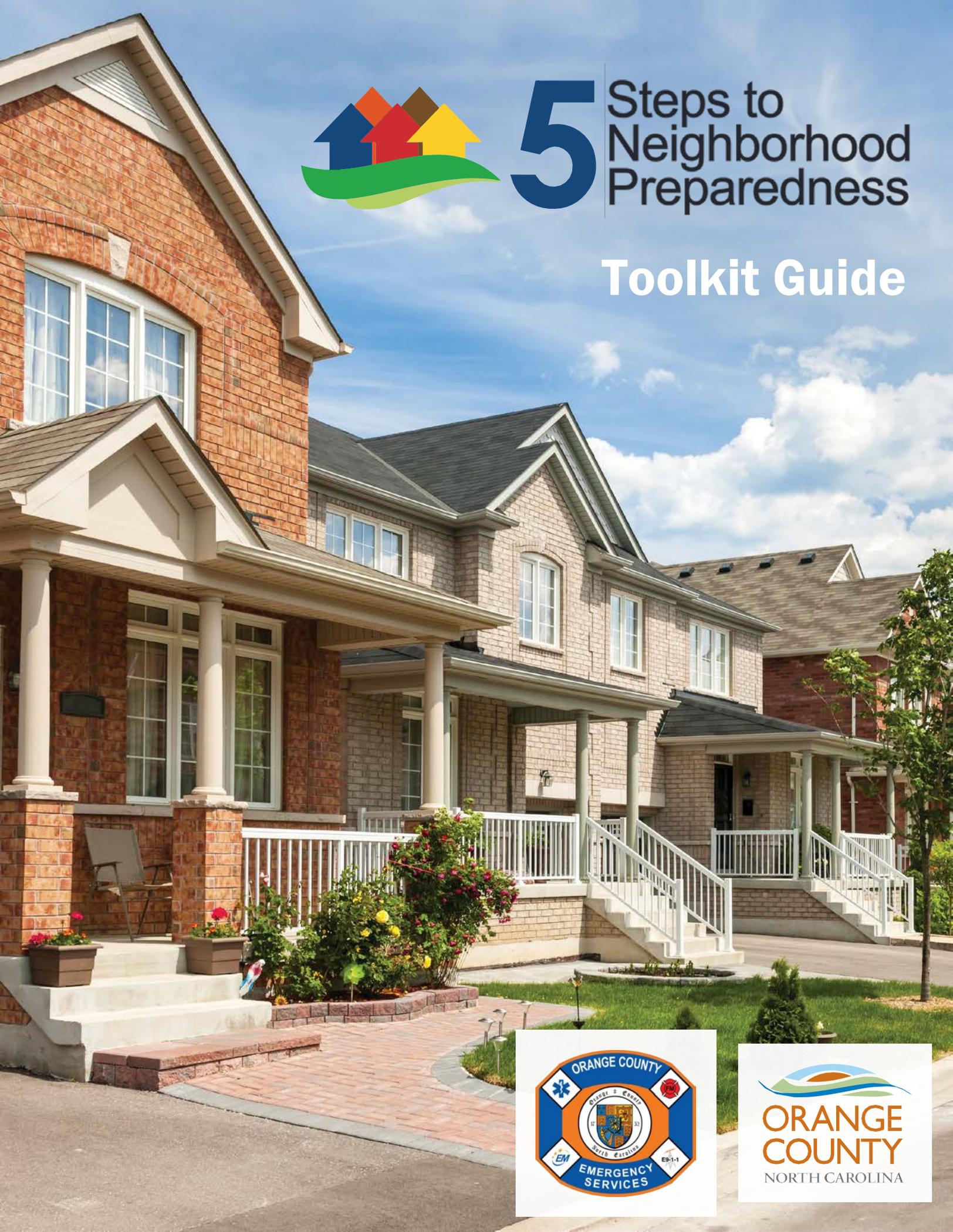




5 Steps to Neighborhood Preparedness

Toolkit Guide





5 Steps to Neighborhood Preparedness

Orange County Emergency Services - Orange County, NC

We never think a disaster will strike our neighborhood or at least we hope it won't! However, it is not a question of if one will happen, but when.

Find out what you can do to help make your neighborhood better able to meet disasters head on and bounce back afterwards.

