COUNTY OF LOS ANGELES

5 STEP NEIGHBORHOOD ACTION KIT

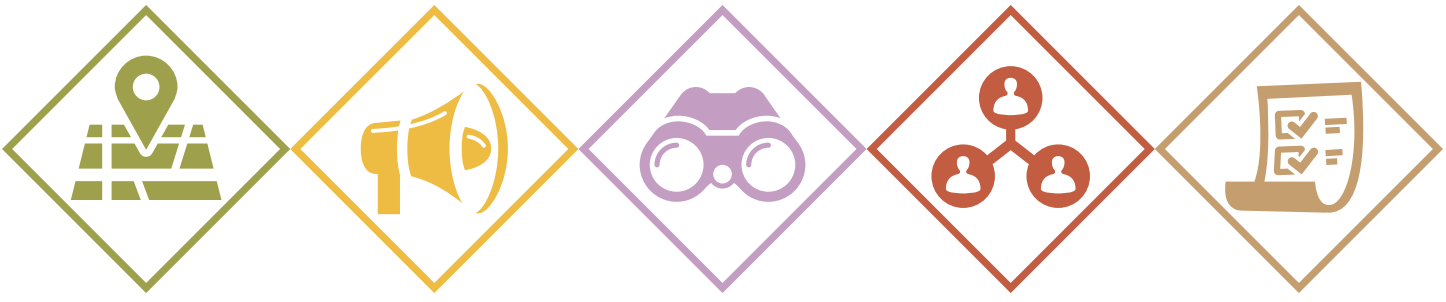
FORMS

NEIGHBORHOOD DISASTER PLAN
TEMPLATE

[INSERT NEIGHBORHOOD NAME]

[INSERT PLAN VERSION NUMBER]

[INSERT DATE OF LAST REVISION]



TEMPLATE INSTRUCTIONS

This Neighborhood Disaster Plan Template is meant to serve as a framework for planners to build or refine a disaster plan for your neighborhood. This helpful resource provides direction **[in brackets]** where you can add neighborhood specific information.

For best results download this template from **www.espfocus.org** and fill in the required information electronically. The template can be changed to meet the needs of your neighborhood and sections can be added or deleted as necessary. The completed plan may contain confidential information and every effort should be taken to keep the plan secure.

PLAN MAINTENANCE

PLAN MAINTENANCE AND UPDATE

_____ is responsible for maintenance and update of the plan. The plan will be updated annually and in response to lessons learned from exercises or actual disasters. The contact person for plan updates is _____.

PLAN DISTRIBUTION

Printed copies of the initial plan and any future updates will be provided to all residences in the planning area. The plan will also be posted on the _____ website.

PLAN MODIFICATION REGISTER

Changes made to the plan are reflected below.

DESCRIPTION OF CHANGE	PAGE NUMBER	DATE OF CHANGE	AUTHORIZED SIGNATURE

ACKNOWLEDGMENTS

[INCLUDE INFORMATION REGARDING THE PEOPLE, AGENCIES, AND ORGANIZATIONS THAT WERE INVOLVED IN THE DEVELOPMENT OF YOUR NEIGHBORHOOD DISASTER PLAN.]

THIS PLAN WAS DEVELOPED BY MEMBERS OF THE (Name neighborhood council, or other group(s):

_____

THE FOLLOWING PEOPLE PARTICIPATED IN DEVELOPMENT OF THE PLAN (List Name & Organization):

NAME	ORGANIZATION
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

THE PLAN WAS COMPLETED ON:

_____

(MONTH, YEAR)

_____

(SIGNATURE OF CHAIR, OR LEADER OF PLAN DEVELOPMENT TEAM)

TABLE OF CONTENTS

[At minimum the Plan should include
the following information. When complete, insert your own Table of Contents]

1. Map of the neighborhood with property numbers and hazards marked
2. The threats this plan is designed to address
3. The people that have agreed to be leaders or on teams
4. Documentation on how we will communicate with each other in a disaster.
5. Locations for a Gathering Place and Care Centers
6. Actions that residents will take in a disaster.

