. Their programs serve residents of the northern suburbs and work to both prevent and intervene in problems with a holistic and family-focused approach.

Some of their programs include:

- counseling for children, families and adults
- youth employment, senior chore services and youth-run business
- after school and summer programs
- juvenile delinquency intervention
- health education with a focus on teen pregnancy prevention
- young fathers programming

Founded in 1976 as a result of a grassroots volunteer effort by area parents, teachers, law enforcement, civic and community leaders, NYFS strives to meet the changing needs of young people in the community.

NYFS is located at 3490 Lexington Ave. in Shoreview, ½ mile south of Interstate 694. To contact NYFS, please call 651-486-3808.

## Good Samaritan Law

Reference: Minnesota Statutes web site, [www.revisor.leg.state.mn.us/stats/604A/01.html](http://www.revisor.leg.state.mn.us/stats/604A/01.html)

Federal and State Good Samaritan Laws exist to protect those who assist victims of an accident or crime and the victims themselves. A summary of the Minnesota Statute is found below.

1. *Duty to Assist*: A person at the scene of an emergency who knows that another person is exposed to or has suffered grave physical harm shall, to the extent that the person can do so without danger or peril to self or others, give reasonable assistance to the exposed person. Reasonable assistance may include obtaining or attempting to obtain aid from law enforcement or medical personnel. A person who violates this subdivision is guilty of a petty misdemeanor.

2. *General immunity from liability*: A person who, without compensation or the expectation of compensation, renders emergency care, advice, or assistance at the scene of an emergency or during transit to a location where professional medical care can be rendered, is not liable for any civil damages as a result of acts of omissions by that person in rendering the emergency care, advice, or assistance, unless the person acts in a willful and wanton or reckless manner in providing the care, advice, or assistance. This subdivision does not apply to a person rendering emergency care, advice, or assistance during the course or regular employment, and receiving compensation or expecting to receive compensation for rendering the care, advice, or assistance.

## How to Become a McGruff House

A McGruff house displays a picture of McGruff in the front window so that kids will know that the home is designated as a safe haven if they are hurt or scared.

Call the St. Anthony Police Department at (612) 782-3350. They will conduct the following before approving you as a McGruff house:

- A crime prevention officer will interview you.
- They will determine your residency and check your identification.
- Investigators will do a criminal background check on all of the adults in the house.

The police also regularly check all houses displaying the McGruff picture to make sure they have been approved.

# Sex Offenders in Your Neighborhood

*Reference: St. Anthony Police Department*

Keep in mind is that the police department and the Minnesota Department of Corrections only know about the **convicted** sex offenders who may live in your neighborhood.

Parents and guardians of children should not become complacent if they do a search and find there are no offenders living nearby. First of all, offender information only has become publicly available in the last few years, and secondly, many offenders are never caught or prosecuted.

The police department's ability to provide communities with information about offenders depends primarily on the level of the offender. The level is not based on the severity of their offense or conviction, but on their likelihood of re-offending, as determined by an End of Confinement Review Committee (ECRC) from the releasing institution.

The higher number risk level assigned to the offenders, the more information can be released, and the broader the audience that will receive that information.

## Level 3 -- highest risk of re-offense

The names and general location (by block, not house number), along with photos, of these individuals is public information. A citizen may get information by

- going to the police station and looking in the Level 3 Book, or
- logging on to the web site of the Minnesota State Department of Corrections and finding the Level 3 Sex Offender/Predatory Offender Locator. ([www.doc.state.mn.us](http://www.doc.state.mn.us))
- attending a "Community Notification and Education Meeting" in their neighborhood if a level 3 sex offender is moving in nearby

## Level 2 -- moderate risk of re-offense

Sex offender information is made available when:

- law enforcement notifies schools, day care centers, or other organizations where potential victims of the offender might be found, based on his pattern of offending behavior. Law enforcement may also notify individuals whom they believe may be potential victims of the offender, again based on the pattern of behavior.
- a citizen goes to the police station and asks for information about offenders who target a specific population, which directly affects the citizen. For example, you may ask the department about offenders who target grade school boys because your grandson visits you often, but the police department will not give you information about level 2 offenders who target adolescent girls.