Use this Guide and accompanying Toolkit to build a disaster plan for your neighborhood.

Remember, you are not on your own. Orange County and its partner agencies and organizations have plans and resources ready to help!

But, with over 140,000 people in the County, rescuers may not be able to provide immediate support to every neighborhood in need. Neighbors should be prepared to help themselves for several days to weeks depending on the size of the disaster.

Being prepared also means neighbor helping neighbor. Be sure to include:

- ✓ Neighbors with disabilities and others of all ages who may need help following a disaster
- ✓ Neighbors who have reduced ability or inability to see, read, walk, speak, hear, learn, remember, understand and/or respond

- ✓ Neighbors with visible disabilities such as wheelchair users, people who are blind, and those with hidden needs and disability such as heart conditions, respiratory conditions, emotional or mental health conditions, arthritis, significant allergies, asthma, and/or chemical and other environmental sensitivities
- ✓ Individuals who may lack transportation, single working parents, and those who may have limited or no ability to speak, read, or understand English and will need translated information

All information contained herein is current as of the date of publication: 08/2017
For additional information visit www.5StepsNC.com or call 919-245-6100.

NEIGHBORHOOD DISASTER PLANNING IN 5 EASY STEPS

1

DEFINE YOUR AREA.

Identify a manageable area, your apartment building, one city block, a few small surrounding streets, etc, that you can organize with relative ease.

2

RECRUIT LEADERS.

Develop a team of leaders who can help build the plan and carry out emergency support activities when the time comes.

3

SCOUT YOUR AREA.

Get to know the lay of the land: what resources you have, what the landscape is, and disasters or other emergencies common to your area.

4

BUILD YOUR TEAM.

Find out who lives in your area, how they can help in a disaster, and who may need extra help.

5

PLAN YOUR APPROACH.

Create a plan that outlines what your neighborhood will do before, during, and after a disaster!

Southern Orange County



STEP 1: DEFINE YOUR AREA

Downtown Hillsborough



STEP 1 DEFINE YOUR AREA

From Caldwell and Efland to Chapel Hill and Carrboro, our community is comprised of many different neighborhoods and communities.

In order for you to develop a disaster plan for your neighborhood, it is important to define the area that your plan will cover.

Here are a few questions to consider:

- ✓ What size area would be easy for you and a small team to manage? **25 to 40 households is the ideal size**; however, work within existing structures and networks when available (like neighborhood watch programs, etc.)

- ✓ Will you be able to easily communicate with everyone? What languages are commonly spoken?

- ✓ Will the area allow you to practice "neighbor helping neighbor" so that you can quickly identify who needs help and provide it? If your area is larger than 40 households, divide it into smaller areas with a "block captain" for each block

Make sure that you make note of these:

- ✓ The number of homes, businesses, schools, churches, and other buildings in the area
- ✓ The number of people in the area
- ✓ The roads and other entrance and exit points, hills, and waterways
- ✓ Areas that may cause hazards

Next, chart your defined area on a map.

TIP: The easiest way to accomplish Step #1 is to walk your neighborhood, gathering this information.

STEP 2: RECRUIT LEADERS

Blackwood Farm



STEP 2 RECRUIT LEADERS

Once you know the area that your disaster plan will cover, it is time to identify leaders! Here is what to look for:

People with training and experience such as:

- ✓ Community Emergency Response Teams (CERT) or those active in neighborhood watch
- ✓ Neighborhood councils, human services, clergy or business leaders

- ✓ Police, fire, or military, health care personnel
- ✓ Those with experience providing care for persons with disabilities or those who may need help following a disaster

Do you need two leaders or ten?

- ✓ Are there a lot of people in one area of the neighborhood? Are buildings spread out?
- ✓ Match the number of leaders with the number of people who need to be led! The ideal team size is 3-7 persons

Here are some ideas for finding and keeping leaders for your Neighborhood Disaster Plan:

- ✓ Talk with them, face to face, at community events, meetings, and when you see them day-to-day
- ✓ Post messages on social media, neighborhood groups, and other networking websites



TIP: Get to know CERT! Community Emergency Response Team training prepares communities for disasters and it is free! Contact emergency services for information.