INTRODUCTION

1.1 ♦ BACKGROUND

[Insert information about the area covered by the plan, the name of the community, district or other location information. Include location of the nearest fire station, police station, and hospital.]

1.2 ♦ HOW THE PLAN WAS DEVELOPED

[Discuss how the plan was developed (e.g. through a series of meetings), when it was developed, who it was developed by (general descriptions of those who worked on it, or specific names), and who led the project.]

1.3 ♦ ABOUT OUR NEIGHBORHOOD

[Insert specific descriptive information about your neighborhood, to include its location in the County, general addresses or blocks of the area, square mileage, the date the neighborhood was founded, the number of homes covered by the plan, the number of people residing in the neighborhood, its ethnic and cultural makeup, languages commonly spoken, and any community centers or significant landmarks.]

STEP 1

DEFINE YOUR AREA

Refer to the *5 Step Neighborhood Action Kit* for guidance and tips in filling out this template.

The scope of our plan includes

[Describe the geographic area covered by the plan using street names or other easily-understood features. If you are building a plan for units of a multi-story building, list the floors and unit ranges. Make a map or sketch of the area that you can add information to later.]

STEP 2

RECRUIT LEADERS & PARTICIPANTS

List the people in the neighborhood who have skills and are willing to help in a disaster. [This information would have been captured in the Neighborhood Survey.]

NAME	SKILL OR EXPERIENCE	ADDRESS & TELEPHONE

STEP 3

SCOUT YOUR NEIGHBORHOOD

THREATS AND RISKS

The threats and risks that our neighborhood is most susceptible to are listed here in order of likelihood.

[Include information that you prepared as part of the Threats and Risks section in step 3 of the *5 Step Neighborhood Action Kit*. List threats and risks and by likelihood of occurrence.]

THREAT	LIKELIHOOD OF OCCURRENCE[1]	LEVEL OF IMPACT[2]

[1]Almost Certain: Greater than 90% chance ◆ Likely: 50 – 90% chance ◆ Moderate: 10 – 50% chance ◆ Unlikely: 3 – 10% chance ◆ Rare: 3% chance or less

[2]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 personal injured and significant loss of life ◆ Catastrophic: Disruption of most services. Widespread property damage. Many Injuries and fatalities

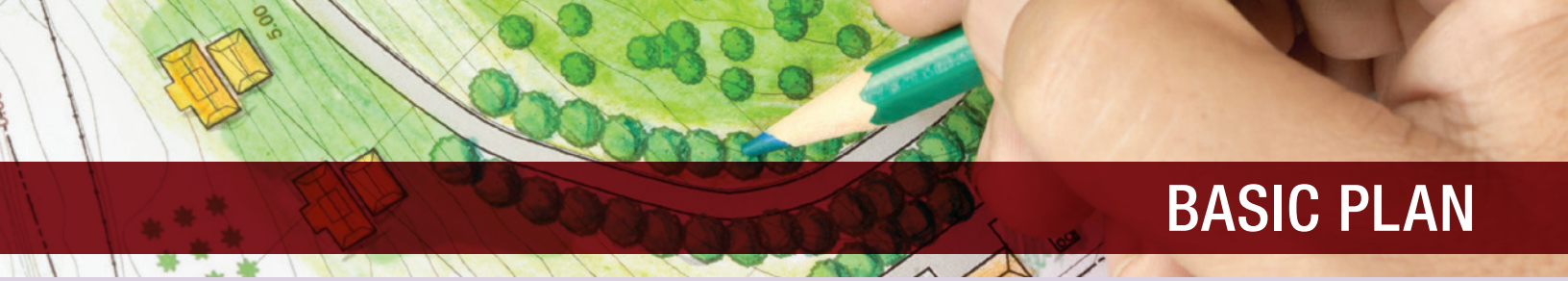
BASIC PLAN

KEY ASSETS

List assets in our neighborhood that may be available to team members in a disaster. [This information would have been captured in the Neighborhood Survey.]