## Unranked and Level 1 -- not likely to re-offend

By statute, the general public does not receive information on these individuals or where they live or work. Law enforcement can share the information with other law enforcement agencies, victims, witnesses, and others designated by the prosecuting attorney.

# Personal Security

*Reference: National Neighborhood Watch Institute-Home and Personal Security Handbook, pp. 3-6, 20-21*

The best way to prevent crime is to be observant and prepared especially in situations where you are most vulnerable such as alleys, ATM machines and dark parking lots.

The following tips are just a few ways that you can become more secure.

## ***On the Street***

- Walk confidently
- Be alert and observe your surroundings
- Stay in well lit areas
- Walk close to the curb-avoid doorways, alleys and bushes
- Hold valuables securely by your body
- Do not talk to strangers

## ***Car Security***

- Always lock doors after entering and leaving your vehicle
- Park in well lit areas in public view
- Have cars keys in your hand well before approaching vehicle
- Check the back seat before entering
- If you are being followed, drive to a police, sheriff or fire station
- If your car breaks down, attach a white cloth to the antenna
- If someone stops to help, keep doors locked...roll down window a little and ask them to call, AAA, police or tow truck
- Don't stop to help a motorist in need. Use a phone booth or cell phone to call for help.
- Secure valuables in the trunk or take them with you when you leave the car

## ***While You Are Away***

- Put a hold on mail and paper deliveries
- Ask neighbor to put away mail and paper in case instructions were not followed
- If necessary, ask neighbor to return your garbage can to its regular spot after a pick up
- Do not leave cash or valuables in the house
- Engrave valuables
- Make arrangements to have grass mowed or snow shoveled
- Notify local police of your absence and provide them with an emergency phone number
- Store lawn furniture and tools in garage
- Arrange with neighborhood liaison to watch your house
- Exchange phone numbers
- Leave them a key to your house
- Give them car description and license number

## ***On the Day You Leave***

- Plug in timers to turn lights and a radio on and off
- Unplug electrical appliances
- Set your thermostat for reasonable temperature
- Close your fireplace flue
- Be sure gas appliances are in good order and pilot lights are on
- Turn off ringer on phone so it can not be heard from outside
- Close and lock windows and sliding doors. Place dowels in all sliders.
- Leave drapes in normal positions so police can see into your house
- Be sure to lock all cars that you are not taking with you
- If all vehicles will be gone, ask a neighbor to park in your driveway.
- Lock garage doors and disengage automatic openers.
- Check alarm systems
- Take a walk around the house and check all windows and doors.

# Ramsey County Child Supervision Guidelines

This is not in the law nor is it a recommendation – these are minimal acceptable standards, which if not met may result in a Child Protection Assessment.

## **RAMSEY COUNTY WILL ASSESSES THE FOLLOWING REPORTS:**

*Ages 5 and Younger:* All reports of child(ren) left alone for any period of time.

*Ages 6-9:* All reports of child(ren) who are alone for more than 2-3 hours. (It is acceptable, most cases, for child(ren) to be at home while parents run an errand or to be home alone before and/or after school until parents return from work.)

*Ages 10-13:* All reports where child(ren) are alone for more than 8-12 hours. (It is acceptable for child(ren) to be alone all day until parent returns from work, but it is assumed a parent, guardian or caretaker will be there in the evening.)

*Ages 14 and Older:* All reports where parent has been gone for 24 hours or more if child(ren) does not know whereabouts of parent or when they will return. (It is acceptable for child(ren) to be home alone for 24 hours or more provided they have knowledge of where parent is and how to reach them or a designated caretaker can be reached if needed.)

## **Guidelines for older child – providing supervision to younger child(ren):**

*Ages 11-14:* It is acceptable to baby-sit younger child(ren) all day with the expectation that parent/guardian/caretaker will be returning to supervise child(ren) later that same day.

*Ages 15 and Older:* It is acceptable to baby-sit younger children for more than 24 hours.