STEP 3: SCOUT YOUR AREA

STEP 3 SCOUT YOUR AREA

3.1 THREATS AND RISKS

Get to know what disasters or other emergencies your neighborhood might experience. Here are some helpful hints:

Identify the threats.

Earthquakes, power outages, severe weather, and disease outbreaks happen everywhere, but wildfires, landslides, and floods only happen in some places. List the threats that might occur in your neighborhood.

Rate the risk. Is the disaster very likely, somewhat likely, or not very likely to occur?

Assess the risk.

How vulnerable is your neighborhood to injuries, death or property damage? Classify these risks as high, medium or low. Use the directions under *Likelihood of Occurrence* and *Level of Impact* to assess your risks.

Likelihood of Occurrence.

Almost Certain:
Greater than 90% chance

Likely:
50 – 90% chance

Moderate:
10 – 50% chance

Unlikely:
3 – 10% chance

Rare:
3% chance or less

Level of Impact.

Minor:
Some disruption of service possible. Little or no property damage, personal injury, or loss of life, injuries, and fatalities.

Moderate:
Disruption of some services. Minimum property damage, injury, and loss of life.

Major:
Many services disrupted and/or structures severely damaged. Multiple persons injured and significant loss of life.

Use a table like the one below to list these threats and risks.

THREAT	LIKELIHOOD OF OCCURRENCE	LEVEL OF IMPACT (HIGH, MEDIUM, LOW)

STEP 3: SCOUT YOUR AREA

3.2 NEIGHBORHOOD SPECIFIC HAZARDS

Orange County is subject to many disasters. Examples include:

Fires. Especially risky if buildings are closely spaced or near thick brush. Fires can come from broken or leaky gas lines too!

Ice/Snow. Every Orange County neighborhood is at risk of an ice/snow event, even one of catastrophic proportions.

Landslides. Hillsides and foothills may be subject to landslides, especially after fires and/or rainy seasons.

Flooding. Flooding may result from overflowing waterways, dam failures, heavy rains, or clogged storm drains.

Tornadoes. All areas in our region are subject to tornadoes.

Electricity, Water, and Telephone Service. These utilities may not be available for long periods after a disaster.

Chemical Emergencies. Industrial, freeway, railway, or broken pipeline accidents can cause chemical or hazardous material release.

Disease Outbreak. Outbreaks can result in many people becoming ill and disrupt key services.

Extreme Heat and Cold. Children, older adults, and people with certain types of disabilities or some chronic conditions are more affected when it is very hot or very cold.

Terrorist Attack. Many areas have potential targets for a terrorist attacks like schools, sports settings, or transportation routes.

Severe Weather. The County is also subject to very high winds, hail, and thunder storms.

Local Hazards. Be sure to identify hazards and risks that may be specific to your neighborhood, such as overhead electrical transmission lines, natural gas pipelines, chemical storage tanks, and other localized threats.

Meadowmont



STEP 3: SCOUT YOUR AREA



Seymour Senior Center

3.3 NEIGHBORHOOD ASSETS

Next, identify neighborhood assets. This includes anyone or anything that would be useful in responding to, or recovering from a disaster. Here are examples:

- ✓ Neighborhood emergency supplies
- ✓ Physical places like parks, schools, hospitals, and fire stations
- ✓ Organizations like neighborhood clubs, fraternal organizations, radio clubs, local military organizations, and disability service providers
- ✓ Persons trained in CERT, medical care, first aid, search and rescue, carpentry, plumbing, or crisis counseling
- ✓ Businesses inside or close to the area that might be able to provide supplies or equipment
- ✓ Equipment and supplies for clearing debris, boats for rescue during floods, communication equipment, first aid supplies, generators and other items useful during or after a disaster
- ✓ Evacuation resources, like accessible vehicles

OK, and how do we identify them?

Make a list of threats and risks to the community, and identify which assets your neighborhood would need in a disaster. Identify if the asset is vulnerable to damage and what can be done to reduce vulnerability. Be sure to list the location and contact information if applicable. Here is an example of a table that you can use:

ASSET TYPE	ASSET DESCRIPTION	ASSET LOCATION	ASSET CONTACT INFORMATION (24/7)

STEP 3: SCOUT YOUR AREA

3.4 MAP YOUR NEIGHBORHOOD

Use an online mapping tool or other easy-to-obtain source. Make a sketch of your neighborhood. The free websites earth.google.com or maps.yahoo.com may be useful.

