

*Working Together to Build Strong and Vibrant
Norfolk Neighborhoods
757-664-6500*



Know Your Neighbor

The concept development for this document was made possible through the Washington Military Department's Emergency Management Division-Public Education, and the work and dedication of LuAn Johnson Ph.D.

OK

To learn more about disaster preparedness, CERT, crime prevention techniques, or community organizing for public safety in your area, please contact:

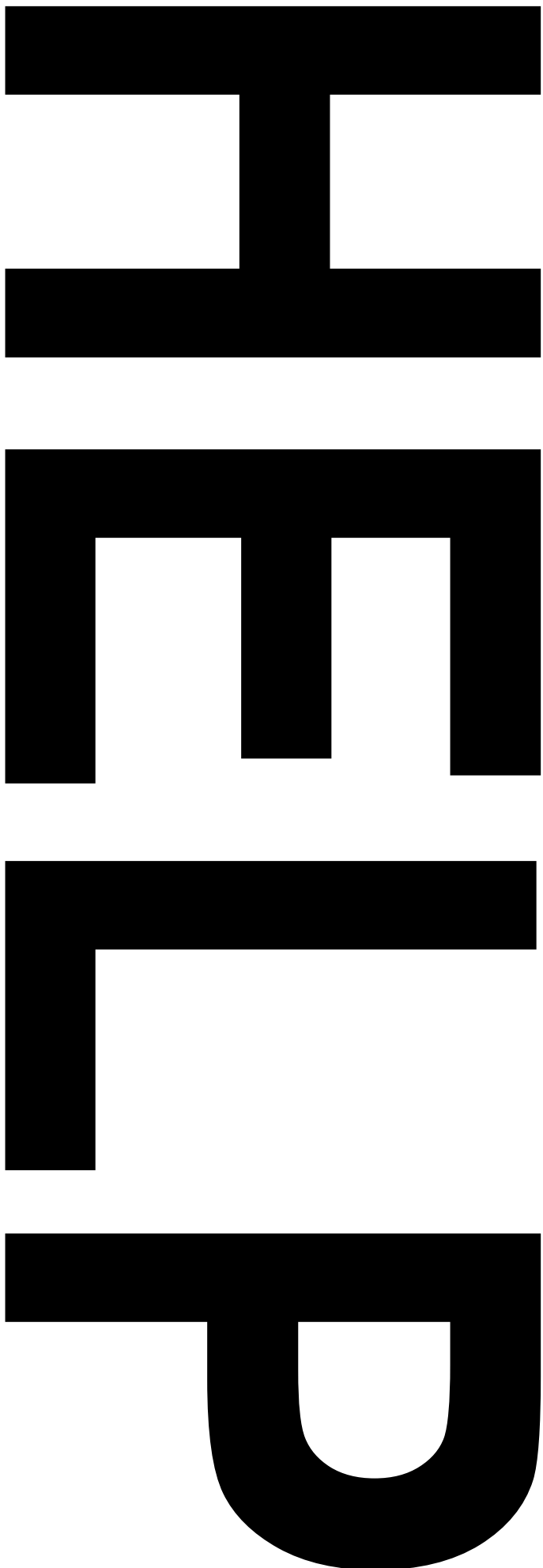
757-823-4210

An introduction to Know Your Neighbor (KYN)

In a disaster or crisis, your most immediate sources of help are the neighbors living around you. Safe and prepared neighborhoods are all about community.

In this workbook, you will:

- Learn the first 9 steps to take immediately following a disaster to secure your home, and to protect your neighborhood.
It is hard to think clearly following a disaster. These steps will help you quickly and safely do things that really help.
- Identify the skills and equipment each neighbor has that are helpful in an effective disaster response.
Knowing which neighbors have supplies and skills after a disaster helps your response be timely and effective.
- Create a neighborhood map showing the locations of each:
 - Natural gas meter and propane tank
About 67% of house fires following disasters are caused by leaking gas. Knowing where these meters are and shutting them off helps eliminate this threat.
 - Home of a neighbor who is elderly, has a disability, or where there may be a child home alone.
Checking on neighbors vulnerable to injury and trauma will help protect them from going into shock.
- Learn how to mobilize your neighbors to take action.
An educated and organized group is more effective.



BEFORE A DISASTER
Put two band-aids in this booklet and put the booklet under your bed,
along with your sturdy shoes, hard hats or bike helmets, and leather gloves.

AFTER A DISASTER
Use the band-aids to hang this card on the front door or a window
so it is visible from the street.

