

DRAFT
PLAN:

*Preparedness through
Linking All Neighbors*



*PLAN Resource Guide:
A guide to creating neighborhood
emergency plans*

Public Health—Madison and Dane County



Healthy people and places

Dear Concerned Citizen,

Thank you for your interest in developing a neighborhood emergency plan! Having a neighborhood emergency plan will greatly reduce chaos, property damage, injuries, and even deaths when a disaster strikes. By wanting to prepare your family and neighborhood, you are on the right track to being ready for any unexpected crisis.

The next step is to designate a PLAN coordinator. This person can be yourself, a fellow resident, or any other leader in the neighborhood (an agency leader, community leader, etc). To be successful this person should be well-organized and comfortable delegating tasks and running meetings. Once you know who this person will be, you can hand the Resource Guide off to them and you will be on your way to creating a plan for your neighborhood.

Good Luck!

Jenny Lujan, RN,BSN

Jennifer Weitzel, RN,BC

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Introduction

Preparedness through Linking All Neighbors is an emergency preparedness resource guide based on the theory of social capital, the idea that a community is as strong as the social ties that friends, family, neighbors, and strangers make. The City of Madison and Dane County, its residents, and neighborhoods need to share the duty of having emergency plans ready for any disaster. In Madison and Dane County we are likely to experience the following emergencies:

- Communicable disease outbreaks
- Weather related
- Utility
- Criminal related
- Accidental

When any of these emergencies occur we need to be ready for our lives to be severely disrupted i.e.

- Limited or no utilities
- Limited or no phone communication
- Transportation obstacles
- *Needs will undoubtedly outnumber responders.*

In the event of an emergency, city and county responders are overwhelmed, and cannot get to everyone right away. Communities with strong social capital, or strong connections with their neighbors, see less damage and injuries because of their willingness to organize and help each other. Building social capital has benefits that extend far beyond being ready for an emergency. These strong bonds can greatly reduce stressful conditions, risky behaviors, psychological distress, and death rates. When asked, residents in communities with many social networks rate their health higher after such social bonds are developed. There is also evidence that neighborhoods with higher social capital are better equipped to meet community needs. Examples of this are starting neighborhood watch programs, raising funds for a community cause, and creating strategic plans.

PLAN is a program that originates from a planning process in Seattle, Washington called the SNAP program. SNAP, Seattle Neighborhoods Actively Prepare is also designed to help people and neighborhoods prepare to be self-sufficient during an emergency until city and county first responders can get to them.

PLAN is a user-friendly way for anyone to be active in getting themselves, friends, family, and neighbors ready to help each other through emergencies. PLAN divides emergency preparedness into a three-tier system and is designed to help neighborhoods create plans that are specific to neighborhood needs.

While PLAN focuses on Tier Two: Community Preparedness, it gives constant reminders and resources for individual preparedness and allows PLAN coordinators and the PLAN Liaison to have close contact with the local government tier.

Three Tiers of Emergency Preparedness

Tier One: Individual Preparedness

Step A: Awareness and Education

Step B: Having Resources

Step C: Family Plan

Dane County Emergency Management www.countyofdane.com/ems/
People Responding to Emergencies Program www.prepmadison.org



Tier Two: Community Preparedness

Step A: Making Connections

Step B: Making the Plan

Step C: Making Sure You're Ready



Tier Three: Local Government Connection

***Emergency Response, Public Health Dept,
Emergency Management, Police Dept, etc.**

Step A: Making Connections

Step B: Coordinating Plans

Step C: Practicing the Plan

Glossary

Community/ Neighborhood	These two terms will be used interchangeably. They can include geographic areas such as neighborhood blocks or social groups like book clubs, neighborhood associations, neighborhood watch programs, etc.
Communication Plan	A system, created by residents, to contact each other in case of emergencies for the purpose of sharing important information and updates or checking in to make sure neighbors are safe
Emergency	Any situation that threatens life, health, property, and or the environment.
Emergency kit	A tangible set of emergency supplies including batteries, flashlights, radios, nonperishable foods, medications, first aid kit, change of clothing, etc.
Lockdown	An emergency measure taken by authority agents, such as police, to contain a problem or incident within an area by controlling the movement of people
Memorandum of Understanding	A document that describes and records an agreement between two parties
PLAN Co-Captains	Leaders on the day of or after an emergency
PLAN Coordinator	A resident or stakeholder that organizes and runs PLAN meetings and delegates tasks
PLAN Liaison	Person of Contact between neighborhood and local government
Social Capital	The strength of bonds between friends, family, neighbors, and strangers
Staging Area	Neighborhood “Information Booth” during emergencies– this area will designate areas of first aid and other resources
Stakeholders	Organizations, neighborhood leaders and residents that care about the success of the neighborhood
PLAN Resource Guide	An organizational <u>framework</u> to help your neighborhood create an emergency plan

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Tier Two: Community Preparedness

Step A: Making Connections

Step B: Making the Plan

Step C: Making Sure You're Ready

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Step A: Making Connections

Step A: Making Connections

The first part of PLAN is to get connected with your partners; people that need to stick together during an emergency to help each other survive. Invite your neighbors, family and friends to prepare with you. It is also very important to contact and /or invite community stakeholders. Stakeholders are residents and organizations in your area that care about the success of your community. These can be your alderperson, neighborhood associations, neighborhood watch programs, neighborhood police, etc. Make sure to keep your group manageable by keeping in mind size and geographic location.

Next, set up a meeting to start preparing together.

- Choose a date and time that is convenient for most people
 - o Many times it is helpful to hold the meeting before or after another neighborhood event or meeting
- Choose a place that is common and easy to get to.

To help with planning the meeting, the following tools are included in the PLAN Coordinator Kit:

- Task Checklist (page 10)
- Step A: Meeting Agenda (page 11)
- A flyer you can fill in and copy for your neighbors (page 13)
- A meeting sign- to make it easier to find the meeting place (page 12)
- A sign in sheet- for you to stay organized (page 14)
- Job Delegation Worksheet (page 16)
- PLAN brochure (10) for you to hand out**
- Preparedness materials for you and your team**

Step A: Making Connections: Task Checklist

Don't forget to let your neighbors help you with these tasks!

Before the meeting

- Decide the date, location and time for the meeting.

Date: _____

Time: _____

Place: _____

- Arrange preparedness materials
- Invite possible partners: neighbors, friends, etc.
- Hang and give out flyers (pages 12 and 13)

Day of the meeting

- Hang signs to direct people to the meeting. (pages 12 and 13)
- Make the sign-in sheet available for neighbors to complete either as they walk in or during the meeting. (page 14)
- Arrange your meeting space so that people can easily see each other and discuss topics.
- Be ready to take notes!

During the meeting

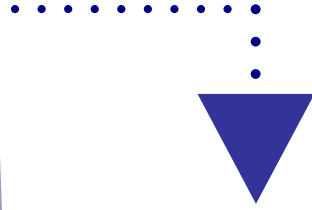
- Follow the agenda (page 11)
- Tier One: Distribute preparedness information and encourage families to put together a disaster supplies kit, create a family disaster plan, and establish an out-of-area contact when local phone lines are overwhelmed.
Please refer to the following websites for individual preparedness information:
- Dane County Emergency Management [_www.countyofdane.com/ems/default.asp](http://www.countyofdane.com/ems/default.asp)
 - Center for Disease and Prevention Control www.bt.cdc.gov/
 - People Responding to Emergencies Program www.prepmadison.org
- Distribute the PLAN brochures
- Make sure to delegate jobs to your team members. (“Job Delegations Worksheet”, page 16)

After the meeting

- Update your local government contact person
- Organize the notes that you took so they make sense to anyone that needs to read them

Step A: Making Connections: Meeting Agenda

- Start the meeting with introductions
 - Name, where you live, and your biggest neighborhood safety concern
 - Tier One: Individual Preparedness
 - Distribute preparedness information
 - Encourage families to put together a disaster supplies kit, create a family disaster plan, and establish an out-of-area contact when local phone lines are overwhelmed.
- Distribute the PLAN brochures
- Decide together if, as a neighborhood, you would like to create a plan to take care of each other when disaster strikes.
 - Neighborhood time commitment for the entire planning process
 - Tonight's meeting- 1 hour
 - Next part- making a plan- three (minimum) 60-90 minute meetings
 - Third part- making sure you're ready- drills- 45-90 minutes depending on the drill
 - Recurring Maintenance Meetings
 - Meet regularly (every 3 months, every 6 months, once a year- have your group decide)
 - Update PLAN leaders, invite new members of the neighborhood, keep disaster materials current, and review and revise emergency plans
 - If all partners agree, at the meeting, be sure everyone completes the sign-in. (page 14)
 - Determine who will be PLAN Liaison with local government level emergency response.
- Define what "emergency" means for your neighborhood and determine what emergencies will most likely affect your neighborhood. Examples:
 - Thunderstorms
 - Fire
 - Health Crisis
 - Flood
 - Winter storms
 - A Lockdown
 - A neighborhood shooting
 - Large scale accident
 - Bioterrorism
 - Eviction
 - Tornados
 - Abduction
 - Power outages
 - Drought
 - Heat wave
 - Pandemic Flu
 - Evacuation
 - For more examples www.fema.gov/index.shtm
- Make a list of resources that you will need in an emergency (water, food, blankets, etc.)
- Set a date, time and place for the next meeting.
 - Date: _____
 - Time: _____
 - Place: _____
- Between now and the next meeting have everyone work on personal and family preparedness, the first of the three tiers of emergency planning, and have them think about what they would need to do if any of the emergencies that you listed would occur



PLAN

Emergency Preparedness Meeting

HERE



Public Health Madison and Dane County

PLAN PREPAREDNES THROUGH LINKING ALL NEIGHBORS

Help Prepare Our Neighborhood for
an Emergency!

This meeting is to learn about basic
preparedness and decide if we would like to use
PLAN to get organized and ready to take care
of each other when an emergency strikes our
neighborhood!

DATE:

TIME:

PLACE:

To RSVP or for more information, contact:

Name:

Phone:

Email:

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Step B: Making the Plan

Step B: Making the Plan

Now that Step A has allowed you to find neighbors that want to help plan for an emergency, you are ready to move on to Step B. Step B involves organizing what your team will do during an emergency.

It is important to remember that Step B will take at least three meetings to accomplish. You can divide the tasks among meetings as you feel most comfortable. The Step B: Meeting Agenda gives one way to break the tasks up into three meetings.

The following tools are included in the PLAN Coordinator Kit:

- Step B: Task Checklist (page 19)
- Step B: Meeting Agenda (page 21)
- Neighborhood Information Worksheet (page 22)
- Sample Contact Tree (page 23)
- Emergency Signals and Tasks Worksheet (page 24)
- Emergency Response Flow Chart (page 26)
- Memorandum of Understanding letter to businesses (page 27)
- Memorandum of Understanding (page 28)
- Memorandum of Understanding thank you letter to business partners (page 29)
- Sample HELP/ OK signs (pages 30 and 31)
- Sample Neighborhood Map (page 32)

Step B: Making the Plan Task Checklist

Don't forget to let your neighbors help you with these tasks!

- Review the Emergency Response flow chart to get your group thinking about different types of emergencies (page 26)
- Identify what the sign (governmental and neighborhood) of each emergency you discussed in the prior meeting is or will be. (page 24) Dane County information www.countyofdane.com/ems/popwarn.htm
- Identify tasks for each type of emergency that your group listed and assign someone from your group to be responsible for each task. Be sure to write their contact information down. (page 24)
- With the list of emergency resources you made at your Stage One meeting make a list of possible places you could get them from (local grocery store, Red Cross, nearby chain store, food pantry, etc.) After the meeting send all of the businesses that you listed the Memoranda of Understanding letter and the memoranda. This is done to secure your neighborhood resources during an emergency. (pages 27 and 28)
- Choose neighborhood co-captains (this position is separate from the neighborhood PLAN coordinator). These two people will be the leaders on the day of or following a disaster. They will make sure that the plan is being followed and problems are being solved safely and effectively on the day of the emergency. These two people should be comfortable delegating tasks and have the ability to stay relatively calm in stressful situations. (page 22)
- Create a contact system to check on neighbors or let others know if you need help. This can involve phone trees – Mike will call Alice and John- Alice and John will each call two other people- and so on (refer to phone tree diagram), buddy systems – Joe, Susie and Jared will be responsible for reporting to the coordinator if any one of them need help, etc. In doing this, the neighborhood should be surveyed, if possible, to ensure that everyone is accounted for. (page 23)
- Determine a neighborhood meeting place where everyone will meet if the emergency calls for it (not for in place sheltering situations-see www.bt.cdc.gov/planning/shelteringfacts.pdf). This meeting place should be centrally located and easy to get to. It could be someone's front yard, at a park, or any open area in the neighborhood. (page 22)
- Identify a Staging Area, an "information booth" during emergencies. This location should be near your neighborhood-meeting place. (page 22)
- Create a communication system that lets the neighborhood know if you are ok or in need of help. A system included in this toolkit is the Help/ OK sign method that your team can decide whether or not to use. If you choose to use this system distribute both signs to neighborhood residents and have them post the necessary sign in a noticeable place on their home (front window, door, etc) in an emergency. Remember that any communication system you choose is for your neighborhood plan only. Government first responders will not know to look for or respond to your communication system. (pages 30 and 31)
- Create a map of your neighborhood identifying the stakeholders, organizations and houses participating in your neighborhood plan, your neighborhood meeting place, the first aid location, and resources area grocery store, shelters, community police centers, etc). It would also be helpful to include areas that will require special help during an emergency (i.e. elderly, physically handicapped, people with pets, etc.). (page 32)
- Fill in the Neighborhood Information worksheet to stay organized. (page 22)
- Make sure to delegate jobs to your team members. (you can use the Job Delegation Worksheet that was provided in Step A, page 16)

Before the meetings:

- Make sure you have all the necessary materials for the meeting
- Send out reminders of the meeting

Night of the meetings:

- Post signs directing people to the meeting (pages 12 and 13)
- Organize the materials for the meeting so that they are easy to distribute and explain
- Arrange the room so that it is easy to talk to each other

After the meetings:

- Organize the notes that you took so they make sense to anyone that needs to read them.
- Fill out Neighborhood Information Sheet to stay organized. (page 22)
- Send all of the businesses that you listed the Memoranda of Understanding letter and the Memoranda of Understanding. Remember that this is done to secure resources for your neighborhood during an emergency. (pages 27 and 28)
- Once you receive positive responses from business partners send thank you letters to them and add their memoranda's of Understanding to your records. Note: not all of the responses will be positive! (page 29)

Step B: Making the Plan: Meeting agenda

- Start the meeting off with introductions
 - Name and where you live
 - Any preparedness tips that you have learned
- Purpose of each meeting is to
 - First meeting:
 - Review the “Emergency Response flow chart” to get your group thinking about different types of emergencies. (page 26)
 - Identify what the sign (governmental and neighborhood) of each emergency you discussed in the prior meeting is or will be. (worksheet found on page 24)
 - Identify tasks for each type of emergency listed and assign someone from your group to be responsible for each task. Be sure to write their contact information down. (worksheet found on page 24)
 - Second meeting:
 - With the list of emergency resources you made at your Stage One meeting, make a list of possible places you could get your resources from (local grocery store, Red Cross, nearby chain store, food pantry, etc.)
 - Choose neighborhood co-captains: these two people will be the leaders on the day of or following a disaster.
 - Create a contact system to check on neighbors or let others know if you need help. This can involve:
 - Phone trees – Mike will call Alice and John- Alice and John will each call two other people and so on (“Contact Tree” page 23)
 - Buddy systems – Joe, Susie and Jared will be responsible for reporting to the coordinator if any one of them need help, etc.

Make sure your whole neighborhood is accounted for.
 - Third meeting:
 - Determine a neighborhood meeting place and a separate staging area.
 - Create a communication system that lets the neighborhood know if you are ok or in need of help (“OK/HELP” signs pages 30 and 31)
 - Create a map of your neighborhood identifying the stakeholders, organizations and houses participating in your neighborhood plan, your neighborhood meeting place, the first aid location, and resources (“Sample Neighborhood Map”, page 32)
- Remind neighbors that personal and family preparedness is what makes neighborhood preparedness successful- hand out preparedness materials if necessary
- Set a date, time and place for the next meeting.
 - Date: _____
 - Time: _____
 - Place: _____

Neighborhood Information

Neighborhood PLAN Coordinator: _____

Neighborhood PLAN Co-Captains: _____

Neighborhood Liaison : _____

Our Neighborhood includes households on the following streets: _____

Our Neighborhood meeting site is located at (address and description):

Our staging area is located at (address and description):

Before/ during a disaster:

- Watch the news or listen to the radio
- Inform your neighborhood co-captains and/or coordinator and the people you are responsible for on your neighborhood communication plan
- Review your individual family preparedness plan
- Take necessary precautions

After a disaster:

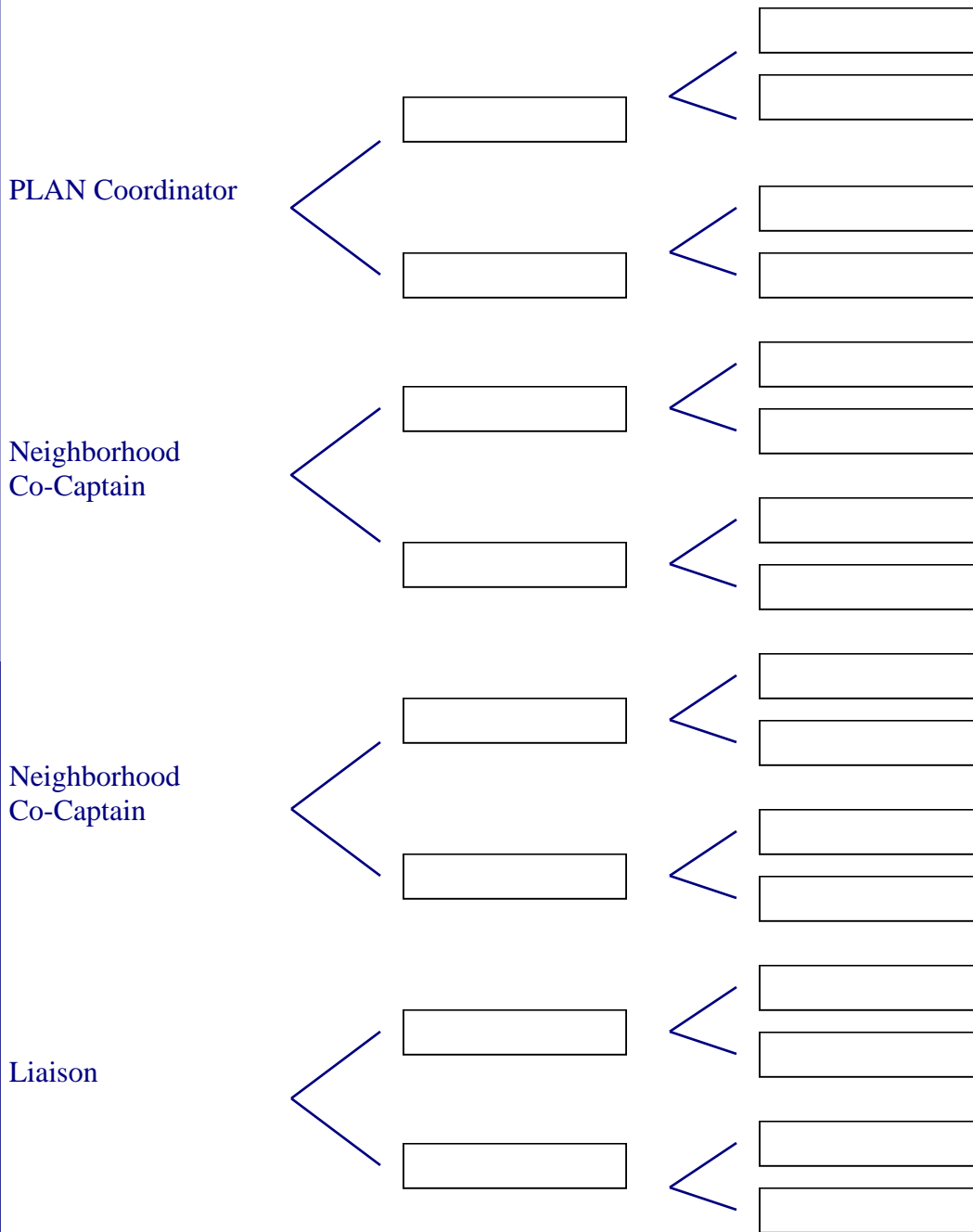
Priority #1: Take care of yourself, your family and your home

- Check yourself and your family members for injuries
- Communicate to your neighbors that you are ok or need help
 - Phone trees, OK/ HELP signs
- Take care of your home by
 - Checking utilities
 - Looking for hazards that need to be addressed right away (fires, etc.)

Priority #2: Take care of others

- Follow your neighborhood's emergency plan for that particular disaster

Contact Tree



There should be one person per household included on this contact tree. Be sure to record all contact information and keep it as current as possible.

Emergency Response

Extended /
Advance Notice

Immediate /
Unpredictable

- Heat wave
 - Drought
 - Flood
 - etc.
- RESPONSE
- Keeping people safe
 - Warnings
 - Advice-minimize risky behavior
 - Checking in on each other
 - Especially special needs populations
 - Securing resources

Ability to go to
meeting place

Sheltering in place /
social distancing

- After a disaster: Tornado, Windstorm, thunderstorm, etc.
- RESPONSE
- Keeping people safe
 - Providing shelter
 - Listening for public updates (radio, TV, etc.)
 - Securing Resources
 - Checking in on neighbors
 - Locate those in need of extra help-wait for emergency response teams
 - Contacting local government

- Radiation Exposure
 - Winter storms
 - Pandemic Flu
- RESPONSE
- Keeping people safe
 - Warnings
 - Advice-minimize risky behavior
 - Checking in on each other
 - Especially special needs populations
 - Securing resources
 - Water, food, clothing
 - Maintaining Property
 - Warnings
 - Advice- how to maintain property

_____, 20__

Dear Business Owner/ Manager:

My name is _____ and I am a member of the _____ neighborhood. We have recently become involved in Public Health Madison and Dane County’s PLAN (Preparedness through Linking All Neighbors) Program which is a process based on the theory of social capital, the idea that a community is as strong as the social ties that friends, family, neighbors, and strangers make. From this program we have become of aware that in the event of an emergency the needs of citizens and residents will undoubtedly outnumber city and county response teams. Because of this we are getting our neighborhood prepared to be as self-reliant as we possible can be.

We are now in the early stages of developing a neighborhood emergency plan and are in need of business type partnerships to ensure that our neighborhood has access to vital resources when a disaster strikes. We are asking for your goodwill and partnership by your agreement to provide our community with resources during an emergency. Resources that our community will depend on include, but are not limited to: shelter, clean water, food, blankets, etc. This arrangement is taken very seriously by our community and assistance will only be requested in the following emergency types: weather related, utility related, criminal related, and communicable disease related. Your help in agreeing to provide any kind of resource to our community would be used with extreme care and greatly appreciated.

Please take a moment to see the enclosed document. This is the Memoranda of Understanding that we will keep on record if an emergency presents itself. If this partnership is something your business would be willing to take on, please fill out the memoranda of understanding, send a copy to the above address and keep one for your records.

Thank you for your time and your generosity! Our community looks forward to hearing from you soon!

Sincerely,

Memorandum of Understanding Between

And

Business Name

PLAN Neighborhood

Business Name

PLAN Neighborhood

City, State, and Zip Code

City, State, and Zip Code

Business Contact Name

PLAN Neighborhood Contact Name

Contact Phone

Contact Phone

Contact Email

Contact Email

In the event of an emergency, _____ (business name) agrees to fulfill the outside assistance request from the _____ (neighborhood) PLAN Neighborhood

1. Describe the type of assistance:
2. Explain the purpose of the assistance:
3. Specify the quantity needed:
4. Give necessary specifications:
5. Delivery address (with map and directions if necessary), contact person, and telephone number:
6. Locations where assistance will be used:
7. Have an estimate for how long assistance will be needed:
8. Effective date and time. Enter the date the agreement will become effective.

Fill in the following information after an emergency in the neighborhood is reported.

Emergency Type: _____

Date of Emergency: _____

Effective Date and Time of assistance: _____

Business Contact Name

PLAN Neighborhood Contact Name

Business Contact Signature

PLAN Neighborhood Contact Signature

Date

Date

_____, 20__

Dear Business Owner/ Manager:

Thank you for your generosity and partnership. We have received your Memoranda of Understanding and have added it to our records. As a part of the PLAN (Preparedness through Linking All Neighbors) Program we hold regular meetings to continue to improve our readiness. In these meetings we will assign representatives to do follow-ups with our business partners to keep information updated and maintain close contact with you.

You should be hearing from us soon! Our community cannot tell you how grateful we are! Thank you again!

Sincerely,



Let your neighbors know if you need help or not. Place the appropriate side of this sign in you window. This will save valuable time following an emergency.

For Neighborhood search teams only. This sign does not imply Police or Fire service will rescue.

PLAN
Public Health – Madison and Dane County



Let your neighbors know if you need help or not. Place the appropriate side of this sign in you window. This will save valuable time following an emergency.

For Neighborhood search teams only. This sign does not imply Police or Fire service will rescue.

PLAN
Public Health – Madison and Dane County

Sample Neighborhood Map

Smith Ave.



Residential area:
PLAN coordinator home



Elementary school

University Ct.

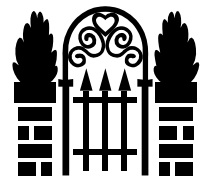


Park
*meeting place

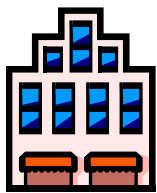
Bell St.



Community
Police Center



Community
Center
*Staging
Area



Grocery Store

Main St.



Community
Church

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**Step C:
Making Sure You're
Ready**

Step C: Making sure you're ready

The third step of PLAN is to make sure your neighborhood is ready for an emergency. This is done through drills and regular meetings (once every 3 months, six months, once a year- have your group decide how often to meet- be sure to take into account how often your neighborhood has new residents so they can become involved with the existing neighborhood plan).

Your drills will be done to practice your plan to see what works and what does not work. It is also a great time for your neighbors to get to know each other even better. There are many different kinds of drills that your neighborhood can practice. Your drills should try to:

- Get residents familiar with the plan and the neighborhood
- Create conversation and problem solving among neighbors
- Get people comfortable in identifying and knowing their roles when an emergency happens

Remember, drills can be fun, you can plan it around a festival or other neighborhood event and even get kids involved!

Your regular meetings will be a time to:

- Update PLAN coordinators, captains, and PLAN Liaisons if they have moved out of the neighborhood
- Invite new members of the neighborhood
- Update disaster preparedness information (individual plans)
- Review everyone's roles in the neighborhood plan
- Socialize

The following tools are included in the PLAN Coordinator Kit:

- Step C: Task Checklist (page 35)
- How to Plan a Drill Guide (page 36)
- Drill planning worksheet (page 37)
- Drill Evaluation (page 38)
- Sample Drill (page 39)
- Step C: Meeting Agenda (page 40)

Step C: Making Sure You're Ready Task Checklist

Don't forget to let your neighbors help you with these tasks!

Plan a Drill:

- Use the "Steps to Plan a Drill" Guide (page 36)
- Use the "Drill Planning Worksheet" (page 37)

Follow-up meetings:

Before the meeting:

- Make sure you have all the necessary materials for the meeting
- Send out reminders of the meeting
- Invite new members of the neighborhood to be a part of the emergency plan

Night of the meeting:

- Post signs directing people to the meeting
- Organize the materials for the meeting so that they are easy to distribute and explain
- Arrange the room so that it is easy to talk to each other
- Make sure to delegate jobs to your team members.
- Be ready to take notes!

After the meeting:

- Organize the notes that you took so they make sense to anyone that needs to read them
- Update your local government level contact with changes in your neighborhood plan
- Follow-up with neighbors that are calling business partners. Make sure they are getting it done in a timely manner and keep your records updated.
- Remember to send out reminders for upcoming meetings!

How to Plan a Drill

Step 1: Identify who will help plan the drill

For every drill your neighborhood would like to put on, there should be a committee of people who will help organize, train and conduct the drill. Drills that are relatively simple to put on require less people than complicated drills.

Step 2: What

Decide what type of drill you will conduct and what objectives you would like to achieve and use that information to plan your drill.

Step 3: Where and When

Choose a date, time and location for the drill. Ask who in the neighborhood would like to host the drill. Your drill can be done just at that house or it can start and end there. Try to pick a time and day that will allow the most people to attend the drill. This may mean having the drill before or after an existing meeting or activity (neighborhood association meetings, etc.). Decide how long you would like your drill to last, simple drills take less time than complicated ones.

Step 4: Invite your neighbors to participate in the drill

Think about how you will let your neighbors know about the drill (invitations, newsletter, flyer, door to door, etc.) When inviting neighbors let them know what drill you are doing and what your objectives are. Ask your neighbors to RSVP to you so that you know you will have enough people to participate.

Step 5: Complete administrative details for the drill

This will depend on the type of drill. Depending on the drill this could mean copying scenarios, tasks, talking to local government, simulated damage, etc.

Step 6: Create an evaluation plan

Decide how you will evaluate how well the drill went. Were objectives met? Who will evaluate? How will you share the information with the neighborhood? Allow time for neighbors to give feedback and discuss the drill.

Step 7: Conduct the drill and evaluate

Share the evaluation of the drill with your neighbors and decide how you can improve your plan or what other trainings you and your neighbors need to be better prepared.

Note: When practicing your drill be sure to keep handy and use your materials from Step B: Making the Plan.

Note: "Sample Drill" on page 39

Drill Planning Worksheet

Planning Committee:

Practice Emergency (i.e. tornado, ice storm):

Goal:

Goal:

Drill Description (What will happen?):

Drill date: _____

Drill time: _____

Location to start and end drill:

To Do List:

- Create the planning committee
- Decide drill objectives and what kind of drill will take place
- Create a flyer or invitation
- Announce drill via email or mail
- Ask for RSVPs
- Make copies of tasks or scenarios
- Organize details of the drill
- Create and copy the evaluation tool
- Conduct the drill and share the evaluation with the neighbors
- Schedule additional training as needed

Drill Evaluation

This is a great resource to keep in your records to continue improving future drills.

Practice Emergency (i.e. tornado, ice storm: _____

Drill date: _____

Drill time: _____

Did your drill meet your goals? Why or Why not?

What went well in your drill planning?

What were some challenges in your drill planning?

What will you change when you plan your next drill?

What went well when you ran through the actual drill?

What were some challenges when you ran through the actual drill?

What will you change when you run your next drill?

Comments/ Notes:

Sample Drill #1

Planning Committee: Joe Smith, Jane Doe, Dan Watson, Alice Johnson

Practice Emergency (i.e. tornado, ice storm): Tornado

Goal: Allow neighborhood members to identify their roles in case of a tornado

Goal: Test the Neighborhood contact tree

Drill Description (What will happen?):

- Mock siren will sound
- Everyone will follow what is recorded on the Neighborhood Information Worksheet page 22 (make sure everyone has a copy)
- Stay in predetermined shelter until the “tornado” passes –15 minutes
- After the “tornado” passed go through priority one on the Neighborhood Information Worksheet
- Once priority one is taken care of move to priority two (refer to Emergency Signals and Tasks worksheet page 24)

Drill date: September 2, 2005

Drill time: 3:00 pm-4:30 pm

Location to start and end drill: Alice Johnson’s home

Emergency: Tornado

Government level signal (news, radio, etc.): Weather reports

Neighborhood level signal (phone tree, bill board, etc.): Contact Tree prior to the tornado

What needs to be done?

(Be sure to think about shelter type, checking in on each other, warnings, resources-food, water, etc., social distancing, etc)

If there are any questions about any tasks report to the Neighborhood Meeting Site. When all tasks are completed report to the Neighborhood meeting site.

Task	Person responsible	Contact information
Do a walk through of the neighborhood and look for any “help” signs If there are “help” signs assist if it is safe to do so, if the situation is not safe make sure emergency responders know where the person in need is	David Miller, Casey Jones	456-7890
Check on neighbors that may need extra help during emergencies: people with pets, no English speakers, differently abled residents	Elizabeth George	243-9864
Do a walk through of the neighborhood to make sure everyone stays calm and knows what to do	Heather Sea, Joe Smith, Cathy Smith	675-4732
Staging area-this will be where first aid and extra supplies will be	Jim Johnson	321-1238
Contact Public Health contact	PLAN Liaison	
Meeting Site	Jane Doe (PLAN Captain)	253-8642
Bring supplies to Staging area	Joe Smith , Kelly Adams	786-0098
Contact applicable business partners to bring your neighborhood resources	Becky Miller and Robert Biggs	234-8765

Sample Drill #2

Planning Committee:

Susan, Jennifer, Alice, Carol, Neighborhood Association, Fire Department

Practice Emergency (i.e. tornado, ice storm): Fire

Goal: To practice the neighborhood meeting place with residents.

Goal: To determine what type of communication method the residents would prefer to use.

Goal: To go over individual/ family preparedness- PREP

Goal: To familiarize neighbors with one another.

Drill date: Friday October 26, 2007

Drill time: 3:00 pm

Location to start and end drill: Boys and Girls Club

Drill Description (What will happen?):

1:00 pm- 2:50 pm Fire Dept Fire Safety House

3:00 pm Table Top Exercise

3:00 pm Split everyone up into tables

- Each table will be designated a place in the community (apartment buildings-have more than one, school, park, Boys and Girls Club, grocery store, work, etc.)
- Each table will have PREP individual/ family preparedness information on it
- Each table will have a facilitator
- Each table will have a sign that says “Neighborhood Emergency Meeting Place: Boys and Girls Club”

3:10 pm Start the exercise

- Scenario: A large fire breaks out at two of the apartment buildings-not all of them- and the locations on the tables are where everyone is when the fire emergency signal goes off
- Explain to residents what a fire emergency signal would be
- Explain to residents that they must determine what they should do in the situation (location) they are in

3:25 pm Facilitators will take over table top discussions

- Facilitators should do their best to take notes

Questions that the group should answer:

- What will they do?
- Where should they go?
- What do you take with you?
- How will they get in touch with their family members to make sure they are ok?
- Take questions
- If groups gets done early then ask them what they would do if they were in other locations.

3:40 pm

Scenario continued: Because it is so dry the fire fighters are having difficulties containing the fire and it spreads dangerously to a nearby field. For the neighborhood's safety the area must be evacuated.

- Explain to the residents how the local government would inform them that this is happening.

3:45 pm

Facilitators will again take over table top discussions

Ask them how they would now answer these questions differently

- What will they do?
- Where should they go?
- What do you take with you?
- How will they get in touch with their family members to make sure they are ok?
- Take questions
- If groups gets done early then ask them what they would do if they were in other locations.

4:05 pm

Have each group:

- Get ready to share how they reacted to the scenario
- Think of their top three concerns/ questions/ comments

4:20 pm

Have groups share what they have prepared

4:50 pm

Debrief

- Have Fire Department talk about what they would like residents to do (15 min)
- Have Boys and Girls Club talk about their rules and expectations as a Neighborhood Meeting place (15 min)
- Discuss and Determine
 - What the communication plan should be
 - a physical neighborhood emergency message board, phone tree, runners, etc (10 min)
 - How to identify Participating homes (sign in from the toolkit) (5 min)
 - How to identify homes with special needs- disability, pets, single parents, non-English speaking, etc. (10 min)
- Distribute and explain OK/HELP signs- if we have them

6:00 pm Dinner

Notes: There is a drill evaluation in the toolkit if a record and notes are decided to be kept.

To Do List:

- Create the planning committee
- Decide drill objectives and what kind of drill will take place
- Create a flyer or invitation
- Announce drill via email or mail
- Ask for RSVPs
- Make copies of tasks or scenarios
- Organize details of the drill
- Create and copy the evaluation tool
- Conduct the drill and share the evaluation with the neighbors
- Schedule additional training as needed

Step C: Making Sure You're Ready: Meeting Agenda

Start the meeting off with introductions

- Name and where you live
- Concerns/comments about your neighborhood preparedness plan

Purpose of the meeting is to

- Update PLAN coordinators, captains, and person of contact if they have moved out of the neighborhood
- Introduce new neighbors
- Review the emergency plan and everyone's roles and responsibilities
- Fill in any gaps in the plan due to residents moving out by re-assigning tasks
- Update communication plans
- Update Memorandums of Understanding by assigning people to follow-up with business partners to make sure all records and contact information are correct and up to date. Ask them to forward all new information to you for the neighborhood records.
- Discussion
 - What is working and what is not working
 - Drill ideas
- Socialize- get to know your neighbors

Remind neighbors that personal and family preparedness is what makes neighborhood preparedness successful- hand out updated preparedness materials if necessary

Set dates for future follow-up meeting

Decide how often they will be _____

Decide what day of the week _____

Decide what time they will be held _____

Decide where they will be held _____

Emergency Plan Evaluation

After a real emergency happens it is important to record how your emergency plan worked and how it did not work to modify your plans. Please take the time to fill this worksheet out with your PLAN team and send a copy to your contact with the local government.

Emergency Type: _____

Emergency date: _____

How prepared was your neighborhood for this emergency before using the PLAN program?

1	2	3	4
Unprepared	Slightly Prepared	Prepared	Well Prepared

How prepared was your neighborhood for the emergency with the PLAN program?

1	2	3	4
Unprepared	Slightly Prepared	Prepared	Well Prepared

How well did your PLAN team follow and complete emergency tasks?

1	2	3	4
Very Poorly Did not follow tasks	Poorly Followed some tasks	Well Followed most tasks	Very Well Followed all tasks

How useful is PLAN for emergency planning?

1	2	3	4
Not Useful	Slightly Useful	Useful	Very Useful

Will your neighborhood continue to maintain the PLAN Program? Why or why not?

Did you have adequate resources during your emergency (water, food, blankets, etc.)? If not, what were you lacking?

What could have better prepared your neighborhood for this emergency?

Comments/ Notes:

DRAFT

Public Health Madison and Dane County

Out of State Phone Contact

Talk with your family before a disaster and discuss your preparedness plan. Be ready to take care of yourself and your family for at least 3 days. Ask someone out of Wisconsin to be your family contact during an emergency, give their information to your family. For more information: www.countyofdane.com/ems/default.asp



Your Name: _____

Your Address: _____

Home phone: _____

Work phone: _____

Out of area contact: _____

Day phone: _____

Evening phone: _____

Email: _____

*After a disaster, the long distance lines are more reliable than local lines. Ask a friend or relative who lives out of Wisconsin to be your family contact. After a disaster, your family contact becomes a relay point to share information with all household members. Your plan depends on everyone knowing your contact's phone number.

Appendix I: Tips to Improve Your Communication Skills

- Think of an attention grabbing opener or introduction.
- Focus on the message, not the delivery.
- Develop good content mixed with humor and stories that relate to the main points.
- Speak in terms the audience can relate to and understand.
- Throughout your presentation or meeting, convey your enthusiasm and belief in the topic.
- Gather twice as much information as you think you'll need, and use the most interesting points. Familiarize yourself with those points.
- Convey strong delivery skills
 - Vocal variety
 - Movement
 - Gestures
 - Facial expressions
 - Believability
 - Passion
- Make eye contact with every part of the room, looking at each member as if you were speaking to each person individually. Also try to engage some of your audience, one on one, before you speak.
- Avoid speaking negatively to your audience, e.g., "Please bear with me. I'm not used to doing this..." Instead jump right in with positive talk, "Good afternoon, I'm happy to be here..."
- Speak for yourself: Take responsibility for your ideas and feelings by saying "I" and "me" instead of "you" and "we".
- Be brief and specific.
- Be consistent: make sure what you say agrees with what you do.
- Repeat yourself if you do not feel your audience understands you.
- Separate facts from opinions: they are both valuable, but do not mix the two up.
- Show respect.
- Do not attack: Be fair. Attack the problem-not the person.
- Use a closing that is hard-hitting, inspirational or a call to action.

Appendix II: Running Effective Meetings

Preparation

- Make sure everyone attending the meeting knows that it is a necessary meeting.
- Inform members of the purpose of the meeting
- Fully gather all materials
- Make an agenda
- Have a regular time and place for meetings
- Anticipate any questions people may have

The Meeting Itself

- Make sure someone is taking notes (if you will not be taking notes, assign someone)
- Be organized but flexible

Build group dynamics

- Ice breakers
- Leadership development activities
- Recognition of members
- Enthusiasm!!

Member Participation at Meetings

- Give members an opportunity during meetings to voice opinions
- Create ways to get all members' participation (ask questions, ask for written feedback, etc.)
- Set deadlines
- Make sure all members know and understand the goals and visions of your group

Tips

- Do not compete with group members. Their ideas have precedence over your own
- Enthusiasm is contagious
- Do not hold meetings if there is nothing to discuss
- Delegate specific responsibilities, trust your team. **DO NOT TAKE ON TOO MUCH ON YOUR OWN!!!**
- Ensure you have a way to evaluate the meeting

Appendix III: Delegation

Do not take on too much on your own!!!

- Ask group members to volunteer for tasks. If this does not work, assign tasks.
- Build group bonds to develop trust among team members and to build team member confidence. (i.e. socials, trainings, having meals together, etc.)
- Be encouraging and positive.
- Make sure that every team member understands that their task is important to the goals of the group.
- Set deadlines.
- Make sure everyone has a calendar and understands what their tasks needs from them so they can allow enough time to accomplish it.
- Offer reminders and/ or check-ins with members to ensure progress and answer any questions or help with any problems.
- Make sure to tell members where/ who they can go to for help if they need it.

PLAN Resource Guide Evaluation

Please return to: _____

Date you starting using the Resource Guide:

Number of people that were a part of your PLAN team:

Was the Resource Guide easy to understand? Why or why not?

What did you dislike about the Resource Guide?

What did you like about the Resource Guide?

What are some challenges you had with the Resource Guide?

How should the Resource Guide be changed to better meet your needs?

What are some results you and/or your neighborhood had from the Resource Guide?

Will you maintain your emergency plan? If yes, how?

Was the Resource Guide beneficial to you and/or your neighborhood? If yes, how?

Did your neighborhood have any drills? If yes, please describe them:

Comments:
