

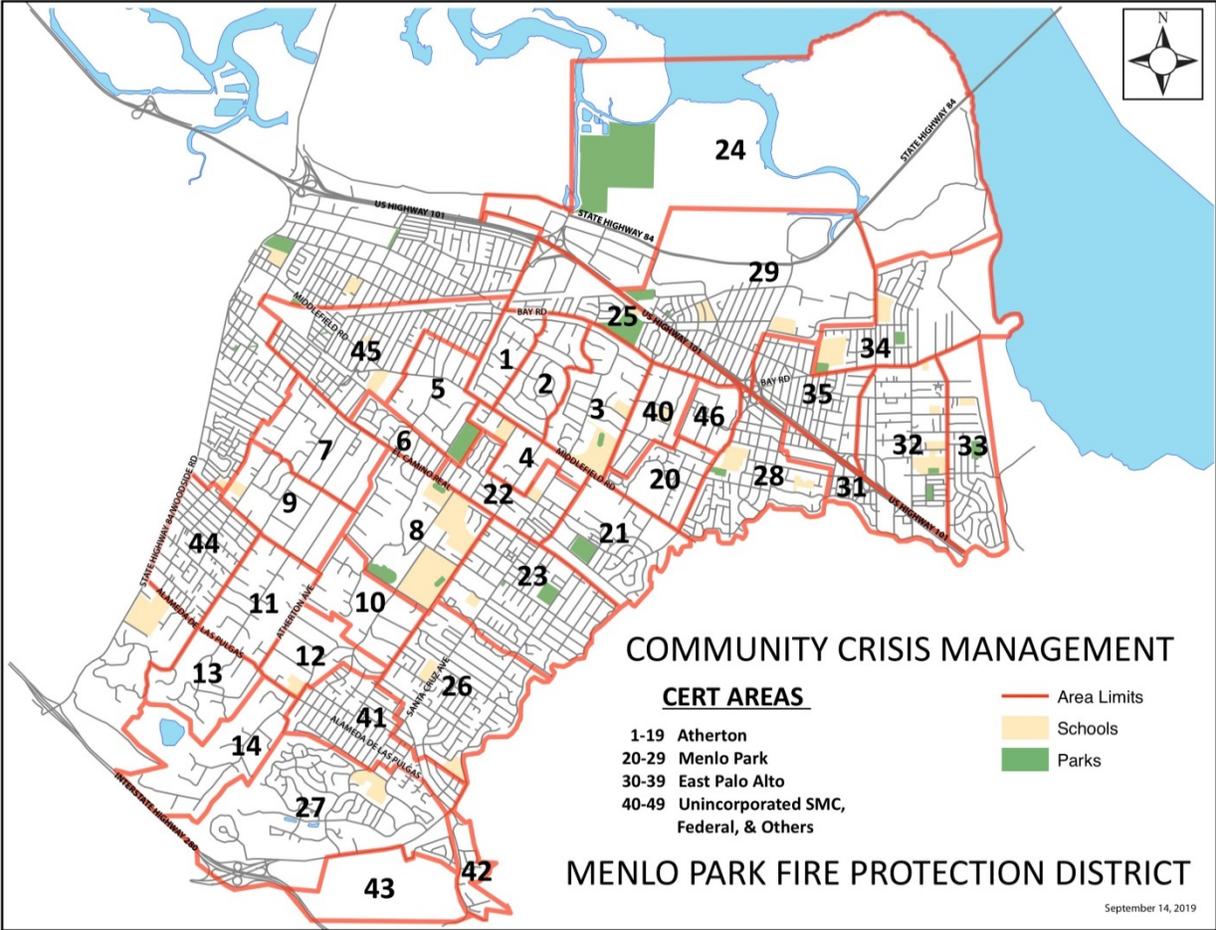
Block Preparedness Coordinator Toolkit

Thank you for deciding to be a Block Preparedness Coordinator (BPC)! You will get to know your neighbors and be providing an invaluable public service.

The MPC Ready (working name) Community Emergency Readiness team wants to provide you with as much help as you'd like during every step of the process. We are part of an overall volunteer organization under the MP Fire District and City of Menlo Park Director of Emergency Services.

We seek to grow our organization so that BPCs are supported by Neighborhood Coordinators and an Area Coordinator. If you are willing to also be a Neighborhood Coordinator, please let lynne.e.bramlett@gmail.com know.

Our volunteer program spans the below Areas within the Menlo Park Fire District's area of coverage. The map will give you a general idea as to which Area you live in.



Suggested Next Steps

1. **Review Role & Responsibilities of Block Captains.**

The Block Captain oversees a “block” or section of the neighborhood. A block may be a group of residences close together along one side of a street, or any area assigned within a portion of the neighborhood or District. Block Captains “report” to a “Neighborhood Coordinator” who reports to an “Area Coordinator.” However, as a new organization, the MPC Ready (working name) is still seeking volunteers to be Block, Neighborhood and Area Coordinators. Please help us to recruit others!

