



# **Sugarmill Woods Crime Watch, Inc.**



# **Operations Reference Manual**

**October 2020**  
*(previous editions obsolete)*

## **AUTHORIZATION**

This Operations Reference Manual is intended for the use of the Sugarmill Woods Crime Watch, Inc. (SMWCW) of Citrus County, Florida. The SMWCW organization operates under the authority of the Citrus County Sheriff's Office (CCSO), Inverness, Florida.

SMWCW, Inc. is a 501(c) (4) organization -- *a social welfare organization, such as a civic organization or a neighborhood association. Net earnings must be exclusively used for charitable, educational, or recreational purposes.*

This Operations Reference Manual was developed in accordance with existing CCSO and SMWCW directives, as follows:

1. CCSO "*Volunteer Unit Rules & Procedures Handbook*"
2. Sugarmill Woods Crime Watch "*By-Laws*"
3. Sugarmill Woods Crime Watch "*Training Outline*"

Other organizations wishing to use this manual will direct their request to the President, Sugarmill Woods Crime Watch, Inc., Homosassa, FL 34446. The current President of the Sugarmill Woods Crime Watch can be determined by visiting our website: [www.smwcw.org](http://www.smwcw.org), or by contacting the Citrus County Sheriff's Office, Volunteer Unit: [www.sheriffcitrus.org/volunteer](http://www.sheriffcitrus.org/volunteer),

/s/

THOMAS N. OKIMOTO  
President  
Sugarmill Woods Crime Watch, Inc.  
Homosassa, Florida

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## I. MISSION OF THE SUGARMILL WOODS CRIME WATCH, Inc.

1. **General:** To assist Citrus County law enforcement officials in dealing more effectively with combating crime, by:
  - a. Making our Crime Watch vehicle as visible as possible in our community.
  - b. Providing additional “eyes & ears” for the Sheriff’s Office.
  - c. Looking for and reporting criminal or suspicious activities.
  - d. Conducting “Vacation Watch Requests” (aka House Checks).
  - e. Conducting checks of construction sites and infrastructures (utilities).
  - f. Reporting missing or damaged street signs.
  - g. Performing any other support requested by the Sheriff’s Office.

## II. GENERAL RULES & REQUIREMENTS FOR MEMBERS

1. **Act Professionally:** As a representative of the Citrus County Sheriff’s Office you are required to act professionally at all times when you are in uniform or in the patrol car.
2. **Alcohol / Drugs:** Neither alcohol nor drugs may be consumed by Sugarmill Woods Crime Watch members while they are in uniform or in the patrol car. *(Also see Section IV below, “Patrol Car”, regarding the use of prescription drugs and the minimum 8-hour time limit required before driving, after having consumed alcohol).*
  - a. As well, entering taverns, bars or businesses that primarily sell alcohol is strictly prohibited while in uniform or on duty.
3. **Arrest or Detention Authority / Citizen’s Arrest:** Sugarmill Woods Crime Watch members have NO arrest or detention authority. Further, “Citizens Arrest” does not exist under Florida law.
4. **Chain of Command:** Initially, direct questions or comments regarding any Sugarmill Woods Crime Watch matter to the Lieutenant or Sergeant in charge of your assigned duty day. However, you may also direct questions or comments to the Sugarmill Woods Crime Watch Captain, President, Vice President or any other SMWCW member.

- a. Yet another source for information is the Sugarmill Woods Crime Watch's website: [www.smwcw.org](http://www.smwcw.org). (Obtain User Name & Password for the website from any of the above individuals).
  - b. Finally, you may contact the Senior Services Coordinator, CCSO. (See Section 4 CCSO Volunteer Unit Rules & Procedures Handbook for CCSO Chain of Command policy).
5. **Confidentiality Responsibility:** In performing Crime Watch duties, members will be exposed to information of a **sensitive law enforcement nature** or of a **privacy nature**. Such information is considered strictly confidential and may not be discussed. Any disclosure may be grounds for immediate dismissal.
6. **Private Gain:** Using any information obtained in connection with your member status for private gain is strictly prohibited.
7. **Firearms or Weapons:** No firearms or weapons of any kind may be carried while on duty with the Sugarmill Woods Crime Watch – even if the Crime Watch member possesses a valid concealed weapons permit. A small pocketknife can be carried as long as it is in a pants pocket or case on the belt, but Bowie or boot-type knives are prohibited. Mace, pepper spray, or similar items are also prohibited.
8. **Gifts:** Accepting gifts, favors or services that may reflect improper influence in the discharge of official Citrus County Sheriff's Office or Sugarmill Woods Crime Watch duties is not allowed.
9. **Home Owner Association (HOA) Rules:** Do not confuse Crime Watch duties with those of any HOA -- Crime Watch members **do not** enforce association code violations. *Any exception to this policy may only be authorized by the President, Sugarmill Woods Crime Watch.*
10. **Honor Guard Unit:** A SMWCW Honor Guard Unit was established in 2015. The primary objective of the Honor Guard is to provide an official SMWCW representational presence at deceased members funerals. The SMWCW President could also direct Honor Guard representation at other official functions. The SMWCW Honor Guard Unit is commanded by an appointed Lieutenant and comprised of active members. Rules and procedures regarding this unit are contained in separate directive. *See Attachment 3 regarding Honor Guard uniform items.*
11. **Official Position of the Citrus County Sheriff's Office (CCSO):** Sugarmill Woods Crime Watch members may never express an official position of the CCSO or SMWCW. Public statements pertaining to the CCSO or SMWCW may only be made by officials from those organizations.



12. **Political Discussions or Ideals:** Discussions of a political nature are strictly prohibited while in uniform or on duty.
13. **VIMS (Volunteer Integrated Management System):** The Citrus County Sheriff's Office utilizes the VIMS. This secure database manages and tracks all members of the volunteer unit. It captures volunteer time, reports, statistical data, has a calendar / scheduling function and provides an internal messaging system. Only President and Vice President of Sugarmill Woods Crime Watch have access to the VIMS.

### III. UNIFORM

1. **Wear it Proudly:** Ensure your uniform is kept neat and clean at all times. The uniform shirt must be neatly tucked into your trousers or shorts – it may not be worn outside.
2. **For Official Use Only:** Never conduct personal business while in uniform. The uniform is to be used for official SMWCW or CCSO business only.
3. **Wearing the Uniform:** At a minimum, the SMWCW uniform consists of either the white shirt with metal badge or the tan polo shirt with embroidered badge – the volunteer ID badge must be worn with either shirt.
  - a. **Special Occasions:** For special occasions members may be directed to wear a specific uniform.
4. **Uniform Items:** Sugarmill Woods Crime Watch purchases its uniform items and issues them to members at no charge upon their initial training. These items are the property of the Sugarmill Woods Crime Watch and must be returned whenever a member no longer performs duties for the SMWCW. Uniform items are as follows:
  - a. **Shirt (White):** White short-sleeve with SMWCW logo embroidered on front, CCSO and American flag patches sewn on shoulders.
  - b. **Shirt (Polo):** Tan polo short-sleeve with SMWCW logo and CCSO volunteer and badge embroidered on front.
  - c. **Shorts:** Black with "SMWCW" embroidered on leg.
  - d. **Pants:** SMWCW does not issue long pants to its members. *Several members have acquired the CCSO long green trousers with gray stripe and will wear them occasionally, however, they are not stocked.*
  - e. **Windbreaker:** Black with SWMCW logo embroidered on front.
  - f. **Metal Badge:** For use on the white short-sleeve shirt only.

- g. **Volunteer ID Badge:** Issued by the CCSO – must be worn with both uniform shirts.
- h. **Baseball Cap:** Issued by the CCSO. Only the “Sheriff’s Volunteer” baseball cap may be worn (or not) at the individual’s discretion.
- i. **Rank Insignia:** Insignia of rank (Sergeant, Lieutenant, etc.) are issued by the SMWCW to its members, as appropriate.
- j. **Citizen’s Academy / Length of Service Pins:** These two pins are the only other items that may be worn on the uniform. They are issued by the CCSO and not stocked by the SMWCW.

5. **Non-Uniform Items:**

- a. **Shoes:** Any comfortable closed toe shoe or sneaker may be worn with the uniform.
- b. **Shorts / Pants:** Denim shorts/pants are NOT authorized to be worn with the uniform. However, any other plain black, green, navy or khaki colored shorts/pants may be worn in lieu of the uniform shorts listed above.

- 6. **Honor Guard Items:** Distinctive honor guard uniform items will be issued to each SMWCW member. *See Attachment 3 regarding the SMWCW Honor Guard accouterments.*
- 7. **Unserviceable Uniform Items:** Members may turn-in unserviceable items to the SMWCW Quartermaster and receive a replacement item at no cost to them. Contact your chain of command for information.
- 8. **Placement of Items on Uniform:** See Attachments 1 and 2 regarding the placement of items on uniform shirts, *e.g., ID card, metal badge, rank insignia, Citizen’s Academy and Length of Service pins.*

#### IV. **PATROL CAR**

- 1. **For Official Business Only:** The patrol car is to be used for official business only.

2. **Observe All Traffic Laws:** Drivers must comply with all traffic laws while operating the patrol car – no exceptions. In fact, we’re “under the microscope” so always strive to set a GREAT example.
3. **Violations of Law:** Should you observe any Sugarmill Woods Crime Watch member violating any traffic law while operating the patrol car, it is your duty to report that violation to someone in your chain of command.
4. **Basic Operating Procedures:**
  - a. **Seatbelts:** **EVERY** person in the Sugarmill Woods Crime Watch patrol car must wear a seat belt – front and back seats.
  - b. **Signal Lights:** Always use your signal lights.
  - c. **Complete Stop:** Come to a complete stop at stop signs.
  - d. **Speed:** Observe posted speed limits. Generally, a speed of 15-20 mph is suggested while patrolling neighborhood streets.
  - e. **Always Be Courteous:** Always be courteous to others – pedestrians and other vehicles.
5. **Other Basic Rules:**
  - a. **Items on Vehicle’s Dashboard:** Never put anything on the dash of the vehicle (*namely, the log books*). *NOTE: Has caused an accident in past.*
  - b. **Unattended Vehicle:** **NEVER** leave the patrol car running while unattended. Always remove the keys and lock the vehicle when it is unattended.
  - c. **Eating or Drinking:** In general, eating or drinking is not allowed in the patrol car; however, chewing gum or drinking bottled water is permitted. *Just ensure you remove all trash from the vehicle when you leave.*
  - d. **Smoking/Tobacco Products:** Strictly unauthorized – to include electronic cigarettes.
  - e. **Using the Flashing Yellow Lights:** The flashing yellow lights on the roof of the patrol car are not to be used routinely – **they are for emergency use only**. *Examples of when to use: Stopping the vehicle in the road to remove some debris; vehicle is in the road while assisting another vehicle or resident; or, you are directed by the CCSO to use the lights for some occasion.*
6. **Alcohol / Drugs:** Neither alcohol nor drugs may be consumed by Sugarmill Woods Crime Watch members while they are in uniform or in the patrol car.

- a. **Alcohol:** There is a minimum 8-hour time period that must pass between any Crime Watch driver's use of alcoholic beverages and his/her driving of the patrol car.
  - b. **Prescription Drugs:** If taking prescription drugs, contact your doctor to determine if there is any question as to whether or not the prescription drug(s) could interfere with your safe operation of the patrol car.
7. **Passengers:** Only Citrus County Sheriff's Office (CCSO) employees or designated CCSO volunteers are allowed to drive or be a passenger in the patrol car. Any exceptions must be approved by Citrus Dispatch.
- a. **Ride-Alongs and Assisting the Public:** At this time, neither ride-alongs nor allowing the public to ride in the patrol car is authorized by the Citrus County Sheriff's Office. Prior forms are no longer valid.
8. **Traffic Accident or Injury:** If you are involved in a traffic accident in the patrol car, whether there is damage, injury, or not, you must:
- a. Immediately notify Citrus Dispatch on your radio with the details.
  - b. Request that Citrus Dispatch send a "Supervisor" to investigate.
  - c. Notify someone in your chain of command as soon as possible.
  - d. Refer to "Injury on Crime Watch Duty – What to Do" memo located in the binder in the patrol car.
  - e. Record the details and your actions taken in the Daily Log located in the patrol car.
9. **Mechanical Problem with the Patrol Car:**
- a. **Your Discretion/Responsibility:** First and foremost, when experiencing mechanical problems with the patrol car, it is up to the individual member to ascertain whether the vehicle is safe to operate. If unsure, contact someone in the chain of command or the Sheriff's Maintenance Garage for guidance.
  - b. **Forms to Use:** Use the Vehicle's *Daily Vehicle Log* to report routine matters of a mechanical nature (*e.g., low tire pressure, low oil, etc.*). However, the *Vehicle Trouble Report Form* must be filled out whenever the patrol car is taken to the Sheriff's Maintenance Garage for service. *Both of these forms are located in the patrol car.*

- c. **Vehicle Taken Out of Operation:** Whenever any corrective action is taken on the patrol car that results in its being taken out of operation from regular patrol duties, notify your chain of command immediately – even if a “loaner” car is provided.
    - i. **Loaner Car:** When a loaner car is provided you must remove the following items from our car: Laminated map of SMW, two binders containing daily logs and house checks, plastic container in back seat, handheld radio, GPS and cell phone in glovebox (with chargers). **DO NOT remove the credit card – it stays with the vehicle.**
  - d. **Body Damage:** Document any new body damage on the patrol car’s Daily Vehicle Log and notify your chain of command immediately.
  - e. **Tire Pressure:** If tire(s) require air, you can inflate them yourself or take the vehicle to a service station. If a flat tire, you can change it or call the Citrus County Sheriff’s Office (CCSO) Maintenance Garage for assistance (352-341-7485); also annotate the Daily Vehicle Log.
  - f. **Fluids:** If you spot leaking fluids, use your discretion in operating the patrol car or calling the Sheriff’s Maintenance Garage for guidance. Document any irregularity on the Daily Vehicle Log.
  - g. **Lights:** If the headlights, turn signals, brake lights or yellow flashing roof lights are inoperable, take the vehicle to the Sheriff’s Maintenance Garage for resolution (or) call the Sheriff’s Maintenance Garage for guidance.
10. **When the Sheriff’s Maintenance Garage is Closed:** Should a mechanical problem occur with the patrol car during hours when the Sheriff’s Maintenance Garage is closed, contact Citrus Dispatch and request their guidance in resolving the matter. Also notify someone in your chain of command.
11. **First Driver of the Day Responsibilities:**
- a. **Completing Vehicle Safety and Operating Checklist:**
    - i. Refer to the Vehicle Safety Checklist (*reverse side of the Daily Vehicle Log*) and complete all required actions:
    - ii. **A Walk-Around Inspection** of the patrol car looking for body damage, improper tire inflation, proper operation of the lights, etc.

- iii. **An Under-The-Hood Check** of the patrol car looking for fluid leaks and checking fluid levels.
  - iv. **Checking the Trunk** of the patrol car to ensure that all equipment listed on the Vehicle Safety Checklist is accounted for.
12. **Subsequent Driver of the Day Responsibilities:** Upon turn-over of the patrol car to you by the preceding driver, note the condition of the tire pressure and check the vehicle for any noticeable body damage; take corrective action as necessary.
13. **Refueling The Patrol Car:**
- a. **NEVER** use your personal credit card to refuel the crime watch car!
  - b. **When to refuel -- IMPORTANT:** You are required to refuel the patrol car when the gas gauge approaches the ½ tank mark.
  - c. **Where to refuel:** Typically, we use one of the 3 gas stations on Route 19 that are closest to Sugarmill Woods; however, the credit card we use is valid at any gas station in Citrus County.
  - d. **Which fuel to use:** Always use the least expensive (87 octane) fuel.
  - e. **How to refuel:**
    - i. Swipe the credit card at the pump and watch the pump's screen for further prompts.
    - ii. When prompted for the Driver's or PIN Code, enter the code listed on the green canvas divider in the log book that's in the patrol car.
    - iii. When prompted for the vehicle's mileage, enter the mileage.
    - iv. Not necessary to obtain a receipt from the pump.
  - f. **Credit Card / PIN:** The credit card to refuel the patrol car is located in a protective pocket attached to the dash of the vehicle. The Personal Identification Number (PIN), or "Drivers Code" is printed on the green canvas divider (car 1) inside the log book/binder in the patrol car.
14. **Refueling Loaner Patrol Cars:** Credit cards are issued for each individual patrol car. Whenever using a loaner patrol car **DO NOT SWITCH CREDIT CARDS** – use the card assigned to that vehicle. Our PIN will still be used for the "loaner."

## V. SCHEDULING OF HOURS

1. **Number of Hours Worked:** Sugarmill Woods Crime Watch members are asked to work a minimum of 5 hours each month, as follows:
  - a. Two shifts of 2 hours each (4 hours total) *These are scheduled by the applicable Lieutenant or Sergeant for your assigned day of the week.*
  - b. **Monthly Meetings:** 1 additional hour monthly, to attend the Sugarmill Woods Crime Watch meeting on the *2d Tuesday each month, 3 p.m. @ the Homosassa Public Library, 4100 S. Grandmarch Ave. (off Grover Cleveland), Homosassa (except for June, July & August). Uniform optional for members; desired for executive board members.*
2. **Operating Hours:** The SMWCW operates Monday through Saturday between the hours of 8:00 a.m. to 6:00 p.m. The President, SMWCW can authorize additional operations, such as Halloween night.

## VI. ASSIGNED "TOURS"

1. **Tours:** Car 1, Sugarmill Woods is broken down into 5 distinct areas called "Tours." There is a laminated map in the patrol car clearly defining the Tour Areas. Car 2 has 2 distinct Tour Areas as follows:

### **Car 1.**

- a. Tour 1: Oak Village South
- b. Tour 2: Cypress Village East & Southern Woods
- c. Tour 3: Cypress Village North
- d. Tour 4: Oak Village North
- e. Tour 5: Cypress Village Southwest

### **Car 2.**

- f. Walden Woods
- g. Chassahowitzka

2. **Sugarmill Woods:** Tours are scheduled in a random fashion to ensure all 5 Sugarmill Woods areas are checked on a daily basis. Check the monthly schedule to determine the Tour Areas for your shifts.

3. **Crime Mapping:** Sugarmill Woods Crime Watch volunteers who have access to a computer should check the Citrus County Crime Mapping website to determine if there are specific “hot spots” within the community that might suggest increased awareness (*see Attachment 4 for instructions on how to access this service*).
4. **Sheriff Can Redirect:** The Citrus County Sheriff’s Office has the authority to redirect any Crime Watch unit from their assigned tour to another area within the county, as they deem necessary (*this rarely happens, however*).

## **VII. RADIOS (IN-CAR & HANDHELD)**

1. **For Official Use Only:** Be professional at all times when using the radio and only use the radio for Official purposes -- Never for personal conversations or business.
2. **Be in Radio Contact Always:** You must be in radio contact with the Citrus County 9-1-1 dispatcher (Citrus Dispatch) at all times while performing Sugarmill Woods Crime Watch duties. See “**IMPORTANT**” below. Whenever leaving the patrol car, for example, to conduct a house check, you must have the handheld radio on your person and turned on (*unless you have another Sugarmill Woods Crime Watch person in the patrol car monitoring the radio*).
3. **Both Radios on Same Frequency:** Both the in-car radio and the handheld radio are set to the same frequency. This is Crime Watch’s communication frequency with Citrus 9-1-1 Dispatch.
4. **Patrol Car Radio:** The in-patrol car radio may turn off when the vehicle’s ignition is turned off. If the radio does not turn off, turn the radio off with the switch on the radio.
5. **Handheld Radio:** This radio will be turned OFF until it is needed. There is a charger located in the patrol car to recharge the handheld radio leave the radio in the charger while on patrol. Secure the handheld in the trunk of the vehicle when not on patrol.
6. **Call Signs:** Our Call Sign is “Sugarmill Woods car 1 or car 2.” Each Crime Watch vehicle in Citrus County has its own distinct call sign. The 9-1-1 dispatcher’s call sign is: “Citrus” or sometimes “Citrus Dispatch.”
7. **A Brief Pause When Transmitting:** When depressing the mic of either the in-car or handheld radio, note that you must pause for a split second before speaking (listen for beep). If you speak immediately the first word or part of the word will likely be cut off.



