



# Neighbourhood Emergency Preparedness Program Manual



Every action in the present prepares us for the future.

---

# Introduction

The Regional District of Nanaimo, The City of Parksville and the Town of Qualicum Beach (Emergency Management Oceanside) worked collaboratively to develop this Neighbourhood Emergency Preparedness Program (NEPP) manual.

This NEPP manual is designed, along with other resources, to help neighbourhood leaders start up or develop their own NEPP program. Supplementary resources can be found online (see page 4) or by contacting your local emergency program.

Recognize that each neighbourhood group is unique and this booklet provides guidelines only. It is up to you and your neighbourhood group to adapt these guidelines to suit the requirements and interest of your specific neighbourhood.

Please note: Some of the content in this guide has been adapted from information from Prepared BC. While every reasonable effort has been made to ensure the accuracy of the guide's contents at the time of publication, the Regional District of Nanaimo, Town of Qualicum Beach and City of Parksville does not guarantee the accuracy of the information provided

Last updated: Fall 2018

## References

Prepared BC Website

RDN website

NEPP Handbook JIBC/ EMBC

# What is NEPP?

NEPP is a program that is intended to support neighbours to reach out and build resiliency within their neighbourhood. During a disaster your neighbours will be your most reliable and immediate source of help, until assistance from first responders arrives.

NEPP is built for self-sufficiency. It is a program that provides the tools you need to expand from being personally prepared to develop an emergency plan that works for your neighbourhood.

## Keep Connected

### Local Emergency Program:

RDN: [www.rdn.bc.ca/emergency-services](http://www.rdn.bc.ca/emergency-services)

City of Parksville: [www.parksville.ca](http://www.parksville.ca)

Qualicum Beach [www.qualicumbeach.com/emergency-preparedness](http://www.qualicumbeach.com/emergency-preparedness)

RDN Get Involved [www.getinvolved.rdn.ca/nepp](http://www.getinvolved.rdn.ca/nepp)

Facebook

Twitter

### Other Websites:

Prepared BC (Provincial Government)

Get Prepared (Federal Government)

BC Wildfire

Environment Canada

### For Emergency Updates:

Radio: 102.3 FM The Wave, 106.9 The Wolf, 88.5 FM The Beach, 99.9

FM The Lounge,

TV Stations

# Why Have NEPP?

In a major disaster, first responders will be overwhelmed and may not be able to get to you for some time. First responders have priority response goals set out through the BC Emergency Management System.

With this in mind, it is important to be prepared for a minimum of one week, but ideally 2 weeks or more. This is even more critical if you live in a remote or isolated rural area. Working with neighbours allows you to build up your own resilience through resource and skills sharing, you will all fare better than remaining as independent households.

## Benefits of a NEPP team

1. You will **NOT** be alone in a time of disaster
2. You will be **better prepared** to act quickly and appropriately in any situation
3. You will be **better informed** on how to take care of yourself and loved ones until help arrives
4. You will be able to identify and minimize existing **hazards** around your home and neighborhood
5. You will understand what items are recommended to **gather** and how to **store** them
6. You will be prepared if you are required to **evacuate** your neighborhood
7. You will have a **communication** plan
8. You will know where to get **accurate information** on the situation
9. You will know **who to go to** in your neighborhood for specific skills or resources
10. You will have **peace of mind and increased confidence** in your disaster resilience and self sufficiency
11. You will have built **relationships** with neighbours and planned out how to come together with shared resources and supplies

# Where to Start

Personal/Household Preparedness is the foundation

You will only be able to work on a Neighbourhood Preparedness Program if you and your family have prepared in advance.

## Things to consider for personal/household preparedness:

- Be Grab and Go Ready!
- Shelter in Place instructions
- Family/ Communication Plan
- Water storage
- Identify and secure hazards
- Clearly identify utilities and know how and when to shut them off
- Emergency planning for your pet

Remember: Check your supplies annually to keep them up to date

You can pick up your copy of the Personal Emergency Preparedness Guidebook from the local Emergency Program

*The local Emergency Program hosts workshops on Household emergency preparedness. Please contact your local Emergency Program for workshop information.*



# Developing Your Plan

## Meet with your Neighbours

-Host an event such as a BBQ or potluck, or if there is already a group in place see if you can promote NEPP there. Examples are: Block Watch, residents association, strata council, or other social group

Once the date and time are set reach out to your neighbours to generate interest and invite them to a meeting. This can be done by:

- Going door to door to explain the NEPP program and handiout a flyer
- Reaching out to your neighbourhood block watch or other neighbourhood groups
- Putting up a flyer on a local community board
- Social media

## Topics to discuss at the initial meeting:

- ◆ Introductions– get to know each other
- ◆ Describe NEPP's purpose
- ◆ Familiarity with neighbourhood
- ◆ Household emergency preparedness
- ◆ Neighbours with unique needs– children, elderly, people with disabilities
- ◆ Skills and resources each person can offer (See pages 8&9)
- ◆ Local emergency program
- ◆ Next meeting time and date

*Reach out to your local Emergency Program to provide handouts and a NEPP mentor for assistance at this initial meeting*



# Identify Skills and Responsibilities

## Skills to identify:

### **-Leadership team**

-provides overall leadership of the plan before, during and after a disaster. Could be administrators, community group leaders, etc.

### **-First aid**

-provides basic first-aid care and emotional support in the neighbourhood. They determine a location for a first-aid station in the neighborhood and plan ahead for and neighbours who may need special care. Could be nurses, doctors, or first-aid attendants

### **-Communication**

-provides a communication link within neighbourhood groups as well as outside resources. Could be amateur radio operators, social media followers.

### **-Caregivers**

-Cares for by providing a safe, clean environment in addition to shelter, food and care for neighbours who need help after a disaster until they can be referred for assistance by the local authority's Emergency Support Services (ESS) or other community disaster resources. Some considerations are: Children, persons with special needs and health challenges, and pets. Could be anyone with an interest in caregiving, nurses, childcare providers.

### **-Damage assessment**

Conducts a quick assessment of structures in the neighbourhood to assess which appear safe, damaged or destroyed. Could be construction workers, engineers, or anyone with Rapid Damage Assessment Training



# Identify Skills and Responsibilities

## **-Fixing and cleaning up**

-industrial cleaners, firefighters, utilities workers, Search and Rescue volunteers, trades people.

## **Identify anyone who may need extra assistance, including:**

- Families with small children
- Elderly people
- People with disabilities
- People with pets

## **Responsibilities to assign:**

- Checking on others
- Checking utilities and other potential hazards
- Gathering information
- Conducting a damage assessment of the neighbourhood
- Providing care for pets, children or persons with special needs and health challenges
- Providing basic first aid
- Setting up shelter, equipment
- Overseeing meetings/preparedness activities & functions
- Communications



# Establish NEPP Leadership

NEPP leadership does not have to mean one person as a leader. It often works better when the responsibility is shared.

Some of the key responsibilities of NEPP leaders are:

## **-Liaising with your Local Emergency Program**

-Your local emergency program is a valuable resource, and can be there to assist you when needed. Some resources you can receive from your local emergency program are:

- Workshops and meeting assistance
- Handbooks and other printed materials
- Online resources
- Online forums and group meeting places
- Training opportunities



## **-Keep updated lists of neighbours**

-Greet newcomers and invite them to join the team

## **-Share the plan**

-update your plan regularly and share updates

## **-Hold annual/semi-annual meetings**

-meetings can correspond with another event or can be a casual event such as a BBQ

Ideally the leaders are familiar with the area, has good relations with others in the neighbourhood, and has good interpersonal and communications skills.

**Get to know your neighbours!**



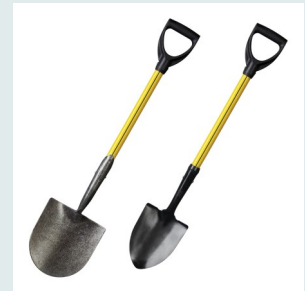
# Identify Resources

## Identify resources

Who has what in the event of an emergency? Ideally this information will be documented and stored with your Neighbourhood Emergency Plan.

### Some important resources to consider are:

First Aid supplies  
Generator / Power Supply  
Water  
Tools– ladders, shovels, other hand held tools  
Shelter  
Safety– hard hats, gloves, other protective gear  
Pet supplies  
Cooking  
Communication  
Transportation  
Security



### Your neighbourhood may also want to consider purchasing some shared supplies such as:

- Personal safety gear– hard hats, gloves, goggles, vests.
- Tools– shovel, crowbar, fire axe, sledge hammer, hammer,
- Shelter– pop-up tent, plastic tarp with grommets, tent pegs
- Surveyors tape
- Ropes



# Response Activities

After following the previous pages of this manual, your neighbourhood will be better prepared to respond to an emergency. Here are some things to consider when responding to an emergency:

## **-Neighbours report to Meeting Point**

Once you and others in your house are safe and secure.

## **-Account for missing people**

If you know a neighbor is home but not at the meeting place, check in on them.

## **-Organize response action based upon skills**

Only ask an experienced person to undertake a task.

## **-Organize available resources**

Find out where all available emergency supplies are located.

## **-Establish communications**

Share information between response units, outside resources and NEPP Leader

## **-Conduct rapid damage assessment**

If you have taken the course, ensure structures are safe before entering.

## **-Conduct basic fire suppression and utilities safety**

Never enter a burning or unsafe building and only take action you are trained to do.

## **-Establish basic first aid**

Neighbours with first-aid training can prepare to help injured neighbours.

## **-Establish shelter and caregiving**

Provide support and food for those working in your neighbourhood.

## **-Begin fixing and cleaning up**

When the emergency is over, begin returning to normal process.

# Neighbourhood/ Personal Safety Principals



## **-Safety first**

You are number one! Look after yourself before anyone else.

## **-Be prepared**

If you are not personally prepared, you cannot help your neighbours.

## **-Teamwork**

Working together will solve issues faster than working alone.

## **-Know your limits**

Only do what you know how to do and rest when you are tired.

## **-Document activity**

Make notes of what you do, when you do it and what resulted.

## **-Report to team leader**

This lets others know you are safe and ready to help.

## **-Improvise, be flexible and adaptable**

Emergencies never follow a script, neither should you.

## **-Take charge responsibly**

Encourage people, don't order anyone to do anything and stay safe.

# Map Your Neighbourhood

## Step 1: Identify a safe meeting place:

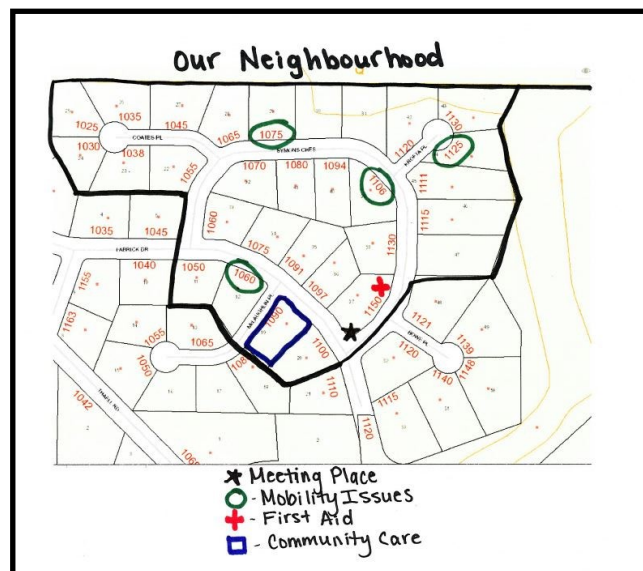
A **meeting place** is somewhere all neighbours will gather after they have secured their own home. It is a safe place to organize as a group.

### Some considerations are:

- A site that is accessible by everyone at any time
- Somewhere that can withstand a disaster and is away from hazards

## Step 2: Create your map:

- You can ask your local emergency program to provide map print outs of your area
- Include streets, house numbers, and your NEPP boundaries
- Include your safe meeting point
- Also consider assigning a location for
  - a community care area (for unique needs)
  - first aid area
  - somewhere for pets
  - identify houses with unique needs



# Stay in Touch and Update

-Log onto RDN get involved NEPP page to register your group, connect with other NEPP groups in the region as well as stay informed on any new materials, workshops, and training opportunities offered through RDN & EMO

[www.getinvolved.rdn.ca/nepp](http://www.getinvolved.rdn.ca/nepp)

-Sign up to receive Emergency Alerts through your local Emergency Program

-Stay in touch with your group, host annual BBQ's or social events to keep up to date with neighbours and provide new neighbours with information about your neighbourhood program and invite them to join the team.

-Learn how your NEPP fits into the overall community program and know the resources in your community

-Check with your local Emergency Program for other volunteer opportunities

-Connect with other NEPP groups in your community to create a stronger, more resilient group of Neighbours.



# Recovery

After any emergency event it is important to debrief and discuss what happened with those affected.

## **-Get together and share experiences**

- Encourage people to tell their stories
- Remember that everyone deals with stress and crisis differently and that these are normal responses to abnormal situations

## **-Identify what went well**

- Encourage everyone to think of and share something that went well
- Celebrate these successes with informal get-togethers
- Include positive learnings in your local information section to remind you for the next time

## **-Identify what needs improvement**

- Hold a constructive discussion around things that need improvement, preferably with potential suggestions for how to improve

## **-Help each other through the recovery process**

- Depending on the level of impact, recovery can take a very long time (sometimes years)
- Help each other access community resources

## **-Building community**

- Get together regularly for fun things like potlucks or BBQs
- Encourage preparing for other potential emergencies
- Share lessons learned with other parts of the community not affected



# Building Resilience and Sustainability

Emergencies can leave us wondering if there was something we could have done to reduce the suffering and loss experienced. This is a good time to look at options for building a new and better community rather than just building back what was.

## **-Can we avoid this hazard? How?**

- Can we build better
- Can we choose better places to build?

## **-Can we reduce this hazard? How?**

- Can we build better community protection?

## **-Can we be better prepared for this hazard?**

- Carry emergency supplies in your home, vehicle, school and workplace
- Make a plan and share with your families, schools and workplaces

## **-Prioritize what needs to be done**

- Since there are usually resource limitations, what can you and your community do that will provide the most benefit

## **-Share your lessons learned and success stories so that other can benefit too**



# Form Templates/ Examples

## Resident Information Sheet

### Option 1: Simple Count

Address: \_\_\_\_\_

Residents Name: \_\_\_\_\_

Occupants: # Adults \_\_\_\_\_ # Children \_\_\_\_\_

# Cats \_\_\_\_\_ # Dogs \_\_\_\_\_

Other \_\_\_\_\_

### Option 2: Detailed List

Address: \_\_\_\_\_

	Name	Age	Medical Issues/ Special Needs
Occupant #1			
Occupant #2			
Occupant #3			
Occupant #4			
Occupant #5			
Occupant #6			
Occupant #7			

# Form Templates/ Examples

## Detailed Resident Information Sheet

**All information received will be held in strict confidence**

Address: \_\_\_\_\_

Residents Name: \_\_\_\_\_

Occupants: # Adults \_\_\_\_\_ # Children \_\_\_\_\_

# Cats \_\_\_\_\_ # Dogs \_\_\_\_\_

Other \_\_\_\_\_

Phone (H): \_\_\_\_\_ (C): \_\_\_\_\_

(W): \_\_\_\_\_ Email: \_\_\_\_\_

Off site owner information:

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Persons who have a key to your home:**

Name \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Name \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

**Person to be contacted in case of an emergency:**

Name \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Do you have a security system Yes \_\_\_\_\_ No \_\_\_\_\_

If yes- Does your system sound an alarm Yes \_\_\_\_\_ No \_\_\_\_\_

(or) does it have a silent response Yes \_\_\_\_\_ No \_\_\_\_\_

**Responding security company:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

# Form Templates/ Examples

**What would you be willing to do or share with the community in the event of an emergency?**

<b>Skills</b>	<b>Resources</b>
Medical EMT	Generator (specify type)
Medical Paramedic	Backhoe
Medical Nurse	Front end loader
Medical MD	Crane
Medical Other (specify)	Field kitchen
Heavy Equipment Operator	Medical supplies
Mass feeding experience	Spot lights
Counsellor	Chain Saws
Mortician	Power tools
Security	Radio- HAM
Pharmacist	Truck- Pickup or other
Leadership	Other large capacity vehicle
Public Speaker	ATV
Handyman	Winch
Plumber	Portable refrigeration
Carpenter	Other tools: ladders, shovels, hand held
Electrician	Pet supplies
HAM Radio Operator	Shelter- pop up tents etc
Other skill you feel would be helpful	Other resource you feel would be helpful