The Block Captains assists the MPC Ready team to organize and educate residents in your specific neighborhood area to be more self-reliant during -- and better prepared for -- natural disasters and major emergency situations.

TIP: Consider recruiting 1-2 other neighbors to help you organize your neighborhood.

2. **Define your neighborhood boundaries and make a map.**

Choose your group’s boundaries. Your area should encompass between 10-25 households, and it should generally include both sides of a street, corner to corner, rather than all four sides of a block. Write down street addresses for every house or apartment within your boundary area, whether they participate or not. Now make a map. You can hand draw a map or use Google Maps. Number the houses sequentially and also by actual street number. Make photocopies of your map to glue into a workbook (or binder) as this will save you time later.

3. **Send your Block information to your Neighborhood or Area Coordinator.** Please see the below example from Felton Gables. Give your block a “nickname” as appropriate:

Felton Gables Block 10: Felton 246, 230, 220, 218, 212, 208, 202, 200, 194

4. **Prepare and Drop Off an Introduction Letter or Flyer.**

Leave a flyer or introduction letter under the door mats of your neighbors. You can include the Household Information Form on the back or current and reliable information on COVID-19. Unfortunately, misinformation and scams are circulation on the topic of COVID-19. Please only include information from reliable sources, such as from those on the last page of this document.

As you hear from your neighbors, collect their contact information. If someone should come to the door as you leave your flyer, please talk with them taking care to stand 6 feet away! Please see the suggested sample script later in this document. If you don’t hear back, back from someone, please follow up.

5. **Collect Information and Provide Support**

Do make the effort to talk to all neighbors within your boundary. If they rebuff your efforts, accept this and they might change their minds later.

For now, we suggest that you find out if the household has enough supplies of food, medicine, etc. to practice “social isolation” for at least two weeks. If not, if your neighbor is able to get to the store, etc. we suggest that you urge the person to obtain these supplies as soon as possible.

You may need to organize a way to support specific neighbors. Some neighbors need help in getting supplies from the stores. Some may appreciate having someone bring a few meals over. Some may also not have the financial means to stock up on supplies. If you find a need that is beyond what you can reasonably meet, please let your Neighborhood or Area Coordinator know.

6. **Keep your Neighborhood Coordinator Updated**

Please keep your Neighborhood Coordinator informed as what you are doing and what kind of support or help you might need. Your information will help us to improve our general efforts to support Block Preparedness and Neighborhood Coordinators. We can also supply needed insights and information to the City of Menlo Park and other appropriate government officials.

7. **Longer Term Role Suggestions**

Develop and maintain a Neighborhood Information List of your Block’s residents (through personal contact and interview of residents). Keep all information secure.

After the current emergency is over, we hope you will continue in your role. We would like to work with you to help continue your efforts to keep your neighbors connected and ready for another major disaster or emergency. You can hold periodic social events that include disaster preparation education and information. For example, you could schedule a two-hour “Get Ready” course for your block along with other activities that continue to build readiness.

8. **Role During A Disaster – such as a Major Earthquake**

During other emergencies, such as a major earthquake, Block Preparedness Coordinators would first secure their own residence and family. Visually check your area for fires, downed trees blocking roads or driveways, damaged power lines and any structural damage visible from the outside. Approach only if it’s safe. Knock or call to check on any block neighbors identified for extra assistance in an emergency. Provide leadership, direction and rally point for families within your block. Communicate with your Neighborhood or Area Coordinator (by runner, radio or phones) on conditions within your block. Confirm status/condition of each residence in “block”: health of residents, pets, buildings, gas, water and power lines, and any obstructions. Report conditions to the designated leader. Direct First Responders to emergency/problems locations.

March 12, 2020



Dear Neighbor,

I am writing to introduce myself to my neighborhood. The City of Menlo Park has declared the COVID-19 pandemic a local emergency and we are all urged to practice “social isolation” as much as possible.

My professional background includes _____ and I am especially motivated to reach out to my neighbors because _____.

I want to see if any of my neighbors need assistance. Social isolation will slow the spread of COVID-19 and help to prevent the overloading of the medical system.

I want to check in with my neighbors to see if they have enough food, pet, medical and household supplies for a self-quarantine or a possible future mandated one. Health officials urge all households to get these supplies as soon as possible. In general, I want to offer my support should you need someone to go to the store for you, or help you in other ways until this crisis is over.

If you would like to work with me as a Co-Block Preparedness Coordinator, I would welcome your help.

Longer term, I also want to help my neighbors to know each other and be better prepared for other potential emergencies or disasters. I am a member of the MPC Ready (working name) Community Emergency Response Team Volunteer effort that is one of the MP Fire District’s resident-based volunteer organizations.

To start this process, I’m leaving this flyer at the doors of my neighbors. Please call or email me with your contact information so I can follow up.

After our current emergency is over, I want to help our block to become organized as a neighborhood! Later, I plan to arrange a two-hour Get Ready training course for our block as part of a kick-off event to help us come together as a community and to learn more about our readiness plans. (Of course, we’ll make sure to find a way to make that a fun gathering, too!)