[Include information that you prepared as part of the Neighborhood Assets section in Step 3 of the *5 Step Neighborhood Action Kit*.]

ASSET TYPE	ASSET DESCRIPTION	ASSET LOCATION OR CONTACT INFORMATION



MAKE A MAP

[Insert map agreed on in planning meetings. Include locations for proposed Gathering Place, Triage Area and Care Centers.]

STEP 4

BUILD YOUR TEAM

Using the organization chart provided, document the people who agreed to be team leaders. Be sure to include alternates in case the primary person is not available.

Incident Commander

Operations

Survey & Assist Team

Care Team(s)
may include teams for Triage, Treatment, Morgue, Reassurance and Care Center

Logistics

Materials & Supplies Team

Transportation Team

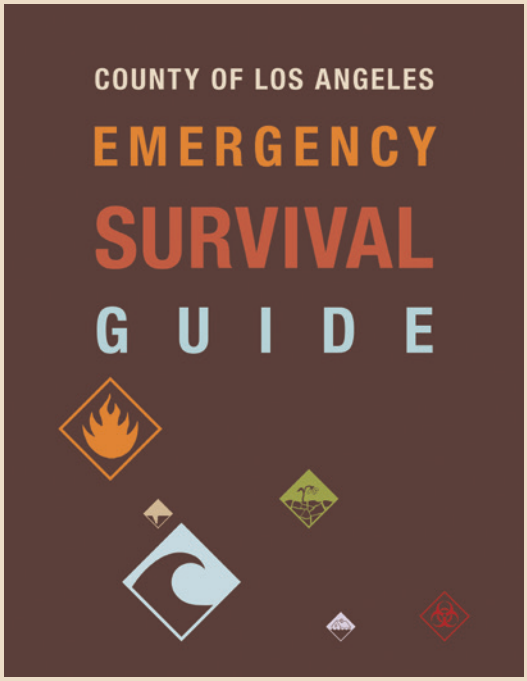
Planning & Intelligence

Communications Team

Neighbor Information Team

STEP 5

PLAN YOUR APPROACH



[Detail how your neighborhood will respond. Write it down.]

Individual and Family Disaster Response Actions. Discuss the responsibilities of individuals and families in disaster response. Make sure to emphasize that the first priority is to ensure the safety of families, pets, property, and neighborhoods. Consider discussing such things as:

- The need to check for unsafe conditions, including downed power lines and gas leaks;
- The impact of rescue operations performed by individuals with little or no training;
- The procedure for shutting off as valves that are not automatic (by turning the valve so that the "bar" is perpendicular to the gas line; also keeping a wired wrench to the gas meter);
- The importance of tuning into the radio to emergency frequencies to obtain information and instructions;
- The importance of donning protective gear such as a hard hat or bicycle helmet, steel-toe or other sturdy shoes, and leather or sturdy gloves.
- During earthquake incidents, individuals should "drop, cover, and hold on." Individuals who are unable to drop should cover their head and neck with their arms.
- Will your neighborhood use the Emergency Door Hanger? Households would place the OK/Help hanger on their front door or window so that it can be easily seen from the sidewalk or street. The red side means that help is needed; the green side means that everyone is OK.

If your neighborhood plans to use the Emergency Door Hangers they should be displayed after ensuring personal safety. It is for use only after a disaster when 9-1-1 help is unavailable. Families that are OK should lock their doors, secure their belongings, and proceed to the Neighborhood Gathering Place.

BASIC PLAN

Neighborhood Response. Once the neighborhood has gathered at the designated Neighborhood Gathering Place, the first task is to get organized. Then, a leader will be selected to direct the overall effort. An Action Plan will be developed to help the neighborhood decide what to do, how to do it, and what timeframe to do it in. Finally, the neighborhood should organize into teams, with a Team Leader for each team. Each team should have 3-7 people and a Team Leader.

- [List the communications systems you plan to use. For radios, be sure to list the frequencies. Designate one person to collect all radios once response efforts have concluded.]
- [Prepare a notification chart and "call down" procedures, as shown in the Notification Annex on the following pages. There should be a "master" notification chart to make sure the leaders you have identified are notified, and each Block Captain should develop and maintain a notification chart for residents in his/her area. It is a good idea to include email addresses, too.]
- [Create a list of capabilities needed for each area of response, and designate people to fill those roles. For example, the Triage and Treatment area will need people who are trained in first aid , and the Animal Evacuation Site will need someone to conduct a formal check-in with written documentation and photographs. Roles should be reviewed and confirmed at every other neighborhood meeting to accommodate for new people and to maintain preparedness for disasters.]

LIST KEY LOCATIONS:

Our Neighborhood Gathering Place is:
Alternate
Our Neighborhood Care Center is:
Alternate
Our Triage Area is:
Alternate
Other Care Center:
Other Care Center:

FUNCTIONAL ANNEXES

[Planners should ensure that specific concerns of population segments, such as children and individuals with disabilities or access and functional needs, are addressed.]

A functional Annex documents the planning done by Teams before the disaster. Each team named on the organization chart should have a detailed plan on how to carry out their function. The following annexes to our plan document those plans:

[Insert Team Plans]

- Survey and Assist
- Materials and Supplies
- Transportation
- Communications
- Neighborhood information
- Care Teams
  - Triage
  - Reassurance
  - Treatment

FUNCTIONAL ANNEXES

A.1.1 ♦ SUMMARY OF SURVEY RESULTS

[Use this section to record useful information collected by the Neighborhood Survey] This might include lists of people who anticipate needing extra assistance, lists of pets and their needs, or languages spoken and other information useful when activating the plan.]

EXAMPLE: COMMUNICATIONS ANNEX

A.2.1 ♦ PURPOSE

The purpose of this annex is to outline the ways that neighbors will communicate with residents after a disaster.

A.2.2 ♦ NOTIFICATION PROCEDURE

[Detail who is responsible for contacting who, and the method and alternate method(s) of contact, such as phone, radio, and/or door-to-door contact.]

Consider the following:

1. The person at the top will start the notification process. It may be helpful to have a brief script complete with the specific action
2. Ask the person to get paper and pencil to write specifics
3. Give facts about the event
4. Be sure that you have alternative phone numbers and radio frequencies, so you can reach a person if he/she is out of home/office
5. If nobody is answering, leave a message and then try using the alternate method of contact. If contact is still not made, contact the next person. This should ensure that everyone gets the information in a timely fashion
6. Confirm they will be making contact with the next person(s) on the chart
7. Prearrange with staff at the end of the list to contact the person at the top once they receive the message. The LAST person on the notification chart should contact the FIRST person to ensure that the chart is completed and that the message was accurate

Consider providing a list of phone numbers and radio frequencies in this Annex.
Phone numbers should be updated regularly. Call-downs should also be exercised regularly.

EXAMPLE: SURVEY & ASSIST ANNEX

A.3.1 ♦ PURPOSE

The purpose of this annex is to detail procedures that will be followed once it is determined that there is a need to perform a Survey and Assist mission in the area following a disaster or emergency incident. This Annex is not intended to take the place of training provided in programs like CERT and it should be repeatedly emphasized that there may be conditions where it is not safe for anyone except trained first responders to attempt entry into damaged buildings or rescue trapped individuals.

A.3.2 ♦ GENERAL PROCEDURES

Survey and Assist is really two separate activities. During the Search phase, the team systematically inspects the area for injured or trapped people. In the Rescue phase, the team aims to free lightly trapped persons from confinement.

