



SILVERSTONE NEIGHBORHOOD WATCH MEMBERSHIP GUIDE

RESPONSIBILITIES, PROCEDURES AND CONDUCT OF THE SILVERSTONE NEIGHBORHOOD WATCH

1) Mission Statement

The Silverstone Neighborhood Watch is dedicated to the safety of all Silverstone residents and the protection of property, through a unified community effort among the town houses and the condominiums in conjunction with the Carpentersville Police Department.

The Silverstone Neighborhood Watch and each of its members pledges itself absolutely to the continued vigilance and long term viability of the organization through heightened awareness, careful observation and the timely reporting of information; both to the police and to the membership.

The Silverstone Neighborhood Watch will accomplish its mission and fulfill its purpose by cooperating with law enforcement, adhering to the guidance of sworn police officers and assisting their ability to keep criminals out of our community by providing credible, reliable and detailed information.

Members of the Silverstone Neighborhood Watch will not engage in the pursuit and apprehension of criminals, take part in any conspiracy to the same, harass Silverstone residents, or take any specific corrective action that is reserved for professional law enforcement personnel.

2) Purpose of the Membership Guide

- a) To clearly define responsibilities for both the leadership and membership of the Silverstone Neighborhood Watch.
- b) To outline procedures for the successful operation, sustainability and long term viability of the Silverstone Neighborhood Watch.
- c) To establish a standard by which the Silverstone Neighborhood Watch and its members will conduct themselves within the context of the Silverstone Neighborhood Watch Facebook Group and for neighborhood watch-related activities in general.

3) Responsibilities

- a) Silverstone Neighborhood Watch Coordinator
 - i) Serves as the lead liaison between the Silverstone Neighborhood Watch and the Carpentersville Police Department.
 - ii) Delineates relevant information to the Silverstone Neighborhood Watch in a timely manner.

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- iii) Serves as chief moderator of the Silverstone Neighborhood Watch Facebook Group; ensuring that interaction is respectful, and that topics remain relevant and focused to the cause.
 - iv) Ensures that neighborhood watch leadership positions are filled and maintained, including:
 - Two (2) Area Leaders; one (1) for the town houses and one (1) for the condominiums.
 - Messenger Incident Reporting Chat Group Moderator.
 - Building and Block Captains; as many as possible according to membership interest.
 - v) Organizes, plans and announces official neighborhood watch activities, including formal and informal meetings, foot and vehicle patrols, etc.
 - vi) Monitors the Messenger Incident Reporting Chat Group and observes the property for suspicious behavior based on reports whenever available and present on the property.
- b) Silverstone Neighborhood Watch Area Leaders (Town Houses and Condominiums)
- i) Assists the Coordinator in the organization and planning of formal neighborhood watch activities and participates in the same.
 - ii) Works closely with and supports Building / Block Captains within his / her area of responsibility to exchange information and ensure that people without access to the Facebook Group receive current information.
 - iii) Serves in the capacity of the Coordinator in the Coordinator's absence.
 - iv) Monitors the Messenger Incident Reporting Chat Group and observes the property for suspicious behavior based on reports whenever available and present on the property.
- c) Silverstone Incident Reporting Messenger Group Moderator
- i) Manages group membership in the following manner:
 - Adds interested parties to the group upon request; after verification of residence and membership within the Silverstone Neighborhood Watch Facebook Group.
 - Removes members after repeated violations of conduct and prior warning of such.
 - ii) Monitors reports, discussions and commentary to ensure compliance with group rules. *See section 6, "Silverstone Incident Reporting Messenger Group".*
 - iii) Notifies membership when initial reports or commentary are not in keeping with the rules or intention of the group in an effort to maintain its effectiveness.
 - iv) Makes a determination when ongoing commentary is no longer relevant to the initial report or no longer urgent, and makes notification that ongoing discussion will be moved to the Silverstone Neighborhood Watch Facebook Group.
- d) Silverstone Neighborhood Watch Building / Block Captains
- i) Closely monitors activity within his / her area of responsibility and reports suspicious behavior to the Carpentersville Police Department and the Silverstone Neighborhood Watch.
 - ii) Works to build relationships with direct neighbors and gains familiarity with local routines.
 - iii) Delineates neighborhood watch information to direct neighbors, including but not limited to: current events, advisories, organized activities, formal and informal meetings, etc.
 - iv) Participates in formal neighborhood watch activities and meetings.
 - v) Monitors the Messenger Incident Reporting Chat Group and observes the property for suspicious behavior based on reports whenever available and present on the property.
- e) Silverstone Neighborhood Watch Vehicle and Foot Patrol
- i) Maintains expressed patrol commitments whenever possible.
 - ii) Reports suspicious behavior to the Carpentersville Police Department and the Silverstone Neighborhood Watch membership.
 - iii) Notifies leadership in the event of extended absence or discontinuation.

Responsibilities continued on page 3

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- f) All Silverstone Neighborhood Watch Members
 - i) Keeps continual watch on the community within the normal course of daily activities, and reports all suspicious behavior to the Carpentersville Police Department and the Silverstone Neighborhood Watch.
 - ii) Adheres to the counsel and guidance of sworn police officers.
 - iii) Adheres to the rules and regulations of the Silverstone Neighborhood Watch.
 - iv) Abides by the Silverstone Neighborhood Watch Code of Conduct. *See section 5, "Code of Conduct".*

4) Procedures

This is the simplest, yet most important aspect to the Silverstone Neighborhood Watch Membership Guide and for neighborhood watch activities in general. Adherence to this simple and duplicable set of procedures is paramount both to the effectiveness of the neighborhood watch and to the acquisition and retention of broad-based support from Silverstone residents.

a) The function of the Silverstone Neighborhood Watch is to:

- i) Watch the Property
- ii) Report Suspicious Behavior

In the most basic terms, neighborhood watch activities involve no more than these two tasks, and ideally; no less.

- b) As a member of the Silverstone Neighborhood Watch, "Watch the Property" infers a much higher than normal state of awareness. It means that members are taking an active role in observing the property, detecting suspicious behavior and gathering detailed information.
- c) As a member of the Silverstone Neighborhood Watch, "Report Suspicious Behavior", means reporting suspicious behavior or outright criminal activity to the Carpentersville Police Department by dialing 911. After a report has been made to police, members are encouraged to follow up with a report to the Silverstone Neighborhood Watch Facebook Group so that the entire membership base is as informed as possible regarding current events, potential threats, etc. That being said, a report to police is considered fulfillment of a member's basic neighborhood watch duties.
- d) Members of the Silverstone Neighborhood Watch must possess and exercise the proper judgment and discernment necessary to differentiate between legitimate suspicious behavior and what is relatively normal behavior, or something simply unfamiliar.
- e) The identification of criminal activity should be relatively straight forward. However, if there is any question as to the legitimacy of observed behavior as being considered "suspicious", members are encouraged to consult another member, contact the Carpentersville Police Department non-emergency number at 847-428-8784, or call 911.

Absolutely no behavior or activity outside these parameters is sanctioned or will be defended by the Silverstone Neighborhood Watch. Behavior or activity that takes place beyond the aforementioned procedures can be considered harassment at best, and potentially criminal at worst; to which the Silverstone Neighborhood Watch will not only renounce, but report to police just the same as any other observed suspicious or criminal behavior in the community.

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5) Code of Conduct

There is hereby established a Code of Conduct for the Silverstone Neighborhood Watch. This Code of Conduct establishes a standard by which the Silverstone Neighborhood Watch and its members are expected to conduct themselves at all times; whether on the Silverstone Neighborhood Watch Facebook Group, during formal activities or in general person to person contact. The purpose of this Code of Conduct is to provide a means in which to ensure and maintain respectful interaction between members, ensure appropriate behavior by those performing neighborhood watch activities and by doing so; safeguard the elements necessary for long term effectiveness and community support.

- a) Acceptable conduct for the Silverstone Neighborhood Watch is as follows:
- i) Reporting of credible, reliable and detailed information to police and neighborhood watch membership regarding the observation of suspicious or outright criminal behavior within the community.
 - ii) Discussion of matters pertaining to the safety and security of the Silverstone community.
 - iii) Sharing of information regarding making individual homes and the larger Silverstone community as a whole a harder target to deter criminal activity.
 - iv) Discussion, organization, planning and announcement of neighborhood watch activities.
 - v) Intelligent and respectful debate regarding neighborhood watch-related ideas and concepts.
 - vi) Respectful discussion and/or debate pertaining to the type of information the membership collectively wants to see and believes is relevant to the cause.
 - vii) Making inquiries to Silverstone Neighborhood Watch leadership or the group at large for clarification of rules, regulations, conduct, strategy, etc.
 - viii) Any such conduct which legitimately represents the spirit of the neighborhood watch and upholds its principles, while maintaining decorum and good taste.
- b) Unacceptable conduct for the Silverstone Neighborhood Watch is as follows:
- i) Utilizing the Silverstone Neighborhood Watch Facebook group for generalized social commentary and discussion of topics not relevant to the cause or mission.
 - ii) Utilizing the Silverstone Neighborhood Watch Facebook group as a forum for discussion, recruitment or debate regarding political, ideological or religious beliefs.
 - iii) Utilizing the Silverstone Neighborhood Watch Facebook group as a means in which to promote or sell products and/or services unrelated to security or safety.
 - iv) Utilizing any medium of the Silverstone Neighborhood Watch as a platform to air grievances, settle disputes, posture, harass or intimidate.
 - v) Any discussion, advocacy, organization or conspiracy supporting activities pertaining to the pursuit, apprehension, detention, retaliation or punishment of suspected criminals.
 - vi) Approaching and questioning or interrogating anyone.
 - vii) Photographing people or property not obviously involved in criminal activity.
 - viii) Activity of any sort which does not positively represent the neighborhood watch, berates or belittles its members or residents, and does not include reporting of suspicious behavior or constructive discussion of matters pertaining to the safety and security of the community.
- c) Conflict Resolution
- i) If at any time a member becomes offended by the manner in which another member communicates within the Silverstone Neighborhood Watch Facebook group, the issue shall be discussed privately in a means of their choosing. At no time shall notification or resolution of such matters take place within the Facebook group discussion area.

Code of Conduct continued on page 5

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- ii) If at any time a member disagrees with the content or manner in which issues are reported to police, it is understood that the police are more than capable of handling such issues on a case by case basis. If the police detect a pattern of inappropriate reports based on what members have communicated as racism or general prejudice, the police will notify the coordinator or the group as a whole, and broad-based notification will be made.
- iii) The Silverstone Neighborhood Watch Facebook group does not exist to settle individual personal disputes. If a member of the group is obviously hostile or is clearly acting inappropriately, the group admins will address it. If at any time a member believes that inappropriate or offensive conduct has occurred and the group admins have not addressed it, that member shall respectfully bring it to the attention of leadership or a group admin privately. To attempt conflict resolution by any other means beyond that which is established within this Code of Conduct, compromises the integrity and effectiveness of the neighborhood watch. It takes the focus off of what the organization exists to accomplish.

d) Moderation and Corrective Action

- i) If a conversation begins to transcend the boundaries of the aforementioned accepted conduct and purpose of the Silverstone Neighborhood Watch Facebook Group, a group admin will shut it down and suspend further comments for that discussion. This action is taken to keep interaction respectful and focused; not to cut members off or suppress their voice without just cause.
- ii) If a particular member is identified as a repeat offender and otherwise a continued agitator or distraction to productive neighborhood watch activities, that person will be warned, and eventually removed from the group for continued infractions.

6) Silverstone Incident Reporting Messenger Group

a) Purpose and Intent:

The Silverstone Incident Reporting Messenger Group was established for the purpose of achieving maximum and expedient member observation of the property in the event of a real-time incident. It differs from the Facebook group in that it is utilized exclusively to report incidents as they are happening, so that members currently on the property can receive immediate notification and begin looking for perpetrators directly related to the incident report. The desired outcome is the rapid acquisition of accurate and reliable information for police.

b) Instructions:

If at any time a member detects suspicious behavior or outright criminal activity, the following action is recommended:

- i) Call 911. Do this first and foremost. If two people are present, one should call 911 and the other should proceed to step 2...
- ii) Make notification to the Silverstone Incident Reporting Messenger Group.
- iii) Quickly observe the property and make every effort to get an accurate description of the perpetrators without compromising the safety of yourself or any other member.
- iv) Monitor the ensuing discussion and contribute to it with directly relevant information gathered during continued observation if and when possible.
- v) Remain engaged until a moderator issues the advisory to stand down, or the incident has clearly subsided.

Silverstone Incident Reporting Messenger Group continued on page 6

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c) Messenger-Specific Conduct:

While the majority of conduct related concerns do not often apply to the Silverstone Incident Reporting Messenger Group in the same manner they do to the Facebook Group, a unique manner of conduct is necessary for its effectiveness.

- i) The Silverstone Incident Reporting Messenger Group is to be used exclusively for the reporting of incidents happening in real-time; right as they are happening – right now. Discussion of incidents that happened 30 minutes ago, an hour ago, a day ago, etc. are not appropriate for notification within the Messenger group. Issues that happened at any time in the past are to be discussed on the Silverstone Neighborhood Watch Facebook Group.
- ii) In order to maintain the Silverstone Incident Reporting Messenger Group as something that members view with a sense of urgency, and continue to do so; no discussion other than what is outlined above is acceptable. This includes any and all variety of idle chat, posting of emoticons/emojis, encouragement, criticism, clarification, etc. not related or relevant to a real-time incident in the Silverstone Community.
- iii) Neighborhood watch members that participate in the Silverstone Incident Reporting Messenger Group understand that incident notifications can happen at any time of the day, and that it can and probably will be an inconvenience from time to time. That is the commitment and sacrifice the membership is willing to make in order to make it effective. It is enough to ask people to bear that inconvenience, but if notifications become arbitrary; support for this particular resource will be lost.