These guidelines are intended to provide a basic framework and standard to follow in providing information to parents and reporters of child neglect. Each inquiry and report must be judged individually not only on the basis of age but by also taking the following questions into consideration:

- What is the maturity level of the child(ren)?
- How accessible is the parent/guardian/or designated caretaker to the child(ren) by phone and/or in person?
- What is the health status of the child(ren), i.e. presence of mental, physical problems or disabilities?
- What is the behavioral history of the child(ren), i.e. suicidal, fire setting, delinquency, vandalism, assault?
- Is a young child(ren) using the kitchen stove, iron, or appliance which poses a danger because of their age?
- Have parents discussed an escape plan or held a fire drill with the child(ren)?
- Does the residence have a smoke detector?
- Are there unusual hazards in the home?
- What is the child(ren)'s reaction to being left alone?

# Safety Tips for Children

*Reference: MN Department of Corrections website, Jacob Wetterling Foundation, 1-800-325-HOPE, and the National Center for Missing and Exploited Children, 1-800-THE-LOST*

As soon as a child is old enough to articulate a sentence, he or she can begin the process of learning how to protect himself or herself against abduction and exploitation. Children should be taught all of the following safety measures and tips.

## WHO I AM AND WHERE I LIVE

Teach children who they are, including their full name, birthday, complete address, phone number (including area code), and their parents' full names.

## WHAT I DO IF I CAN'T FIND MY PARENTS

If you are in a public place and you get separated from your parents, don't wander around looking for them. Go to a checkout counter, the security office, or the lost and found. Tell the person in charge that you have lost your mom and dad and need help in finding them.

## CHECK FIRST

Always check with your parents, teacher or babysitter before getting into a car or going anywhere with any person. CHECK FIRST before going into a neighbor's house. CHECK FIRST before going anywhere. Your parents need to know where you are.

## USE THE BUDDY SYSTEM

It's more fun and there is safety in numbers. You should not be wandering around the neighborhood after dark or alone.

## STAY AWAY

If someone follows you on foot or in a car, stay away from him or her. You shouldn't go near the car to talk to the people inside.

## DON'T ASSIST ADULTS

No one should be asking you for directions or to look for a lost puppy or to ask for assistance. Adults should ask adults, not children.

## RUN, SCREAM, GET AWAY

If someone tries to take you away, your best defenses are your legs and your voices. Yell, "This person is trying to take me!" Or "This is not my father (or mother)!" Try to run and scream before they get too close. Call 911 from any phone. It's a free call; you don't need money.

## NEVER HITCHHIKE

Never hitch or try to get a ride home with anyone unless you have checked and your parents have told you it's OK to ride with that person.

## DON'T KEEP SECRETS

Don't keep secrets that make you feel uncomfortable. No one should ask you to keep a special secret. Tell an adult that you trust.

## YOUR BODY IS SPECIAL AND PRIVATE

No one should touch you in the parts covered by your bathing suit, nor should you touch anyone else in those areas.

## KNOW THAT YOU ARE SPECIAL

If you have a problem--any kind of a problem--you can talk to your parents, a teacher, a counselor, your principal, a police officer or a friend of the family.

## YOU CAN CALL 911

If you have an emergency, or are in a situation where you feel you are in danger, CALL 911. You will get help.

## Safety Tips for Parents

*Reference: MN Department of Corrections website, Jacob Wetterling Foundation, 1-800-325-HOPE, and the National Center for Missing and Exploited Children, 1-800-THE-LOST*

Every parent should know and follow the following safety tips. Please take the time to read and share this information with your children.

### TAKE RESPONSIBILITY

Know where your children are at all times. Be familiar with their friends and daily activities.

### BUILD SELF-ESTEEM

A child who has low self-esteem cannot protect himself/herself. Listen carefully to your children's fears, and be supportive in all your discussions with them, replacing fear with knowledge.

### TEACH DECISION-MAKING

Children at all ages can make decisions. Practice early with little decisions so big decisions later are easier. Teach them to trust their own feelings, and assure them they have the right to say NO to what they sense is wrong.

### BUILD SUPPORT SYSTEMS

Children need positive adult role models and need to know where to go for help.

### CHOOSE SUBSTITUTE CAREGIVERS CAREFULLY

Interview and monitor baby sitters, group leaders, youth pastors, etc. Be alert to a teenager or adult who is paying an unusual amount of attention to your children or giving them inappropriate or expensive gifts.

### PROTECT KIDS WHO ARE HOME ALONE

Set ground rules, emergency contacts, and responsibilities for latchkey kids.

### TALK WITH CHILDREN

Teach your children that no one should approach them or touch them in a way that makes them feel uncomfortable. If someone does, they should tell their parents immediately.

### BE SENSITIVE

Watch for changes in a child's behavior, they are signals that you should sit down and talk to your children about what caused the changes.

### USE ROLE-PLAYING

Rehearse safety situations with your child. Give them power through knowledge. Play the game of WHAT IF?

### LET KIDS BE KIDS

Teach them what they will need to know to be safe and let them know you will do your best to protect them. Don't scare the fun out of children.

A print-ready version of this document is available in pdf format from the MN Department of Corrections ([doc.state.mn.us](http://doc.state.mn.us)).

## Citizen Guidance on the Homeland Security Advisory System

Please download this page from <http://www.dhs.gov/xlibrary/assets/CitizenGuidanceHSAS2.pdf>

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# Appendix



## ***Block Party Announcement***

---

Block Party / Ice Cream Social  
will be held on

\_\_\_\_\_ at \_\_\_\_\_!!

The city will block off the street for us and plans to have a police car and fire engine here. We'll set up a couple of picnic tables with ice cream, bring lawn chairs, and expect to have a lot of fun!!

If you can be there, please RSVP to \_\_\_\_\_ at \_\_\_\_\_. If you can help set up, clean up, or bring something (toppings, drinks, cups, cones, garbage cans, bags, spoons...), please also let us know.

Along with sharing ice cream, several of us on the block thought we could also share some information with each other, understanding that it would be only for each other's use—just for fun.

If you'd like, please fill in the attached page and bring it to the party. We'll post any that are brought and distribute copies among all who want to participate. Thanks!

## Block Party Announcement (cont.)

- Address:
- Phone number:
- E-mail address:
- Names of adults:
  
- Names and ages of any kids/pets:
  
- Anything unusual you wouldn't mind lending to a neighbor?  
*(e.g. "I have a krumkake iron I seldom use", or a jogging baby stroller, cooler, wok, pup tent...)*
  
- Wondering if anyone has common interests or hobbies with you?  
*(e.g. "I have a stamp collection I like to show off.", "Anyone want to play tennis?")*
  
- Anything you want to know more about and think someone might share with you?  
*(e.g. "Does anyone know how to fix cement steps?", "Can someone help us buy a computer?", and "I'd like to crochet!")*
  
- Anything you know about and would be willing to share with neighbors?  
*(e.g. "I know a bit about growing roses.", "I enjoy tying flies.")*
  
- Anything else you'd like to know about your neighbors?  
*(e.g. "Is anyone vegetarian? . . . I need recipes."; "Does anyone have any tips on growing roses?")*
  
- In the interest of recycling, do you have anything usable you'd like to pass on or anything you'd like to inherit?  
*(e.g. "We're looking for an old couch for the kids to use in the basement.", or bed, high chair, trike...)*





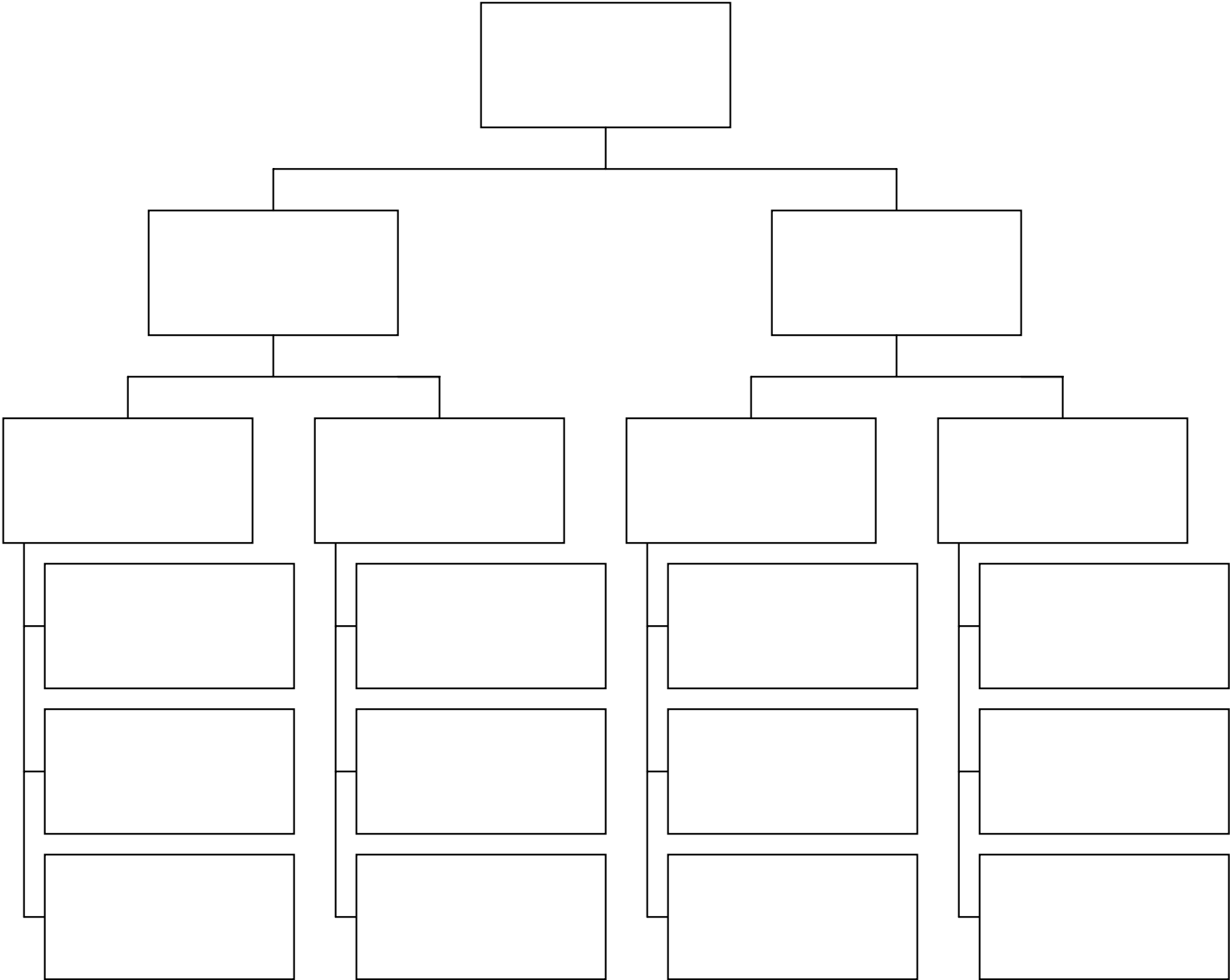
# Neighborhood Phone Tree

Use this list every time you want to reach everyone in your neighborhood. In emergencies, call 911 and then initiate the tree to alert neighbors to a problem they should be aware of. You can also use the list for a potluck dinner—it's good practice!

Neighbors may put their names and numbers in the available spaces. As new neighbors move in, they should fill in spaces lower on the list. Each participating household gets a copy of the completed form. Keep it in a safe place.

When someone on the block has information to be passed on, they call the name at the top of the list and pass on their short message. If it needs to be very accurate, ask the person to get paper and pencil to write specifics if they will be calling another person. That person, in turn, calls the neighbor listed directly below them and passes on the message. And so on. If someone doesn't answer, try at work, or call later. In the meantime, call the household below them on the list. Finally, the people at the bottom of the phone tree should call the first person at the top of the tree and let them know the chain of communication worked.

**\*\*Tell facts:** what happened, who's ok and who's hurt; action taken to respond, how to help and how to get help.  
**\*\*Remember not to speculate during your calls.** Just pass on essential information.



*Neighborhood Crime Watch Meeting Announcement*

# **Neighborhood Crime Watch Meeting**

**DATE:**

**TIME:**

**PLACE:**

**LIAISON:**

There will be a meeting to organize a crime watch program in our neighborhood. We will discuss what we can do to protect ourselves and help make our community a safer place for all of us to live and work.

**WHY YOUR PARTICIPATION IS NEEDED:**

- TO VOICE AND ADDRESS YOUR CONCERNS
- TO REDUCE CRIME IN OUR COMMUNITY
- TO PROVIDE A SAFER NEIGHBORHOOD FOR YOU AND YOUR FAMILY

It is up to us to make our community a better place. Working together, we can make a difference.

# ***Neighborhood Crime Watch Meeting Agenda***

- I. Introductions
  - A. Host welcomes and introduces self; provides name tags if desired.
  - B. Group members introduce themselves, describing their house, as well.
  
- II. Outline Purposes of Meeting
  - A. Introduce concept of Neighborhood Liaisons and crime prevention.
  - B. Review agenda.
  - C. Review goals for meeting.
  - D. Introduce special guests / speaker (if there is one).
  
- III. Discussion of concerns
  - A. List all concerns.
  - B. Determine the most common concerns.
  - C. Solicit ideas for addressing these concerns.
  
- IV. If group decides to address a concern, establish and delegate responsibilities
  
- V. Arrange for organization and distribution of block map
  
- VI. Summarize Meeting
  - A. Decisions made
  - B. Individual commitments and responsibilities
  - C. Note meeting's success
    - a. Opportunity for neighbors to get to know one another
    - b. Opportunity to address concerns
  
- VII. Determine when the group will meet again.
  
- VIII. Thank participants for coming

## **General Guidelines:**

Encourage everyone's participation.  
Steer the meeting toward common ground and away from differences.  
Try to reach a conclusion at the end of the meeting.  
Decide upon some action to be taken; ideally giving everyone some task to do.

# Suspect Description Sheet

Sex \_\_\_\_\_ Race \_\_\_\_\_ Age \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_

Hair

\_\_\_\_\_

Eye Color

\_\_\_\_\_

Glasses

\_\_\_\_\_

Moustache/Beard/  
Sideburns

\_\_\_\_\_

Complexion

\_\_\_\_\_

Tattoos, Amputations,  
Scars,  
or Marks

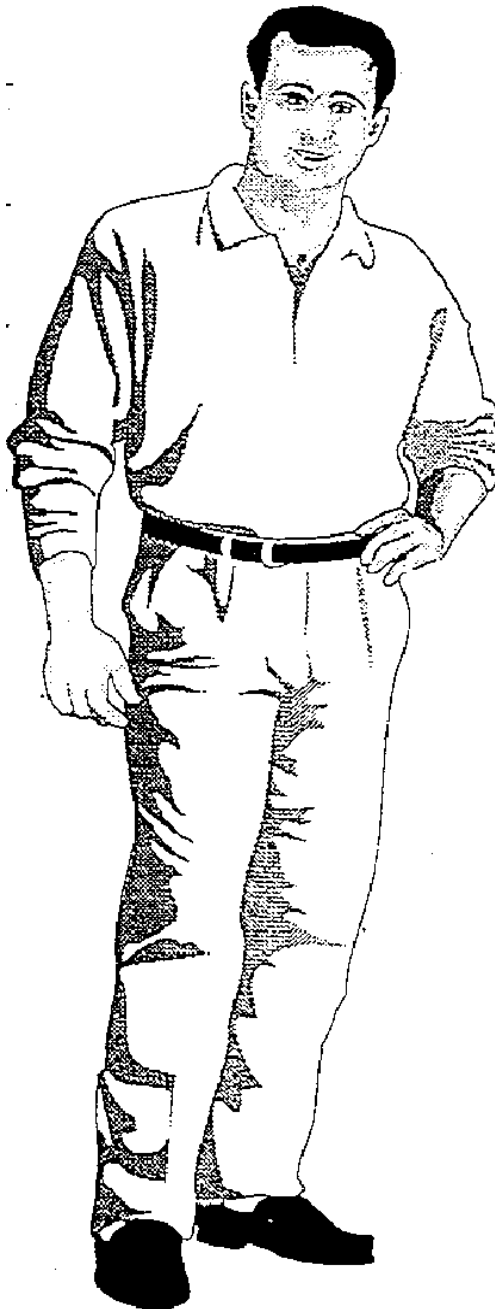
\_\_\_\_\_

Speech Impediments or  
Accents

\_\_\_\_\_

Distinguishable Gait or  
Limp

\_\_\_\_\_



Hat

\_\_\_\_\_

Shirt

\_\_\_\_\_

Coat

\_\_\_\_\_

Tie

\_\_\_\_\_

Pants and Shoes

\_\_\_\_\_

Weapon

\_\_\_\_\_



Pistol



Revolver



Rifle



Knife

# Vehicle Description Sheet

What Make? _____	What year? _____	
_____ What Color? _____	Body style? (2 dr., conv., etc.) _____	Identifying dents, scratches? _____

License number?  
 (state of issue or identifying colors)  
 \_\_\_\_\_

The police can use answers to as many of these questions as possible. Please remember that wrong information is worse than no information at all. Answer only those questions that you're sure of.

- |  |  |
|--|--|
| 1. How many suspects were there? _____<br>2. What did they do? _____<br>_____<br>3. What did they say? _____<br>_____<br>4. What did they take? _____<br>_____<br>5. Which way did they go? _____<br>_____ | 6. Were there any other witnesses? _____<br>Names and addresses? _____<br>_____<br>Phone numbers? _____<br>_____<br>7. Is there any other information you feel is important? _____<br>_____<br>_____ |
|--|--|



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Block Leader Handbook. For Block/BLOCC Leaders in the Macalester-Groveland, Highland and Summit Hill Neighborhoods. Written October 1999.

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Community Watch Block Captain's Handbook, Crime Prevention Resources, Inc., 33 North Central Avenue, Suite 219, Medford, OR, 97501, 1(800) 867-0016, [www.crimeprevent.com](http://www.crimeprevent.com). (Quotes used with permission)

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Focus News Resident Guide, cities of Arden Hills, Falcon Heights, Roseville, Available from Focus News, 3701 Reservoir Blvd., Columbia Heights, MN 55421  
Office Hours: Monday-Friday, 8:00 to 5:00

Home and Personal Security Handbook, National Neighborhood Watch Institute, P.O. Box 4208, Santa Fe Springs, CA 90670-1208. Written 2001.

How to Build Community is published by Syracuse Cultural Workers (SCW), peace and justice publishers since 1982. Full color. 12x36" poster (P470CW) is \$18.95 postpaid in a heavy tube; laminated (LP470CW) is \$20.95. Also available as a framed poster, T-shirt, notecard, postcard, and bookmark. Tools For Change catalog free with order. SCW, Box 6367, Syracuse, NY 13217 (315) 474-1132; Free Fax (877) 265-5399. 24 Hour ordering – Visa/MC. [www.syrcculturalworkers.org](http://www.syrcculturalworkers.org)

How to Start and Maintain a Healthy Neighborhood Watch Program, National Neighborhood Watch Institute, P.O. Box 4208, Santa Fe Springs, CA 90670-1208. Written 2001.

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National Neighborhood Watch Institute Participant's Handbook, National Neighborhood Watch Institute, P.O. Box 4208, Santa Fe Springs, CA 90670-1208. Written 2001.

Resource Directory of Community Services. St. Michael's Lutheran Church. 1660 W. County Road B, Roseville, MN 55113, (651)631-1510. Reprinted with permission from North Como Presbyterian Church.

# 100 THINGS YOU CAN DO TO BUILD SOCIAL CAPITAL

[www.bettertogether.org](http://www.bettertogether.org)

1. Organize a social gathering to welcome a new neighbor
2. Attend town meetings
3. Register to vote and vote
4. Support local merchants
5. Volunteer your special skills to an organization
6. Donate blood
7. Start a community garden
8. Mentor someone of a different ethnic or religious group
9. Surprise a new neighbor by making a favorite dinner – and include the recipe
10. Tape record your parents' earliest recollections and share them with your children
11. Plan a vacation with friends or family
12. Don't gossip
13. Help fix someone's flat tire
14. Organize or participate in a sports league
15. Join a gardening club
16. Attend home parties when invited
17. Become an organ donor
18. Attend your children's athletic contests, plays, and recitals
19. Get to know your children's teachers
20. Join the local Lions, Kiwanis, Knights of Columbus, or Rotary
21. Get involved with Brownies or Cub/Boy/Girl Scouts
22. Start a monthly tea group
23. Speak at or host a monthly brown bag lunch series at your local library
24. Sing in a choir
25. Get to know the clerks and salespeople at your local stores
26. Attend PTSA meetings
27. Audition for community theater or volunteer to usher
28. Give your park a weatherproof chess/checkers board
29. Play cards with friends or neighbors
30. Give to your local food bank
31. Participate in walk-a-thons
32. *Employers:* encourage volunteer/community groups to hold meetings on your site
33. Volunteer in your child's classroom or chaperone a field trip
34. Join or start a babysitting cooperative
35. Attend school plays
36. Answer surveys when asked
37. *Businesses:* invite local government officials to speak at your workplace
38. Attend Memorial Day parades and express appreciation for others
39. Form a local outdoor activity group
40. Participate in political campaigns
41. Attend a local budget committee meeting
42. Form a computer group for local senior citizens
43. Help coach Little League or other youth sports – even if you don't have a kid playing
44. Help run the snack bar at the Little League field
45. Form a "tools cooperative" with neighbors and share ladders, snow blowers, etc.
46. Start a lunch gathering or a discussion group with co-workers
47. Offer to rake a neighbor's yard or shovel his/her walk
48. Join a carpool
49. *Employers:* five employees time (e.g. 3 days per year) to work on civic projects
50. Plan a "Walking Tour" of a local historic area

51. Eat a breakfast at a local gathering spot on Saturdays
52. Have family dinners and read to your children
53. Run for public office
54. Stop and make sure the person on the side of the highway is OK
55. Host a block party or a holiday open house
56. Start a fix-it group – friends willing to help each other clean, paint, garden, etc.
57. Offer to serve on a town committee
58. Join the volunteer fire department
59. Go to church ... or temple ... or go outside with your children – talk to them about spirituality
60. If you grow tomatoes, plant extra for a lonely elder who lives nearby – better yet, ask him/her to teach you and others how to can the extras
61. Ask a single diner to share your table for lunch
62. Stand at a major intersection holding a sign for your favorite candidate
63. Persuade a local restaurant to have a designated “meet people” table
64. Host a potluck supper before your Town Meeting
65. Take dance lessons with a friend
66. Say “thanks” to public servants – police, firefighters, town clerk, ...
67. Fight to keep essential local services in the downtown area – your post office, police station, school, etc.
68. Join a nonprofit board of directors
69. Gather a group to clean up a local park or cemetery
70. When somebody says “government stinks”, suggest they help fix it
71. Turn off the TV and talk with friends or family
72. Hold a neighborhood barbecue
73. Bake cookies for new neighbors or work colleagues
74. Plant tree seedlings along your street with neighbors and rotate care for them
75. Volunteer at the library
76. Form or join a bowling team
77. Return a lost wallet or appointment book
78. Use public transportation and start talking with those you regularly see
79. Ask neighbors for help and reciprocate
80. Go to a local folk or crafts festival
81. Call an old friend
82. Register for a class – then go
83. Accept or extend an invitation
84. Talk to your kids or parents about their day
85. Say hello to strangers
86. Log off and go to the park
87. Ask a new person to join a group for a dinner or an evening
88. Participate in pot luck meals
89. Volunteer to drive someone
90. Say hello when you spot an acquaintance in a store
91. Host a movie night
92. Exercise together or take walks with friends or family
93. Assist with or create your town or neighborhood’s newsletter
94. Organize a neighborhood litter pick-up – with lawn games afterwards
95. Collect oral histories from older town residents
96. Join a book club discussion or get the group to discuss local issues
97. Volunteer to deliver Meals-on-Wheels in your neighborhood
98. Start a children’s story hour at your local library
99. Be real. Be humble. Acknowledge other’s self-worth
100. Tell friends and family about social capital and why it matters

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