THE OBJECTIVES OF SURVEY AND ASSIST INCLUDE:

- Conduct after a damage assessment establishes there are no immediate threats
- Ensuring that there are enough members to form teams
- Maintain safety of neighborhood team members
- Rescue the lightly trapped people first

If the neighborhood has members trained in CERT, then CERT teams will be responsible for initiating Survey and Assist procedures and assigning teams to specific areas.

KEY STRATEGIES AND THEMES INCLUDE:

- Designate rescuer safety as a priority
- Be alert for hazards
- Wear safety equipment (hard hats, goggles, sturdy shoes)
- Never enter an unstable structure

Following a disaster or during an emergency, the CERT team or other designated leaders will assemble at the Neighborhood Gathering Place and designate Survey and Assist Teams. One or two Disaster Animal Rescue Team (DART) members should accompany each Search & Rescue team to ensure that animals are rescued and cared for. Consider assigning a scribe to each Survey and Assist Team to ensure that the proper forms are completed and that important information is documented.

EXAMPLE: SURVEY & ASSIST ANNEX

SIMPLE STEPS FOR CONDUCTING A SURVEY

- If your neighborhood is using the Emergency Door Hangers check for red or green tags. Red tags mean that residents are requesting assistance.
- Use the lists of “persons needing assistance” created by the neighborhood.
- Conduct an initial damage assessment to identify and document hazard areas. Prioritize Survey and Assist operations. Neighborhood Survey and Assist teams should notify people they pass during the damage assessment that they will return to help them.
- Call out. Begin by shouting "If you can hear my voice, come out!"
- Be systematic. Use a search pattern to ensure that all areas of a building are covered. For example, start searching on the bottom floor and work up, or move from the right to left across a house.
- Listen carefully. Stop frequently and listen for voices or tapping sounds.
- Use the buddy system. Work together– two responders can survey a structure more effectively and safely.
- Identify surveyed areas on the structure. Make a single diagonal slash on or next to the door just before entering. Make an opposite slash (creating an "X") when all occupants have been removed and the search of that area is finished.
- Document all results. Keep records of removed victims and victims who remain trapped to report to professional responders.

Effective rescue operations have three functions: (1) Create a safe rescue environment, (2) Triage and stabilize victims and (3) Remove victims to safe rescue zone.

SIMPLE STEPS FOR CONDUCTING AN ASSIST

- Gather necessary tools and equipment. This can be anything that will be helpful to move debris and large objects.
- Remove debris and lift objects out of the way. Wear gloves to protect your hands. Clear the path for a safe escape.
- Before you remove the injured clear the area. Discuss the plan to move (how, who and where). Some will be able to move on their own once the path is cleared. Others will need assistance.

THE FOLLOWING PROCEDURES SHOULD BE FOLLOWED REGARDING DECEASED VICTIMS

- Deceased victims found in unoccupied residences should be left undisturbed, and information as to the number of deceased victims and location marked on the front entry.
- Deceased victims in residences that will continue to be occupied should be moved to a separate area of the dwelling.
- Treat with respect, wrap tightly, note and identify valuables, write description if name unknown and address/location found and contact numbers for known family on the outside of the wrapped body.

EXAMPLE: CARE CENTER ANNEX

A.7.1 ◆ PURPOSE

The purpose of this annex is to detail procedures for activating and operating a Neighborhood Care Center.

DEFINITION

A Neighborhood Care Center is a neighborhood location established during/after a disaster where children, older adults, people with disabilities and other functional needs or those needing non-clinical care can be provided a safe, secure environment and car

LOCATION CRITERIA

While it is understood that emergencies create an imperfect environment, emergency response leadership should choose the Care Center location with the following general criteria in mind:

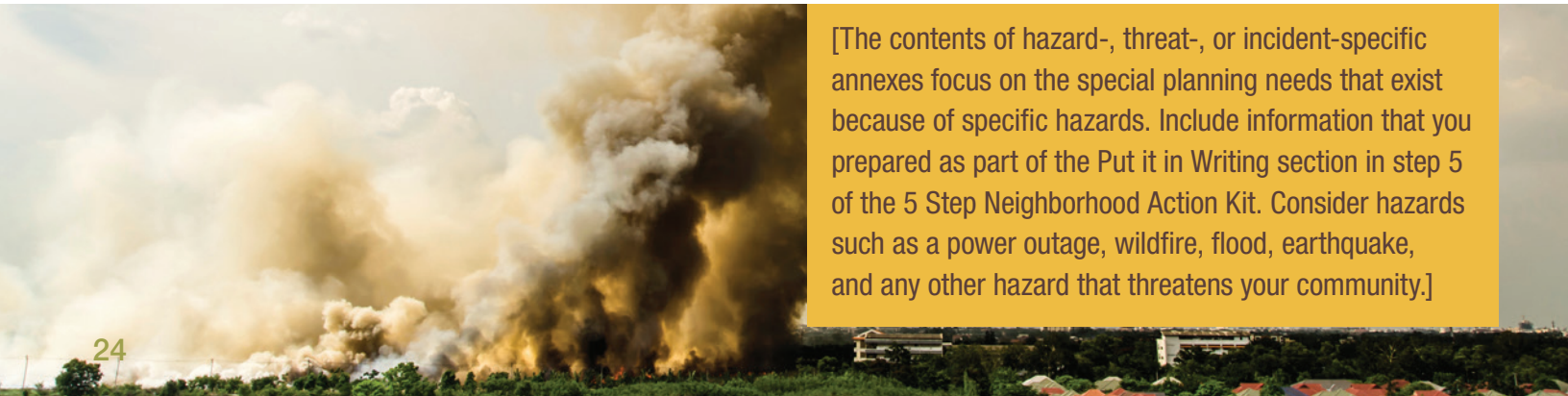
- The Care Center should be physically separated from areas housing the general population.
- Since HV/AC systems may not be operable following an emergency, Care Center locations should have natural light and ventilation.
- Locations should meet Americans with Disabilities Act (ADA) access requirements and have the capacity to accommodate access and functional needs populations.
- If possible, children should be separated from adults.
- Neighborhoods should strive to create a safe atmosphere within the Care Center to promote relationship building.

EXAMPLE: CARE CENTER ANNEX

STAFFING CRITERIA

Ideally, Care Centers should be staffed with trained professionals. However, in a disaster situation, Centers will have to be staffed with people who are local and available. In selecting the people who will staff the centers, response leadership should look for the following:

- Use the list of personnel assets from CERT leaders and Block Captains to identify people with experience in child care, older adult care, and care for persons with disabilities and other functional needs.
- If trained/experienced personnel are not available, select people who are known to the neighborhood.
- Assign at least one person to provide constant supervision to the children's area and at least one person to the adult area. If a supervisor needs to take a break, another person must be temporarily assigned to fill his/her role. Without constant supervision, children in particular could wander from the Center and become lost, could put themselves in danger to exposed hazards, or could make themselves vulnerable to other dangers.
- Assign observers with no care responsibilities to observe operations and report any concerns or issues.
- Designate 1 entry/exit for the Center and assign someone to provide security at the door. A display board should be placed near the entry/exit that lists the names of people inside the Center so relatives can locate their loved ones.
- Consider assigning someone with a mental health or psychology background to the Care Center for those inside the Center that might need comfort and support.
- Assign a liaison to ensure that the Command Post and the Care Center understand what might be needed at the Center and the status of those inside the Center.



[The contents of hazard-, threat-, or incident-specific annexes focus on the special planning needs that exist because of specific hazards. Include information that you prepared as part of the Put it in Writing section in step 5 of the 5 Step Neighborhood Action Kit. Consider hazards such as a power outage, wildfire, flood, earthquake, and any other hazard that threatens your community.]

NEIGHBOR SURVEY

Are you really **prepared?**

How we prepare **now** for a disaster will determine our future.

Help us build a Neighborhood Disaster Plan!
To complete the plan, we need to know what extra help you might need in a disaster, and what special skills or supplies you have that can help all of us.
Please complete one form per household, business, or organization and return it to your neighborhood contact. The information you provide is voluntary basis, but we urge you to share a bit so we know how to plan for a disaster that affect us all. All information will be kept confidential by the neighborhood and is only for neighborhood disaster planning.

NEIGHBORHOOD DISASTER PLAN

Are you really **prepared?**

How we prepare **now** for a disaster will determine our future.

[Insert Neighborhood Logo or Image Here]

Neighborhood Name: _____

Working with guidance provided by the County of Los Angeles we are preparing a disaster plan for this neighborhood and need your participation. Please be a part of the plan by attending planning meetings and filling out the attached survey. The information you provide will help us to understand what we have and what we need to be resilient after a disaster. The information you provide will not be shared outside our neighborhood except in planning.

Please complete the survey by: _____.
(Date)

Your neighbor, _____**, will return to collect it.**
(Name)

Information provided will be kept confidential and used only to write an emergency plan and to use in an actual emergency.

1 What is your name, telephone, e-mail, and address?

Name: _____

Mobile Telephone: _____

Home Telephone (optional): _____

E-mail: _____

Address: _____

_____

What is the name and telephone number for one out of area emergency contact?

_____

2 Does anyone at your address need translation? If so, what languages?

- ☐ Spanish
- ☐ Japanese
- ☐ Khmer
- ☐ Korean
- ☐ Tagalog
- ☐ Thai
- ☐ Chinese
- ☐ Vietnamese
- ☐ Hindi
- ☐ Other:

3 What animals or pets do you have at this address and how many?

- ☐ Dogs: _____ Name(s): _____
- ☐ Cats: _____ Name(s): _____
- ☐ Birds: _____ Name(s): _____
- ☐ Other: _____ Name(s): _____

Are the animals friendly?

Circle one: Yes / No

◆ 4 Is there anyone at your address who may need help during an emergency? This might include children or people who need help to see, read, walk, speak, hear, learn, remember, understand, and/or respond quickly.

_____

_____

◆ 5 Does anyone at your address have special skills or training (e.g., experience or training with Community Emergency Response Team, Red Cross, military, public safety, medical care, first aid, electrical, plumbing, telephone lines, gas company, or is multi-lingual)? If so, what kind or type?

- ☐ experience or training with Community Emergency Response Team
- ☐ Red Cross
- ☐ military
- ☐ public safety
- ☐ medical care
- ☐ first aid
- ☐ electrical
- ☐ plumbing
- ☐ telephone lines
- ☐ gas company
- ☐ multi-lingual
- ☐ other _____
- _____

◆ 6 Do you have equipment or supplies that help our neighborhood?

- ☐ tools
- ☐ kits
- ☐ fire extinguishers
- ☐ water
- ☐ vehicles
- ☐ bbq
- ☐ tents
- ☐ chairs/tables
- ☐ other _____
- ☐ other _____
- ☐ other _____
- ☐ other _____
- ☐ other _____

5 STEP NEIGHBORHOOD ACTION KIT

As a resident of our community, you are invited to a

DISASTER PLANNING MEETING

DATE: _____

TIME: _____

PLACE: _____

WE NEED YOUR HELP TO PREPARE A NEIGHBORHOOD DISASTER PLAN

In a disaster, emergency responders will be overwhelmed. Are you ready? Are we ready in this neighborhood for the disaster we know will happen?

Join us at this meeting to start planning how our neighborhood will come together and help one another after a disaster.

Questions? Please contact:

_____

_____

HELP

OK