Best Regards,

Your name &
Contact info

Follow Up Phone Call – or Face-to-Face Visit Sample Script

- Hello. I'm your neighbor, [YOUR NAME] and I live at [YOUR STREET ADDRESS]. Thank you for sending me your contact information. I'm helping with the MP Fire District's effort to support my neighbors during our current COVID-19 pandemic. This program is all about neighbors helping neighbors to be empowered to self-isolate for at least 14 days. It's also possible that a mandatory quarantine may be enacted with little notice.
- The City of Menlo Park has declared a local emergency. To combat the spread of COVID-19, all non-essential City services have been suspended. This includes the Senior Centers, Libraries, the Child Chair center, after school programs and meetings.
- Residents are asked to self-isolate as much as possible to reduce their getting ill or to reduce spreading the contagion. In other words, we should only go to stores, etc. as absolutely necessary. Right now, our medical system is coping but it could quickly become overloaded. [YOU MAY ALSO NEED TO PROVIDE CURRENT, RELIABLE INFORMATION ON THE COVID-19 SITUATION.]
- All households should be prepared to self-isolate and to live without assistance for at least 14 days, with little or no access to city services.
- I've volunteered to be the Block Captain for a section of _____ households, so I'm introducing myself and collecting some basic info.
- First, I want to find out if your household has enough non-perishable food, medicine, pet supplies and other resources you need to stay at home for at least 14 days, should you want to self-quarantine and/or if a mandatory one should be enacted. [ASK FOLLOW ON QUESTIONS BASED ON WHAT THEY TELL YOU. ESPECIALLY ASK IF THEY ARE FEELING HEALTHY, IF THEY DRIVE, IF THEY NEED ANY CURRENT HELP, ETC.]
- Now as part of my role, I'm collecting info so I can support you during our immediate emergency. If you are willing, I will also collect information for only the emergency responders to use, in case of emergency. In general, I'd like to know the number and rough ages or age ranges of people who live here, as well as any pets, and any special needs you would want us to be aware of. This will be kept confidential. TIP: You could also attach the Neighborhood Contact form to the flyer and ask them to complete it, and return it to you. **If they refuse or say it's uncomfortable, don't push.]**
- After the immediate emergency is over, I want to work with my neighbors to prepare a community plan, with a shared meeting place and tools and info that will help everyone help each other during a major disaster such as an earthquake.
- Do you have any questions or suggestions for me?

General Disaster Readiness Supplies



The Red Cross recommends, at minimum, that you should have the basic supplies listed below in an emergency “To Go” bag and in an emergency supply cache:

Water: one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)

Food: non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)

Flashlight

Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)

Extra batteries

Deluxe family first aid kit

Medications (7-day supply) and medical items

Multi-purpose tool

Sanitation and personal hygiene items

Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)

Cell phone with chargers

Family and emergency contact information

Extra cash

Emergency blanket

Map(s) of the area

Consider the needs of all family members and add supplies to your kit:

Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)

Baby supplies (bottles, formula, baby food, diapers)

Games and activities for children

Pet supplies (collar, leash, ID, food, carrier, and bowl)

Two-way radios

Extra set of car keys and house keys

Manual can opener

Additional supplies based on the type of disasters common to your area:

Whistle

N95 or surgical masks

Matches

Rain Gear

Towels

Work gloves

Tools/supplies for securing your home

Extra clothing, hat and sturdy shoes

Plastic sheeting

Duct tape

Scissors

Household liquid bleach

Entertainment items

Blankets or sleeping bags

Neighbor Contact Form (Customize to your Purpose)

YOUR ADDRESS: _____

ADULT NAME(S) _____

KID NAME(S) & YEAR(S) BORN

BEST PHONE _____

BEST EMAIL _____

PETS - NAME, DESCRIPTION _____

ANY PERSON(S) WITH SPECIAL NEEDS _____

ANYTHING ELSE YOUR BLOCK CAPTAIN SHOULD KNOW?

Useful Resources

Unfortunately, misinformation and even scams are being circulated related to the COVID-19 pandemic. Please rely on information from reputable sources such as from the below list.

Below are some useful websites and phone numbers:

Resources	Website or Phone Number
Call 2-1-1 with all non- emergency and non-medical inquiries related to COVID-19	2-1-1
Centers for Disease Control and Prevention	Visit https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html
San Mateo County Health Resources – Updates and Information on COVID-19	Visit https://www.smchealth.org/coronavirus
SMC Alert -- Sign up to receive emergency San Mateo County Alerts	https://hsd.smcsheriff.com/smcalert
City of Menlo Park's COVID-19 Information	https://www.menlopark.org/1655/Novel-Coronavirus-COVID-19
Stanford Health Care – Information about COVID-19	https://stanfordhealthcare.org/stanford-health-care-now/2020/novel-coronavirus.html
World Health Organization – Rolling updates on Coronavirus disease – COVID-19	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen