

# THE NEIGHBORHOOD SAFETY AND PREPAREDNESS PROGRAM

- ✓ **Organize Your Neighborhood — Develop a Communication Network and Attend an NSPP Course**
- ✓ **Strengthen Neighborhood Organization and Develop Preparedness and Response Plans**
- ✓ **Tell Your Friends and Encourage Other Neighborhoods to Organize**



## Organizing Your Neighborhood

### How and When Should You Develop a Neighborhood Communications Network?

Even though some of your neighbors might be reluctant to work with each other, they all want to know what is going on that might affect them.

You know your neighborhood. It is your call whether you want to begin with the *Neighborhood Safety and Preparedness Program Course (NSPPC)* and later work with the neighbors that showed interest but didn't attend, or start by developing a communication network to build interest and then have the NSPPC with greater attendance.

When you are ready, you can use "Help your Neighbors Organize a Communications Network", and "NSPP Emergency Information Questionnaire". These documents are available at [www.cmprepared.com](http://www.cmprepared.com). If you have several Street Contacts helping you, each of them should put their name and address at the bottom of the flyers they distribute.

A Citizen Corps/CERT NSPP Team Leader can provide you with a parcel map of your neighborhood. The maps are very useful to help you visualize a mini-neighborhood and

identify distribution areas within that neighborhood. It is helpful for each Street Contact to have a map. You can mark on your map locations of Street Contacts, CERT Graduates, FRS radio operators, etc.

Care must be taken to assure security and privacy with the information your neighbors provide on the Information Questionnaires. The forms are not for commercial use and are to be kept in a secure location by people you trust to take care of them properly. Some people will share their phone number with the Street Contact but do not want to put it on the form. Others will trust the Street Contact with more of their information, but do not want their neighbors to have it. This is OK.

If you like, there is a database program available to manage your neighborhood information. It will let you do things like print reports for each Street Contact with information for their mini-neighborhood. If you do use a database, it is wise to keep a backup in a separate location. The database has been found to be especially helpful in returning stray pets. Ask a Citizen Corps/CERT NSPP Team Leader if you are interested in a copy of the database program.

## Let's Have a Meeting!

### The Basic Neighborhood Safety and Preparedness Program Course (NSPPC)

The Neighborhood Watch concept lays the foundation for neighbors to watch out for each other and work together to improve mutual safety. The NSPPC builds on this foundation with added sections on disaster preparedness and response, FRS radio use in emergencies, and CPR training. The purpose of the NSPPC is to reach as many households as possible

with a standardized program that encourages neighbors to work together and become more prepared to deal with emergencies. The training introduces the "Start Where You Stand" checklists you received in CERT training so your neighborhood can interact effectively with disaster workers in the city.

### Meeting Size

#### How Big Should It Be?

The size limit for Session A depends on the room. It is fine to have it at a residence for the neighbors on the block. A larger NSPPC works well in condominium or apartment complexes. These larger courses are useful to get things going in an area where no one is ready to have a meeting on their block, to get things going quickly when there is area-wide interest, to work with business employees or organization members and their families, or to offer a makeup meeting for those who missed a meeting on their block. The goal is not always to have hundreds of people at a meeting or NSPPC, but – large or small – to have a high percentage of the target group attend.

In neighborhoods targeted for a large area meeting, all "third party" organizations active in that area should be contacted and informed of the program, and encouraged both to take part and to help get the word out. These third-party groups include:

1. PTAs
2. Boy and Girl Scouts
3. Churches
4. YMCA/YWCA and other after school programs
5. Homeowner associations

### Scheduling the Course – Session A and Session B

When neighbors have shown enough interest to warrant scheduling a course, choose a possible time and location, and contact a Citizen Corps/CERT NSPP Team Leader to set the date and confirm the staffing. No date is set until staffing is confirmed.

Since the course presenters are all trained volunteers, there is flexibility in meeting time and location as well as meeting size. Tuesdays and Thursdays are the recommended weeknights, but Wednesdays are possible. There is a monthly CERT grad meeting on the second Thursday of each month, so we avoid that date.

To help attendees remember, it is good to start both the ninety minute Session A (safety, preparedness and communication) and the three-hour Session B (CPR) at the same time. On weeknights, we have found 7 PM is best.

To be sure there are enough supplies and so the name spelling can be checked for the Course Completion certificate, pre-registration for Session A is recommended. For Session B, pre-registration is required for those twenty people who want to try CPR compressions, although any number can come watch the instructional video.

It is good to have a weekend (or at least two days) between the two sessions so your neighbors can complete the three challenges from Session A. The challenges can take as little as a half-hour to do.