8. **Use Plain Talk on the Radio:** So called “10 Codes” will not be used by the Sugarmill Woods Crime Watch, even though Citrus Dispatch uses them occasionally. The following are terms that we frequently use:
- a. In Service.
  - b. Out of Service.
  - c. Received or Acknowledged.
  - d. Out of Vehicle.
  - e. Etc.
9. **Spelling Over the Radio:** Should it becomes necessary to spell a word or perhaps license plate letter over the radio, your objective is to be understood. To this end, you may use the phonetic alphabet (Attachment 5) or any commonly used description, such as: “Apple for A;” “Boy for B;” “Frank for F;” etc.
10. **Reporting IN or OUT of Service:** Every Sugarmill Woods Crime Watch driver will notify Citrus Dispatch that they are “In Service.” ***“Sugarmill Woods Car 1 or Car 2 to Citrus” (wait for acknowledgement) when Citrus responds then say “Sugarmill Woods Car 1 or Car 2, In Service.”*** Conversely, at the end of your shift notify Citrus that you are “Out of Service.” For any number of reasons there could be other times during the day that the patrol car is taken Out of Service – **ensure whenever it is taken OUT of Service that it is reported back IN Service, as appropriate.**
11. **Status Check & Location:** Citrus Dispatch typically requests each Crime Watch’s status once every hour or two: ***“Sugarmill Woods 1 or 2, this is Citrus, Status Check & Location.”*** Your response should be: ***“Citrus, this is Sugarmill Woods car 1 or car 2, Clear & provide your location.”***
12. **Presumed to be in Trouble – IMPORTANT !!!!!:** A vehicle that is considered to be In-Service that cannot be contacted by radio is **presumed to be in trouble**. This will set off a chain reaction from phone calls to the pertinent Crime Watch’s President; Sheriff’s Deputies being dispatched to look for the vehicle; and possibly the Sheriff’s helicopter being dispatched. If you’re actually in trouble this reaction is comforting; if you’ve simply neglected to report “Out of Service” or didn’t take the handheld radio with you when outside the patrol car, it would be very embarrassing.
13. **GPS tracking system:** EVERY Crime Watch vehicle is equipped with a GPS locating system. This system tracks the vehicle and maps the track of the vehicle.

## VIII. CONDUCTING HOUSE CHECKS

1. **How to Request a House Check:** Residents of Sugarmill Woods may request that their homes be checked by the Sugarmill Woods Crime Watch during scheduled patrols by calling the Citrus County Sheriff's Office at **(352) 746-3484** or contacting them online at [www.sheriffcitrus.org](http://www.sheriffcitrus.org) – click on “Crime Prevention” (in Quicklinks on left) – then click on Vacation Watch Request. There is also a link on the SMWCW website: [www.smwcw.org](http://www.smwcw.org) and click on Security Watch Request. *NOTE: Generally, house checks are much more abundant during the summer months while the “snowbirds” are away.*
2. **Lead Time:** There is usually about a 3-weeks lead time from the time the request is made until the completed House Check form is actually posted in the patrol car's log book.
3. **Determining the House Checks for Your Tour:** Refer to the log book(s) in the patrol car at the beginning of your tour to determine your specific tour number for the day and the corresponding house checks for that tour. **Don't ever be overwhelmed by the number of house checks for your tour area.** The summer months generally produce a higher number of house checks; however, **patrolling your assigned tour area takes precedence over conducting house checks.** If you did not complete all the house checks in your tour area, that's okay, just do the best you can.
4. **Review House Checks:**
  - a. **Large Quantity:** Should you have a large number of house checks in your tour area, review the reverse side of each house check to determine when the last check was performed. If a house was checked within the last day or two, it can be omitted for your tour today.
  - b. **Expired or Hasn't Started Yet:** If you observe any house check that has expired, pull it out of the binder and place it in the front pocket. As well, look closely at the start date of the house check to ensure that it has begun – occasionally a house check will be placed in the book a day or two before it actually begins.
  - c. **Hasn't Had a Walk-Around:** If the house hasn't had a walk-around conducted or hasn't had one in the last 2 weeks or so, make this one a priority for your walk-around today.

5. **Read the House Check Form CAREFULLY:** Pay particular attention to the START and END dates. Also pay attention to the exact address – make sure you’re correct in identifying the address as a “street,” “avenue,” “court,” and “north,” “south,” etc as many streets in Sugarmill Woods are almost the same.
6. **House Check: Walk-Around (W/A) or Drive-By (D/B):** It is up to the individual SMWCW member’s discretion to determine whether to perform a W/A or D/B house check.
  - a. **Preferred Method = Walk-Around:** The **preferred method** for conducting house checks is the Walk-Around. Exactly as implied, the volunteer will walk completely around the home, observing all windows and physically pulling on doors to ensure that they’re secured. Should you encounter anything that looks suspicious, for example: a broken or raised window; an unsecured door; etc.; IMMEDIATELY stop your check, CALMLY return to the patrol car, leave the immediate area and notify Citrus Dispatch.
  - b. **Second Method = Drive-By:** The drive-by house check would be used in lieu of the walk-around when a situation dictates, for example:
    - i. The member is physically unable to perform the W/A.
    - ii. The driver is alone (no observer in the patrol car) and the handheld radio is inoperable.
    - iii. The weather is inclement.
    - iv. The home’s sprinklers are on.
    - v. The grass around the home is very high.... etc.
7. **Always Use CAUTION and DISCRETION:**
  - a. **Never put yourself in danger.** Should you encounter an open door/window or broken window, or anything else that might indicate foul play, take the following actions:
    - i. Immediately stop your inspection and CALMLY return to the patrol car.
    - ii. Leave the home in question and position yourself a safe distance away from the home.

- iii. Contact Citrus Dispatch via radio, notifying them of the address in question and the problem encountered. Citrus will advise whether a deputy is being dispatched and if you should remain nearby or leave.
- b. **Vehicle in the driveway that isn't on the House Check form:** Or perhaps, a vehicle on the form that is missing from the driveway:
  - i. Immediately leave the home in question and position yourself a safe distance away from the home
  - ii. Call the contact number(s) listed on the House Check form for clarification, if you have a cell phone (*It might just be a clerical error or oversight*)
  - iii. If it can be confirmed that there is simply a mistake on the form (verified by the person you spoke with), correct it and make a note on the form and in the log. For example: Vehicle is a Buick – not a Ford or vehicle is white – not silver. If unable to confirm the inconsistency, follow the same procedures listed in the section directly above – “Contact Citrus Dispatch via radio ..., Wait a safe distance for the deputy..., etc.

8. **Documenting the House Check:**

- a. **On the House Check Form:** After each house check has been completed, enter the required information on the back of the house check form, such as: date, time, your volunteer badge number, and whether it was a W/A or D/B.
- b. **On the Daily Vehicle Log:** Enter the total number of the house checks that you completed on your tour in the appropriate box.

## IX. **NEW CONSTRUCTION SITES & INFRASTRUCTURES INSPECTIONS**

- 1. **Drive-By's Only:** Both *New Construction Sites* and *Infrastructures* will be performed as “Drive-By's.” Do not perform “Walk-Arounds” of these sites.

2. **Construction Sites:** You're looking for anything out of the ordinary, for example:
  - a. Individuals taking items out of the building instead of putting them in.
  - b. Suspicious vehicles or individuals at the site.
  - c. Signs of vandalism.....etc...
3. **Infrastructures:** Examples of infrastructures (utilities) can be found in the patrol car's log book and on the Sugarmill Woods Crime Watch website, [www.smwcw.org](http://www.smwcw.org). You're looking for the following:
  - a. Red light atop the infrastructure is flashing or alarm is sounding.
  - b. Loud buzzing, other noise or smoke emanating from the infrastructure.
  - c. Signs of vandalism.
  - d. Evidence of damage from a vehicle.....etc.
4. **Always Use CAUTION and DISCRETION:** Generally, the same rules apply for Construction Sites & Infrastructures as those for House Checks – First and foremost, **Never put yourself in danger.**
5. **Documenting the New Construction / Infrastructure Inspection:**
  - a. **On the Daily Vehicle Log:** Enter the total number of new construction and infrastructure sites inspected during your tour in the appropriate boxes.

## X. DOCUMENTS & PROCEDURES

1. **Daily Vehicle Log (Located in the Log Book in the patrol car):**
  - a. **Recording Beginning / Ending Mileage:**
  - b. **Starting and Ending Your Tour:** Take possession of the patrol car at the Homosassa Fire Station, at the end of your Tour return the patrol car to the Fire Station and back the patrol car into the parking space.
  - c. NOTE: Do not record 10ths of a mile in the log book – round to the next higher mile is over 5/10ths or to that mile if under.