On your sketch, show streets, blocks, and house/building lots. Show units and floors for apartment or multi-unit buildings. Number the lots sequentially (1, 2, 3). Include all address numbers and the names of occupants for each lot.

Contact information will be checked and updated if needed in Step 4. Include:

- ✓ All area entrance/exit routes that are accessible by foot, wheelchair/scooter, and car
- ✓ A Neighborhood Gathering Place (see next section)
- ✓ A location where the injured can be given first aid or assessed for medical treatment
- ✓ Possible barriers that could make entry/exit difficult (e.g., fallen over/under passes, trees, or power lines)

- ✓ Neighbors who may need extra help following a disaster with seeing, reading, walking, speaking, hearing, remembering, understanding, and/or responding

- ✓ You may also want to include a Neighborhood Care Center (see next section) where care can be provided for children, older adults, and children and adults with disabilities who may need support after a disaster



Bradshaw Quarry

STEP 3: SCOUT YOUR AREA



Richard E. Whitted Human Services Center

3.5 NEIGHBORHOOD GATHERING PLACE

This is a space for neighbors to organize response activities. Pick one large central area (e.g., park, recreation area, porch) to gather and organize the next steps in your neighborhood's response plan. Here is what to look for when identifying a possible Neighborhood Gathering Place:

- ✓ Easily seen so others will know this as the main gathering point
- ✓ Set in an area that is easy for everyone to get to

- ✓ Safe from flood, fire, fallen trees and power lines
- ✓ Has nearby accessible toilet facilities
- ✓ Well lit in case of night evacuation
- ✓ Can accommodate service animals and pets
- ✓ Big enough for planned number of persons and vehicles
- ✓ Is accessible to children and adults with disabilities

3.6 NEIGHBORHOOD CARE CENTER

This is a place where those who may need extra help following a disaster, to include children, older adults, and persons with disabilities or other access and functional needs, can be brought and cared for. Neighborhoods should strive to create a safe atmosphere within the Care Center.

3.7 TRIAGE AREA

This is a place where people injured can be given first aid or evaluated for medical treatment.

STEP 4: BUILD YOUR TEAM

STEP 4 BUILD YOUR TEAM

The most important resources you have are one another! Follow these easy activities to build your team.

Form a Group. Make sure it represents the diversity in your neighborhood and includes homeowners, families, businesses, churches, nonprofits, schools, and local organizations **in your defined area.**

Actively include people with disabilities and others who may need help after a disaster.

Also, determine if there are human service organizations; disability service providers; or residential, community care, and assisted living facilities in your neighborhood. If so, invite them to join the planning process and discuss how you may be able to help each other.

Hillsborough Wind Damage



STEP 4: BUILD YOUR TEAM

Hold a meeting. Ask the leaders you identified in Step 2 to get the word out about the meeting. Make sure that all households are personally invited. Also invite local Fire and Law Enforcement. Use the Facilitator Guide to facilitate the meeting.

Key meeting activities are:

- ✓ Review *5 Steps to Neighborhood Preparedness*
- ✓ Identify the skills and equipment each neighbor has that are useful in disaster response
- ✓ Identify spoken languages and American Sign Language use in the area

Encourage neighbors to attend the meeting. A personal invitation is the best way to invite neighbors. Here are a few more ideas:

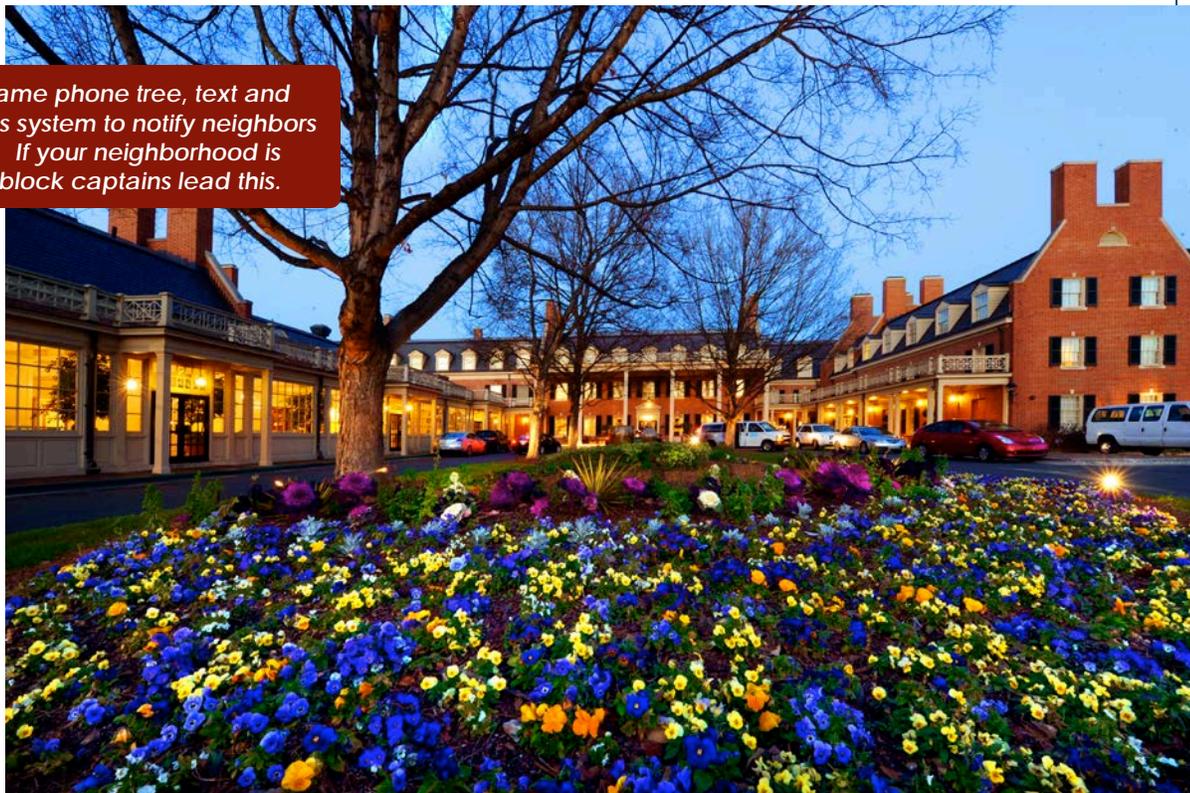
- ✓ Prepare a flyer (see flyer template in the Toolkit)
- ✓ Build a “Be Prepared” page on your neighborhood website
- ✓ Set up a Facebook or Twitter page or piggy back off of a site with a larger “following”
- ✓ Develop email lists of community leaders and organizations
- ✓ Enlist community, business or homeowner organizations

Using the chart you created in Step 3, write the following for each household/facility:

- ✓ Phone, email, text, special skills, resources, number of adults/children, pets/animals/service animals, persons who may need additional assistance
- ✓ Create a phone tree or “notification chart” through which people contact each other to relay news
- ✓ Walk the area at the end of the meeting to verify your sketch

Carolina Inn

TIP: Use the same phone tree, text and communications system to notify neighbors door to door. If your neighborhood is larger, have block captains lead this.



STEP 5: PLAN YOUR APPROACH



TIP: As needed, shut off main valves to your water and gas. Shut off the gas by turning the valve so that the “bar” is perpendicular to the gas line. Keep a wrench wired to the gas meter and know the location of water shut-off valves.

STEP 5 PLAN YOUR APPROACH

5.1 PROTECT YOURSELVES AND YOUR PLACE

Before you do anything else, make sure that everyone is OK where you are. Once you have confirmed everyone’s safety, prepare to go to the Neighborhood Gathering Place. Wear protective gear if you have it – a hardhat or bicycle helmet, steel-toe or other sturdy shoes, and leather or sturdy gloves. **Keep these items together in an easy-to-access location.**

Post the **OK/HELP** hanger on your front door or window so that it can be easily seen from the sidewalk or street. The red

side means that you need help; the green side means you are OK. It is for use only after a disaster when 9-1-1 help is unavailable.



Shut off the gas only if you smell gas. If it does not have an automatic shut-off, turn the valve so that the “bar” is perpendicular to the gas line. Keep a wrench wired to the gas meter and know the location of water shut-off valves.

Proceed to the Neighborhood Gathering Place.

Once you arrive at the Neighborhood Gathering Place, the first task is to get organized.

Select a leader to direct the overall effort.

Develop an Action Plan.

Decide what you want to do, how you plan to do it, and what timeframe you are going to do it in.

Organize into teams, with a Team Leader for each team. Each team should have 3-7 people and a Team Leader.

STEP 5: PLAN YOUR APPROACH

A practice used by first responders and CERT is to organize using the Incident Command System. The chart below is an example. The **Incident Commander** is the leader. He/she is responsible for deciding what is to be done. **Operations** carry out the decided actions. **Logistics** coordinates resources (transportation, people, and supplies). **Planning and Intelligence** monitors information coming in and plans for future activities. Teams include:

Search & Rescue Team. This team will look for the **OK/HELP** signs, as well as check on those listed as needing extra help. They begin with a damage assessment to identify hazard areas and prioritize Search & Rescue operations. Ideal members have completed CERT Search & Rescue training.

Care Teams. Care Teams can consist of the **Triage Team** – those who determine the priority that injured survivors will receive care; the **Treatment Team** – those who tend to the injured; the **Morgue Team** – those who manage the deceased; and the **Care Center Team** – those who provide extra care during the disaster. Members of these teams ideally have experience in healthcare.

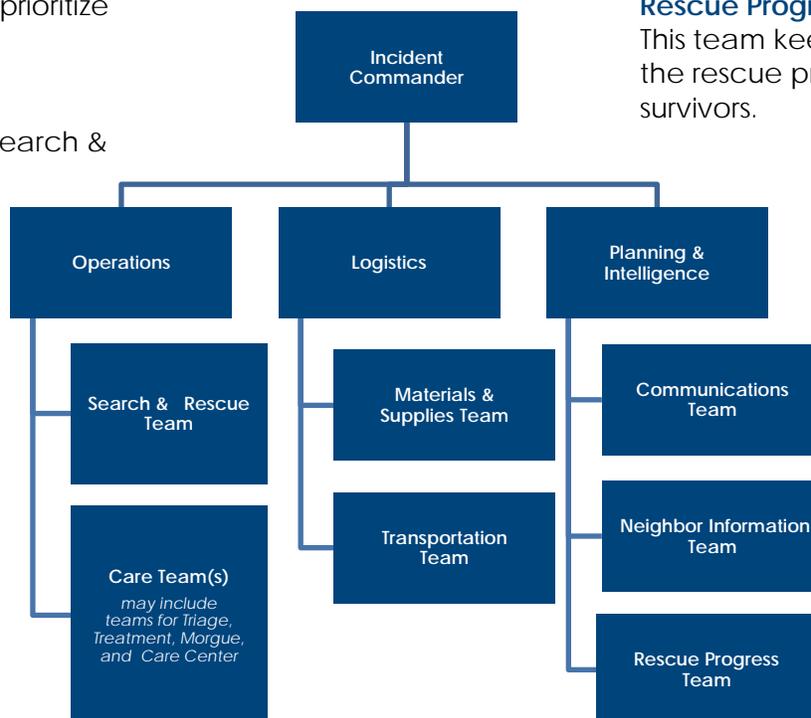
Materials & Supplies Team. This team coordinates needed materials and supplies from within the neighborhood.

Transportation Team. This team coordinates transportation of supplies, equipment and people.

Communications Team. The Communications Team listens to the Emergency Alert System, Family Radio Service (FRS)/ham radio, and/or National Weather Radio. The Communications Team is responsible for communicating information *within* the neighborhood, and to/from the neighborhood and first responders and other City agencies (like fire and police).

Neighbor Information Team. This team coordinates information about survivors and relays information about rescue progress and survivor status (injured, missing, etc.) from the Command Post to the Care Center.

Rescue Progress Team. This team keeps track of the rescue progress of survivors.



TIP: Assign team roles based on the needs of the disaster and the people who you have.