As much pre-registration as possible is helpful. You should get the name, address and phone (for reminders) and email, if they have one, (for follow up networking) of each attendee. This will help with accountability needed for reports and supplies used.

## Preparation Pointers

Remember, as many attendees as possible need to be pre-registered so staff will have enough supplies and sign-ins can go more quickly. Use the course pre-registration page ([www.cmprepared.com](http://www.cmprepared.com)) and give attendee a reminder page if you like. If several people are helping with registration, multiple registration pages may be used, but try to have no more than 25 (to allow for some not coming at the last minute) signed up for compressions in one CPR training session. Print the information legibly so the certificates will not be misspelled. When the session is done, a copy of the registration forms will go to the Citizen Corps/CERT NSPP Team Leader for filing. A check mark, indicating the attendee received a packet, also says the attendee was present.

It is best to have at least one long registration table for each session and an extra table is needed for bilingual courses.

Notify the Citizen Corps/CERT NSPP Team Leader as soon as you have the number of registrants so the trainers can arrange for enough supplies.

Light refreshments are up to the host or hosting group and also depend on the location and size of the crowd.

### To Help Prepare Neighbors to Come to a Meeting, The Following Tools Can be Used:

1. Materials mentioned in first section to start organizing a communication network in the neighborhood.
2. Periodic newsletters for those neighborhoods with communication networks to hand them out.
3. *Neighborhood Safety and Preparedness Course Information Letter* designed for easy sharing of the Course with every potential attendee.
4. Course Reminder Form. A simple date/place/time note: Given to neighbors to help them remember course dates they have chosen, or to help them consider which date they want to choose. If they have not decided, ask for their phone number and check with them later.
5. *Pre-registration Forms*. Turn in to Registration Coordinator as sheets are filled or no later than day before event, then sign-in sheets can be printed and enough supplies brought to session. (Registration is also possible at the door).
6. *Mini Sign-up Flyer*. Used at EXPO, fair, or group presentation, such as at a PTA meeting, for public to express interest.
7. *Neighborhood Safety and Preparedness Course Flyer*. Post in areas where course will be held. This can be modified to be date specific.
  - ❖ Items in *Italics* can be found at [www.cmprepared.com](http://www.cmprepared.com)

### Special Circumstances

Spanish speaking neighbors:

- Session A power point and Session B video are both available in Spanish with most print materials also in Spanish. A translator needs to be present for some parts of the program.

Personalized Program:

- A modified Session A can be taken to people with disabilities who can't attend meetings. If you need help, discuss the possibilities with a Citizen Corps/CERT NSPP Team Leader.

## NSPP Course Outline

- 1) Course Session "A" – Ninety minutes
  - a) Citizen Corps/CERT NSPP Team Trainers build on concept of Neighborhood Watch and explain the basic concept of all hazard emergency preparedness and response and how neighborhood cooperation increases safety, handing out Disaster Preparedness information, Family Disaster Packets and other materials.
  - b) Team Trainers explain and demonstrate FRS radios.
  - c) Overview of the Citizen Corp Coalition and other Costa Mesa response and awareness programs, i.e. NWP, CERT, CFA, CPA, MESAC, VIPS, MRC, FC, etc.
  - d) Registration materials and surplus supplies return to Team Leader
- 2) Course Session "B" – 3 hours (several days later)
  - a) The previous attendees return with a Grab 'n Go Bag they have begun to assemble, a family set of completed medical forms ready to post on the refrigerator (and a second set for the Grab 'n Go Bag), completed Communication Plan cards for each family member and the completed Emergency Information Form to give to their Street Contact.
  - b) The registration team works with the sign-in page, checks that med forms, information forms and communication cards have been filled out; and checks that the beginnings of a Grab 'n Go bag have been presented. For those who have completed these four tasks, the team member dates a Course Completion Certificate. When everyone has registered, team gives certificates to Lead trainer for presentation and recognition before beginning video.
  - c) The Lead CPR trainer shows the CPR instructional video and leads the discussion. The group splits into sections to practice until trainers confirm their competency and the student is confident.
  - d) Any remaining certificates, registration forms, surplus supplies and evaluation surveys return to Citizen Corps/CERT NSPP Team Leader.

Larger groups will need added staffing to make sure everything goes smoothly. It is important to have enough team members there to talk to attendees individually, appreciate Grab 'n Go bags, and let attendees know there is support for their working with their neighbors.

### **For the Trainer: The Day of the NSPP Course**

Supplies needed for Session A (See Trainer Checklist available by request):

Family Disaster Packet and Disaster materials for each family, FRS radios, NSPP Radio Training Net flyers, other flyers to be handed out, name tags, supply of CERT/Fire Academy applications and power point projection equipment.

Supplies needed for Session B (See Trainer Checklist available by request):

A Course Completion Certificate for each attendee who has registered in case they complete the course; face shields and CPR Family and Friends textbooks for all who try compressions; manikins; white board and easel, name tags, video projection equipment and supplies; props; posters; and any flyers to be handed out.

Have enough check-in staff to move the attendees in quickly, give them their packets and other materials and be sure each family attending Session A has the right number of med forms for their family (2 sets for each family member). Neighborhood volunteers can help in this staffing, but the trainers need to be Citizen Corps/CERT NSPP Team members or specialists. IT IS VERY IMPORTANT TO BE SURE EVERYONE REGISTERS.



## What Do I Do After My Neighbors Take The Course?

1. Establish or strengthen neighborhood communication network.

First Step Goal: Every neighbor in a mini-neighborhood has phone numbers for all neighbors and list of Street Contacts for the whole neighborhood.

2. Help every household understand they are safer if they work together, and establish Buddy Houses. Show neighbors the packet and encourage everyone possible to attend a Neighborhood Safety and Preparedness Program Course to get their own packet.
3. Identify who in neighborhood has FRS radios and who is a licensed ham operator who could be emergency relay out of neighborhood. Tune in to weekly NSPP Radio Training net.
4. Have a neighborhood FRS radio drill and practice talking with each other.
5. With Street Contacts, use "Start Where You Stand" check lists to develop neighborhood emergency response plan. Make copies of pages instead of using the originals to work with. Survey neighborhood for possible locations for safe shelters, first aid stations, and command post.
6. Set up secure, waterproof neighborhood response supply storage near command post area where key neighborhood leaders can have access. For example, a clean trash can or shed in someone's back yard secured by a combination lock with combination known to key neighborhood leaders. Print appropriate forms and information reports as part of command post supplies.
7. Have some sort of neighborhood preparedness drill annually.

As you can see, this is an ongoing process which includes encouraging everyone possible to take the *Neighborhood Safety and Preparedness Program Course* and attend a Neighborhood Watch meeting, encourage someone from each block to take CERT training, and some to take training for special teamwork such as Search and Rescue or Animal Rescue.

It is helpful to find a neighbor who can print or copy newsletters and other neighborhood information.

**MAKE IT FUN!** Even if there is no disaster, you have built a great neighborhood of friends!

## HELPFUL HINTS: WHAT TO SAY TO A STRANGER



### Here are some suggestions to help you begin.

The best way to invite people to a *Neighborhood Safety and Preparedness Course* is neighbor-to-neighbor and friend to friend. Secondly, it is asking a neighbor or friend to introduce you to their neighbors and friends. The goal in a new neighborhood, where you have not already made friends, is to find potential Street Contacts and ask their help in meeting their neighbors.

Take a *Course Registration Form* on a clipboard, a pen (that works), plus *Course Information Letters* and Course Reminder date flyers. Wearing your blue vest, introduce yourself as a Costa Mesa Citizen Corps/CERT NSPP Volunteer and offer your business card. You might say:

“We are working to improve neighborhood safety. Do you have any form of neighborhood communication network here? Do you know each other’s phone numbers? Is there a neighbor who is a communication point for the neighborhood and knows most everyone?” (Request that neighbor’s name and address).

“There is going to be a 2 session course telling you how you and your neighbors can be safer and prepared for disasters and offering free CPR to your whole family. Here is some information about it.” (Give course information letter).

“Can you attend a neighborhood disaster response planning meeting on (choice of dates)?”

Other starting questions might be:

“Are you familiar with the Neighborhood Watch concept?” (Explain the concept if needed).

“Have you ever had CPR training?”

Show course reminder choices. Have backup dates available if the first ones don’t fit their calendar. Use registration form to write down when they want to come. If they are not sure, write down name, address and phone, and ask if you can call in a few days when they have decided.

Watch the person you are talking to. Do not push them until they don’t want to see you again. If it’s not a good time, say you’ll come back later (and note their address).

Answer their concerns and questions and show how this program can help them. If they aren’t ready to come to a meeting, leave the *information letter* and say you will talk to them later. After you have found someone who will be a Street Contact, tell that Street Contact which neighbors you have contacted. Help them invite their neighbors to join their communication network. NOTE: At apartment complexes and condos, check if there is an on-site manager. Explain the program and ask for their support and permission to work with residents.