APPROVED



Silverstone Neighborhood Watch Coordinator



Carpentersville Police Department

Date	Summary of Changes
6.29.16	Established "Member" and "Public" versions to safeguard member privacy. The "Public" version indicates the removal of all personal information. Added link to "Building and Block Captain Zone Coverage Map". Updated Appendix C to include a new Block Captain.
6.25.16	Original

APPENDIX A

IMPORTANT PHONE NUMBERS AND CONTACT INFORMATION

CARPENTERSVILLE POLICE DEPARTMENT

911

The number to call when something is in progress or if you are unsure of what number to call.

847-428-8784

The non-emergency number for Quad Com; the dispatch center that serves Carpentersville. Call this number for not in progress calls, barking dogs, loose dogs, or to call in overnight parking, etc.

847-551-3488

The anonymous crime tip line. THIS IS AN ANSWERING MACHINE AND ISNT MONITORED 24 HOURS A DAY. Call this number to report any not in progress situation in which you prefer not to identify yourself. Such as, *"my neighbor has a lot of foot traffic and I think they may be selling drugs"*. etc.

847-551-3481

The Carpentersville Police Records Office. Call this number if you need to leave a voicemail for a Police Officer. Please note that the Records Office is closed on weekends and voicemail is not monitored daily.

SILVERSTONE NEIGHBORHOOD WATCH

ADMIN@SILVERSTONEWATCH.COM

The general email inbox for the Silverstone Neighborhood Watch. Use this to contact the administration team to request access to the secret/closed Silverstone Neighborhood Watch Facebook Group (send name and address), or for general neighborhood watch related inquiries, etc.

SILVERSTONE ASSOCIATIONS

847-742-5555

The phone number for the Silverstone Condominium Association (Rage Management). Call this number or send an email to: silverstone4condos@gmail.com for property maintenance related issues in the condominium area.

847-367-4808

The phone number for the Silverstone Lake Townhome Association (Villa Management). Call this number or send an email to: keith@villamgt.com for property maintenance related issues in the town home area.

APPENDIX B

NEIGHBORHOOD WATCH FILES AND REFERENCE MATERIAL

WWW.SILVERSTONEWATCH.COM

SILVERSTONE NEIGHBORHOOD WATCH MEMBERSHIP GUIDE

The definitive, Carpentersville Police Department-approved document which clearly outlines the responsibilities, procedures and conduct of the Silverstone Neighborhood Watch.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE COMMUNITY REFERENCE MAP

A map of the entire Silverstone community which features labels for important community landmarks and indicators depicting the location of criminal incidents, suspect sightings and suspicious activity reports.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

BUILDING AND BLOCK CAPTAIN ZONE COVERAGE MAP

An alternate version of the Community Reference Map showing the areas of responsibility held by Building and Block Captains of the Silverstone Neighborhood Watch.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE NEIGHBORHOOD WATCH MISSION STATEMENT

From Section 1) of the Silverstone Neighborhood Watch Membership Guide.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE NEIGHBORHOOD WATCH PROCEDURES

From Section 4) of the Silverstone Neighborhood Watch Membership Guide.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE NEIGHBORHOOD WATCH CODE OF CONDUCT

From Section 5) of the Silverstone Neighborhood Watch Membership Guide.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE INCIDENT REPORTING MESSENGER GROUP [INSTRUCTIONS]

From Section 6) of the Silverstone Neighborhood Watch Membership Guide.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

UNIFIED NEIGHBORHOOD WATCH ORGANIZATIONAL STRUCTURE

From Appendix C of the Silverstone Neighborhood Watch Membership Guide.

[CLICK HERE TO DOWNLOAD](#) **If this is a printed version, contact the neighborhood watch for file access.*

SILVERSTONE NEIGHBORHOOD WATCH FACEBOOK GROUP

ALL FILES

All of the files listed above are available to all approved members of the Silverstone Neighborhood Watch Facebook Group in the "Files" section. A Facebook account, verification of Silverstone residency and an application request containing name and address sent to admin@silverstonewatch.com is required for access to the secret group.

APPENDIX C

UNIFIED NEIGHBORHOOD WATCH ORGANIZATIONAL STRUCTURE

[PUBLIC VERSION]