STEP 5: PLAN YOUR APPROACH

5.2 COMMUNICATIONS

Be sure to notify first responders via 9-1-1 or FRS radio if you need emergency help! During a disaster, Orange County Emergency Services will keep the community informed using public and other media. Here are examples of sources:

Amateur radio. Family Radio Service (FRS) may be a useful method to receive disaster updates and send calls for assistance if phones are down.

Ham Radio. Used for communication with the Fire Department, and with out-of-area family members if telephones are not working. **Both FRS and ham radio can be used for communications** between local CERT communications teams and Orange County Emergency Services.

Internet. The Orange County Emergency Management Division and the National Weather Service provide emergency information. The National Weather Service site <www.nws.noaa.gov> allows you to sign up for web feeds that are sent directly to your computer.

Telephones. If you need to call someone, keep the conversation brief to so that others may also contact loved ones or rescue personnel.

OC Alerts. OC Alerts is a community mass notification system that will provide recorded phone, text and email messages.–Register at www.readyorange.org click on the link “OC Alerts” to register.

Emergency Alert System.

Messages will be broadcast to the public via radio and television stations. These are voice messages with text scrolling on a television screen.

Public and commercial media.

Television, radio, and satellite will transmit emergency alert messages. Your car radio might be the easiest way to listen to emergency broadcasts.

Safe and Well Website.

Encourage neighbors to register on the Red Cross “Safe and Well” website: www.safeandwell.org or other form of social media, to let friends and family know they’re OK.

Safe and Well Website

Encourage neighbors to register on the Red Cross “Safe and Well” website www.SafeAndWell.org, or other form of social media, to let friends and family know they’re OK.



Old Well, UNC-CH

STEP 5: PLAN YOUR APPROACH



Kenan Stadium

5.3 PUT IT IN WRITING

The next step is for you to put the plan in writing! A detailed description of the make up of the plan is provided here. Feel free to increase or decrease the scope of the plan as needed.

Basic Plan. Should include threats, risks, your neighborhood sketch, and your basic approach to response.

Support Annexes. “Support Annexes” provide the added details that go beyond the Basic Plan. They outline specific tasks, such as how communication will be carried out during and following a disaster. Other tasks that Annexes may outline include:

✓ **Shelter-in-Place.** Following a disaster, local authorities may determine that it is safer for individuals and families to remain in their places of residence, or “shelter-in-place”. This Annex details how neighborhood members will support each other if required to shelter-in-place for an extended period.

✓ **Mitigation.** Address ways that you can lessen the impact of disasters. Neighborhoods can establish “neighbor helping neighbor” programs for delivering food, medicine and water to people that are unable to get these items on their own.

✓ **Evacuation.** If an evacuation is called for, police and fire departments will use multiple means of communications to notify residents. Everyone should follow direction about which evacuation routes should be used. An evacuation section of the plan would describe how the neighborhood would assist authorities in an evacuation.

STEP 5: PLAN YOUR APPROACH

Hazard Specific Annexes.

Hazard Specific Annexes describe how the neighborhood will respond to fires, earthquakes, floods, and other threats.

Emergency Door Hanger.

Orange County Emergency Services can provide door hangers that can be used to notify neighbors and local responders that you need assistance. Following a disaster, hang the green side of the door hanger facing out if you are OK. If you need assistance, hang the red side of the door hanger facing out.

Review the plan with your

neighbors. Once your plan is drafted, hold a meeting with other members of the community, ask them for feedback on the plan, and make any needed changes.

Make it available in languages commonly spoken in the neighborhood via email, a neighborhood website, or offer to read it or explain it to people unable to read.

Hold meetings regularly to review, revise, exercise, and update your plan. Do this at least once annually.



Market House



DISASTER RESOURCES

PERSONAL, FAMILY, BUSINESS & ANIMAL PREPAREDNESS

American Red Cross
www.redcross.org

American Red Cross Safe and Well
<https://safeandwell.communityos.org/cms/index.php>

Orange County Animal Services
www.orangecountync.gov/animal-services

Triangle Disability Awareness Council
www.triangledac.org
919-245-4337

Orange County Emergency Services
www.readyorange.org
919-245-6100

Orange County Sheriff's Office
www.ocsonc.com
919-245-2900

Carborro Police Department
www.carrboropolice.com/225/Police
919-918-7393

Chapel Hill Police Department
www.townofchapelhill.org/town-hall/departments-services/police
919-968-2760

Hillsborough Police Department
www.hillsboroughnc.gov/government/departments-and-divisions/police/www.espfocus.org
919-732-9381

Maps with hazards: <http://irisk.ncem.org/iris>
[k](#)

National Lost Pet Hotline
1-900-535-1515 report lost pets
1-800-755-8111 report found pets

National Association of Professional Pet Sitters
www.petsitters.org

Humane Society
www.humanesociety.org

Insurance
www.houselogic.com/home-advice/disaster-insurance/protect-yourself-and-your-home-flooding

Society for the Prevention of Cruelty to Animals International
www.spcai.org

TRAINING

American Red Cross
www.redcrossla.org/classes/

CERT
www.readyorange.org

Salvation Army
www.disaster.salvationarmyusa.org/training/

RECOVERY

FEMA
www.fema.gov/assistance/

General Government Assistance
www.disasterassistance.gov

Small Business Administration
www.sba.gov

U.S. Department of Housing and Urban Development
www.hud.gov/info/disasterrsources_dev.cfm



OC ALERTS

Encourage your friends and neighbors to register for community alerts through OC Alerts! www.OCAlertsNC.com

DISASTER RESOURCES

MORE INFORMATION

Go to the Emergency Management Department website readyorange.org

First Responders

Carrboro Fire Department
Caldwell Fire Department
Cedar Grove Fire Department
Chapel Hill Fire Department
Efland Volunteer Fire Company
Eno Fire and Emergency Services
Hillsborough Fire Department
New Hope Fire Department of Orange County
Orange Grove Fire Company
Orange Rural Fire Department
White Cross Volunteer Fire Department
South Orange Rescue Squad

Utility Companies

OWASA – 919-968-4421
Orange-Alamance Water System – 919-563-6212
Graham-Mebane Water System – 910-578-3264
Duke Power 800-777-9898
Piedmont Electric Membership Corp. 919-732-2123
Public Service Company of NC 1-877-776-2427

The Orange County Hazard Mitigation Plan
is available by contacting 919-245-6100.

***During a disaster you may only have seconds to make big decisions.
Do you know exactly where your disaster supplies are?
Here are some examples of disaster related supplies and materials:***

DOCUMENTS

- Identification: Driver's licenses, birth certificates, passports, social security cards & bank account information, recent photographs of family members
- Insurance, loan documents, wills, trusts, certificates
- A list of family members with contact information (home, cell, work, address) Copy important documents to a flash drive and place in another secure remote location

MEDICAL

- Medical provider information
- Medications and when you need to take them
- At least a seven-day supply of prescribed medicines and if possible, copies of prescriptions
- If medications require refrigeration or special handling, make special plans (e.g., cold packs, ice cooler, mini refrigerator)

FIRST AID KIT

- Bandages, gauze, wipes, rubber gloves
- Rubbing alcohol and hydrogen peroxide

FOR BABY / CHILDREN

- Formula and bottles
- Diapers
- Medications
- Sanitary supplies
- Familiar toy or book
- Car seat

TOOLS

- Battery, solar powered or hand-crank AM/FM radio
- Flashlight with extra batteries
- Wrench for turning off gas

SUPPLIES

- Cash - at least \$100-200 in small bills per person, as possible
- Soap, toilet paper
- Toothbrush/paste
- Plastic bags
- Two complete sets of clothing and shoes per person
- Blankets or sleeping bags for each person
- Extra set of keys
- Feminine products

WATER AND FOOD

- Water – 1 gallon per person per day including infants and children (a week's supply labeled with expiration date)
- Non-perishable food that does not require refrigeration, preparation/cooking, and little or no water
- Extra food (remember special dietary needs)

DISABILITY OR LIMITED MOBILITY

If you are a person with a disability, have a sensory or cognitive disability, or limited mobility, make sure your emergency kit includes items specific to your needs and have a list of the following:

- Adaptive or supportive equipment and extra batteries
- Instructions on how to operate any special equipment

FOR PETS/SERVICE ANIMALS

- Identification tags
- Extra food and water
- Clean-up supplies
- Medicine
- Transport case
- Leash