



Membership Guide

www.WilhagginNA.com



Thank You for Supporting the Wilhaggin Del Dayo Neighborhood Association

WDDNA is a nonprofit organization run by member volunteers. Our neighborhood flanks Sacramento's beautiful American River and spans the area south of Fair Oaks Boulevard roughly between Watt Avenue and Arden Way.

Our sole purpose is to enhance and protect the safety and security of our neighborhood's residents and property. To do this, we collect member dues and use these funds to contract with the Sacramento County Sheriff's Department to provide off-duty armed officers in marked vehicles to patrol our streets. As a result of these special patrols, our area is rated among the safest in the county.

As a member, you enjoy the following benefits:

- **DEDICATED ARMED SHERIFF'S PATROLS**
- **FREE HOME VACATION MONITORING**
- **FREE HOME INSPECTION**
- **MONTHLY EMAIL NEWSLETTER**
- **TWICE-MONTHLY EMAIL PATROL REPORTS**
- **SPECIAL ALERTS**

When there are high-priority security issues or threats, we send out emergency security alerts to all members via email.

- **PASSWORD-PROTECTED WEBSITE**



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WDDNA Organization

Founded in 2006, our organization is managed entirely by a volunteer board of directors who live in the neighborhood. We have no paid staff, no physical office, no office equipment or facilities. Our patrols serve as a powerful deterrent and are the only regular law enforcement patrols in our neighborhood.

Sheriff's deputies assert that maintaining high law enforcement visibility is key to making would-be criminals feel less secure about targeting our homes. Our year-round patrols help keep undesirables in check. They respond within minutes to 911 emergency and non-emergency calls routed to them by the county's dispatch center.

The breadth of the security patrols provided by the Wilhaggin Del Dayo Neighborhood Association is unequaled by any other neighborhood association in Sacramento County. We believe that is one reason ours is among the safest neighborhoods in the county.

How to log in to our website

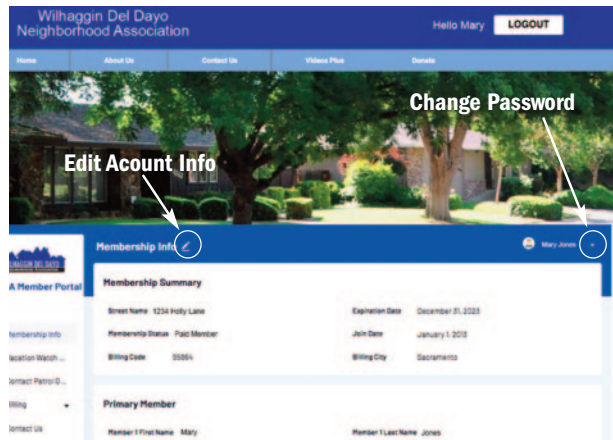
Our WDDNA website, WilhagginNA.com, is the go-to place to schedule a vacation watch, pay your dues, email our WDDNA deputies, watch security videos, find a list of local governmental resources and search for other WDDNA members in our database. Many of those resources are for members only and can only be accessed by logging on. We invite you to visit the site, look around and bookmark it for easy future access.

To log in to the website, click on “Login” in the top right corner of the home page. When the Login page comes up, fill it in as follows:

- Email – This is the email address of the individual in your household under whose name you signed up for membership.
- Password – This will be the email you entered when you either created or updated your accountl.

Click the “Login” button in the login window and you will be taken to your Member Portal, where you will have access to all your membership benefits from the menu to the left of your Membership Info.

If you wish to change any of your account information, such as your email address or phone number, simply click on the edit icon to the left of the Membership Info headline, make your changes and click “Update.”



If you forget your password or wish to change it, click on the drop-down menu arrow next to your name in the top right blue field and click on “change password.” Fill in your desired changes and click “Update Password.”

If you have any problems, email us at wilhaggindeidayona@gmail.com and our webmaster will give you a hand.

How to schedule a vacation watch?

- Go to the website at www.WilhagginNA.com and log in.
- Go to “Vacation Watch Request” in the menu to the left of your Membership Information in your Member Portal.
- You will be presented with instructions and an electronic form. Simply fill it out and submit it. When you do, be sure to include such information to officers as whether the alarm system will be on, if gates will be locked, who may be stopping by the house while you are away, what day your gardener or pool person will be there and any other information you want the officer to know. Also, include contact information about how to reach you while you are away and who to contact here in Sacramento - such as a neighbor - if necessary. This information helps officers know who is supposed to be there, who is not and how to reach someone when needed.

How to contact a WDDNA deputy

There is a “Contact Patrol Officer” link in your Member portal that you can use to communicate with the deputies. You will need to login to access it. Click on “Contact Patrol Officer,” fill out the form and submit it. It will immediately be sent to the email basket of our off-duty Sheriff’s Department deputies.



PLEASE NOTE: Your messages to deputies do not go to WDDNA. They go directly into the Sheriff’s Department email box reserved for our off-duty deputies. They do not go to the regular Sheriff’s department information system.

Response time to your email will depend on when the email is sent. Each deputy checks the emails when he or she comes on duty. So, if you send a message when we do not have a deputy on duty, you will not get a response until our next shift begins. Also, if you send a message while one of our deputies is busy on a call - such as taking a report or dealing with an incident - he may not see the email until after he is finished.

If you have something you wish handled right away, you should call the Sheriff's Department non-emergency phone number at (916) 874-5115. If we have a deputy on duty when you call, dispatch will contact the deputy directly.

If you believe you are in danger or are witnessing a crime in progress, **call 911 immediately.**

How to report a crime

1. If you witness a crime in progress or fear that you are about to become the victim of a crime, **CALL 911 IMMEDIATELY.**
2. To report recent past criminal activity, call the department's non-emergency phone number – (916) 874-5115. When the line answers, you can dial 0 to bypass the long, recorded message and go directly to a dispatch person. If the crime involved someone entering your home, garage or out buildings without permission, this is the number to call. You also can call the number to report car break-ins or other lesser crimes, but the dispatcher may refer you to the department's crime report web page.
3. For such things as theft from a parked car, vandalism or identity theft you can file an online report. The Sheriff's Department has an online crime reporting page at www.sacsheriff.com/Pages/Services/ReportCrime.aspx. On that page, you will first be asked to answer "yes" or "no" to six questions to determine what level of crime you experienced. If you answer "no" to all those questions, you will be taken to the next page, which lists various types of crime. Click on the one that is most appropriate and follow the instructions that appear on each succeeding page.

Q&A Security Questions

How do I change a vacation watch?

Send an email to our deputy at wilhaggin4@sacsheriff.com. Be sure to include your name and address in the email and a phone number so you can be reached in case there is a question about the change.

How do I report possible criminal activity?

IN AN EMERGENCY – If you have an immediate emergency - if your life or property is in immediate danger or if you have been the victim of a crime: CALL 911 from a landline. Or, if calling from a cell phone within Sacramento County, call (916) 874-5111.

SUSPICIOUS ACTIVITY (Not an emergency) – If you see someone engaged in suspicious activity but it is not an emergency, call (916) 874-5115 (Sheriff's Department non-emergency line).

GENERAL CONCERNS, REPORTS OR QUESTIONS – If you have an issue that can be addressed later, you may contact our neighborhood patrol officers about it. The best way is via EMAIL at wilhaggin4@sacsheriff.com

What is the Sheriff's Department non-emergency phone number?

(916) 874-5115.

Who do I contact about traffic problems?

The California Highway Patrol is in charge of traffic problems on all county streets. To report a serious, recurring problem, contact the North Sacramento CHP office at 5109 Tyler Street, (916) 348-2300. You also can file a report on the CHP website at



<https://www.chp.ca.gov/notify-chp>. Our WDDNA deputies also help with traffic when they are on duty. You can send them a message via the “Contact Patrol Deputy” link in the “Members Only” menu on our website.

How often do WDDNA's off-duty deputies patrol?

WDDNA pays off-duty Sheriff's Department deputies for 11 shifts a week. Seven of these are daytime shifts and the other four are night shifts. Each shift is up to eight hours long.

Where can I find the patrol schedule?

You will find the patrol schedule in your Member Portal after you log in. It will be in the menu to the left of your account information.

Can I telephone WDDNA patrol deputies?

Unfortunately, no. Because our deputies come from stations all around the county, it is difficult to provide them with a single dedicated cell phone. Instead, log into the website, go to the “Members Only” menu, click on the “Contact Patrol Deputy” link, then fill out the form and send your message. If a deputy is on duty, he or she will see it. If there is no deputy on duty at the time, it will be seen by the next deputy who comes on duty. If your concern is urgent, either call 911 or phone the Sheriff’s Department non-emergency line at (916) 874-5111.

Who do I call about issues on the American River Parkway?



County Park Rangers oversee all enforcement on the Parkway. Call (916) 875-PARK (7275) for law enforcement issues, accidents, maintenance or vandalism issues, fires, potential wildlife

issues, off-leash dogs and other safety concerns. You can also report crimes through the Sheriff’s Department by calling 911 for emergencies or the non-emergency line at (916) 874-5115.

If I am burglarized, what should I do?

For an urgent response, call 911 immediately. If you are not sure of the time or date of the crime or how serious it was, contact the Sheriff’s Department non-emergency phone line at (916) 874-5115.

How do I report suspicious activity?

If you feel you are in immediate danger, call 911. Otherwise, call the Sheriff’s Department non-emergency phone line at (916) 874-5115.

How do I report an abandoned vehicle?

If you see a vehicle that appears to have been abandoned either on the street or on private property, you can call 311 or (916) 875-4311. Code Enforcement will investigate.

How do I report a nuisance parked vehicle?

You can report parking violations to the Sacramento Sheriff’s Department Parking Enforcement Division, (916) 874-5115 (option 6, then option 0).

This includes vehicles that have been parked in one place in excess of 72 hours, are parked in front of a fire hydrant, parked facing the wrong way and/or are blocking a driveway.

How do I report a dog off leash?

Sacramento County's ordinance allows dog owners to have their dogs off leash on their own property.

However, as soon as the dog leaves that property off-leash, its owner is breaking the law and may be legally liable for whatever happens. Call 311



to report a loose dog. Be sure to provide the time of the incident, the location, description of the dog and any other useful information.

Who do I contact if I find an injured wild animal?

Wildlife Care Association is a nonprofit, volunteer-based association that is permitted by the California Department of Fish and Game and the U.S. Fish and Wildlife Service to care for injured wildlife. Its volunteers receive more than 6,000 animals a year. Contact them if you find injured or abandoned baby songbirds, raptors, squirrels, opossums, rabbits, racoons, reptiles or amphibians. For fawns, contact Kindred Spirits Rescue. For bats, contact Norcal Bat Rescue.

- For the Wildlife Care Association, go to <https://wildlifecareassociation.com/>
- For Kindred Spirits Rescue, go to <https://kindredspiritsfawnrescue.org/>
- For Norcal Bat Rescue, go to <https://norcalbats.org/>

How can I arrange for a deputy to do a security inspection of my home?

You may contact our Sheriff's Deputy liaison, Brian Smith, by sending an email to wilhaggindeldayona@gmail.com. He can arrange to have a deputy stop by, inspect your home and offer helpful security tips. There is no charge for this WDDNA service.

Q&A MEMBERSHIP QUESTIONS

Who do I contact about my WDDNA membership?

For membership questions, send an email to wilhaggingindelayona@gmail.com.

How do I make changes to my account?

If you wish to change any of your account information, such as your email address or phone number, just login to your account and then click on the edit icon to the left of the Membership Info headline, make your changes and click “Update.”

(PLEASE NOTE: If you wish to change your primary email, you may need to contact us directly. Just send an email to wilhaggingindelayona@gmail.com, include your contact information and someone will get back to you soon.)

How do I find out if I have paid my WDDNA dues?

All of your payment information is available in your Member Portal. Simply login. When your Membership Info appears, go to the “Billing” link to the left of your account information. It will show your payment.

If you still have questions, you may send an email to our membership team at wilhaggingindelayona@gmail.com.

Can I change my password?

Yes. Go to the website and click on the login button. When the login screen comes up, click on the “Forgot Password” button and follow the instructions.

(PLEASE NOTE: We suggest you write down your new password and store it somewhere safe. If you change your password and later forget what it is, we will be unable to give you that information because the database security system will not allow us to access the new password. Instead, you will need to create another new password.)

What methods of payment does WDDNA accept?

You can pay your dues online using all major credit cards. Or you may pay by check and mail it, along with your name, address and email

information, to WDDNA, P.O. Box 2273, Carmichael, CA 95609.

May I pay my dues over the phone with a credit card?

Unfortunately, we are not able to take orders over the phone. You can pay your dues online using all major credit cards. Or you may pay by check and mail it, along with your name, address and email information, to WDDNA, P.O. Box 2273, Carmichael, CA 95609.

Where do I mail my dues check?

You may mail your dues check, along with your name, address and email information, to WDDNA, P.O. Box 2273, Carmichael, CA 95609.

May I share my WDDNA emails with others?

Please do not share the email address we provide to you for contacting our WDDNA patrol deputies. That email is proprietary and may only be used by active paid members of the Wilhaggin Del Dayo Neighborhood Association. It should not be shared with non-members or posted on any online sites, such as NextDoor.com or Facebook.

The WDDNA deputy email (wilhaggin4@sacsheriff.com) can only be used by our patrol deputies while they are working for us patrolling our neighborhood. (Our patrols are manned by off-duty deputies.) It is not part of the wider Sacramento County Sheriff's Department email system.

There is also a danger in sharing the address with others. When non-members are given our WDDNA off-duty deputy email address, they may believe that it will allow them to contact on-duty Sheriff's deputies. Since that is not the case, they might mistakenly use the email address during an emergency situation instead of calling 911.

Who do I contact if I am not receiving my WDDNA patrol reports or newsletters?

You may contact our communications manager, Kathleen Newton, at wilhaggindelayona@gmail.com.

Who do I contact with questions about the website?

Send an email to our webmaster, Brian Smith, at wilhaggindelayona@gmail.com. If it is urgent, you can telephone him at (916) 709-5209.

Who do I contact if I have a question about WDDNA emails?

Our communications manager is Kathleen Newton. You can email your questions to her at wilhaggindeldayona@gmail.com. If it is urgent, you may call her at (916) 483-2034.

How many homeowners belong to WDDNA?

We are very proud that more than 1,000 households – nearly half of all the homeowners in the Wilhaggin and Del Dayo neighborhoods – are members of WDDNA.

We have sold our home and are leaving the neighborhood.

Can I transfer my membership to the new owners?

Yes. We can do that for you. Please send an email to wilhaggindeldayona@gmail.com telling us about the sale and your contact information and we will take care of it.

What are WDDNA dues used for?

Approximately 95% of your dues are used to pay for daily patrols by off-duty Sheriff's Department deputies in marked cars. The rest pays for such things as insurance, website costs, printing and mailing costs, accountant fees and other minor operational expenses.

How may I get involved in WDDNA?

If you would like to become a WDDNA volunteer or apply to join the board of directors, just send an email to wilhaggindeldayona@gmail.com and we will get back to you right away.



Helpful Resources on WilhagginNA.com

About Us

This drop-down menu provides links to information about our organization, board of directors, patrol program, our coverage map, a list of member benefits, history of our neighborhood, copies of our articles of incorporation and bylaws, an annual report on how our funds are spent, and videos of our annual meetings.

Contact Us

On this page you will find our mailing address and email links to our board members.

Videos Plus

WDDNA has produced a number of videos with home security suggestions and information about living with wildlife in our neighborhood. Among the titles are:

- Porch Pirates
- Coyotes
- Rattlesnake Awareness
- Entry Door Security

- Garage Security
- Preventing Car Burglaries
- Security Lighting

Each video has its own page. Simply view the Videos Plus menu and select the titles that interest you. Each page contains a link to the video and supporting text materials.

Donate

Although WDDNA runs primarily on annual dues paid by members, we also accept donations. All donations are applied directly to operations or special projects.

Because WDDNA is a 501(c)4, donations are not deductible as a charitable contribution. We urge donors to consult their accountants to determine if their donations may be deducted as a business expense.

Your Member Benefit Pages

When you login on our website, your Member Portal window will open. To the left of your account information you will see a menu of the pages available to you as a WDDNA member. There you will find the following links:

- **Vacation Watch Request**

This is the place to go to send a request for a vacation watch. It goes directly to the WDDNA deputy email. Deputies check that email as soon as they come on shift and multiple times throughout their shift, as time permits.

- **Contact Patrol Officer**

This page explains who to contact when and provides a form you can fill out to send to patrol deputies. This message does not go to WDDNA, it goes to a secure email address that can only be seen by WDDNA deputies. NOTE: If there is no WDDNA deputy on duty when you send your message, it will not be read or answered until the next patrol shift comes on duty.

- **Billing**

Click on the drop-down arrow under this item on the list to see a history of your invoice payments and any outstanding invoices that

you may have.

- **Contact Us**

When you click on this link, you will be taken to a page listing all of WDDNA's contact information, including how to reach members of our board of directors and their respective duties.

- **Membership Guide**

Click on this link if you wish to view or download a copy of this Membership Guide publication.

- **Patrol Schedule**

This is the place to go to find out the days and times for each of our scheduled patrol shifts.

- **Patrol Signs**

This page provides information about our WDDNA street signs and the number to call if you wish a sign to be placed on your property.

- **Security Tips**

This page has information from authoritative sources providing information about how to secure your home and keep your family and property safe. Topics include: preventing home burglary; protecting your garage; shed hinge security; window security; lock information; patio door security; what burglars can teach you, and a downloadable home security checklist.

- **Government Links**

This is the page to go to for links to local law enforcement and fire services, county government offices, elected representatives for our area, public schools, the park district and utilities.

- **Past Newsletters**

The place to read and download past WDDNA newsletters.

- **Past Patrol Reports**

The place to read and download past deputy patrol reports.

- **Board Minutes**

The place to read and download the minutes of past WDDNA Board of Directors meetings.

Willhaggin Del Dayo Neighborhood Assn.

P.O. Box 2273

Carmichael, CA 95609