HELP/OK Card

Your Neighborhood Contact List *(continued)*

HOME 10	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 11	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 12	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 13	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 14	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 15	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 16	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 17	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs
HOME 18	Adult name(s)	Children name(s)	Address	Phone(s)	Email	Pet(s) & kind(s)	Cars	Skills/equipment	Emergency contact	Any person with specific needs

About Community Emergency Response Teams

Disasters are inevitable... but survival is optional!

In the event of a citywide emergency such as a severe winter storm, flood or major earthquake, households need to be prepared to be on their own for the first 72 hours.

In a large scale disaster, neighborhoods need to be prepared for self-sufficiency, too. Volunteers will naturally be the first on-the-scene emergency responders in their own neighborhood, especially when firefighters and police are overwhelmed with requests for help and could be slowed down by impassable streets and other damage.

Community Emergency Response Teams (CERT) are citizens trained by professional first responders to provide emergency disaster assistance within their own neighborhoods. CERT members receive basic training on how to save lives and property until the professionals can arrive. They have the skills to safely and effectively help their neighbors. CERT members are:

1. Better prepared for self-sufficiency for 72 hours following a disaster.
2. Able to provide emergency assistance to their family and immediate neighbors.
3. Able to work as an emergency response team to save lives and property in their neighborhood in the event of a major disaster.
4. Able to guide untrained volunteers who want to help others.

To join a CERT, program participants attend a hands-on training that includes the topics such as disaster medicine, light search and rescue, victim extrication, utility control, and fire suppression.

For more information about the CERT program in your area, contact your local government.

Or go to www.CitizenCorpsNW.org and click "CERT"

Introduction to Know Your Neighbor

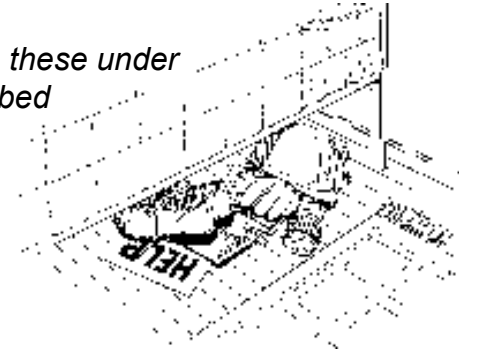
9 steps- immediately following disaster

AT HOME...

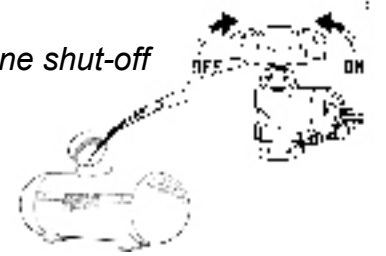
- Step 1. **Take care of your loved ones and pets.** Do not call 9-1-1 unless necessary. Remember, 9-1-1 is an emergency-only number.
- Step 2. **Dress for safety.** A bicycle helmet or hard hat protects from falling debris. Sturdy shoes protect from broken glass. Leather gloves protect from sharp objects.
- Step 3. **Check the natural gas or propane at your home.** Shut off if necessary. This is one of the best ways to prevent fire.
- Step 4. **Shut off water at the house main** to trap water in your home and to keep pollutants out of possible drinking water, like that in your water heater.
- Step 5. **Place the Help or OK sign** (see back page) on your front door or window. Posting the sign helps your neighbors locate those who need help first.
- Step 6. **Put your fire extinguisher on the sidewalk** or where neighbors can see it. This way, if a neighbor has a small fire after a disaster, extinguishers are immediately available.



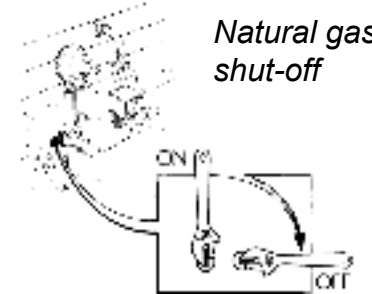
Keep these under your bed



Propane shut-off



Natural gas shut-off



Your Neighborhood Contact List

(may continue on next page)

HOME 1

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 4

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 7

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 2

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 5

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 8

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 3

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 6

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

HOME 9

Adult name(s)

Children name(s)

Address

Phone(s)

Email

Pet(s) & kind(s)

Cars

Skills/equipment

Emergency contact

Any person with specific needs

9 steps - Immediately Following Disaster

Step 9. **After your team has completed its work, go back to the Neighborhood Gathering Site.** Share what you have done with the rest of your neighbors.

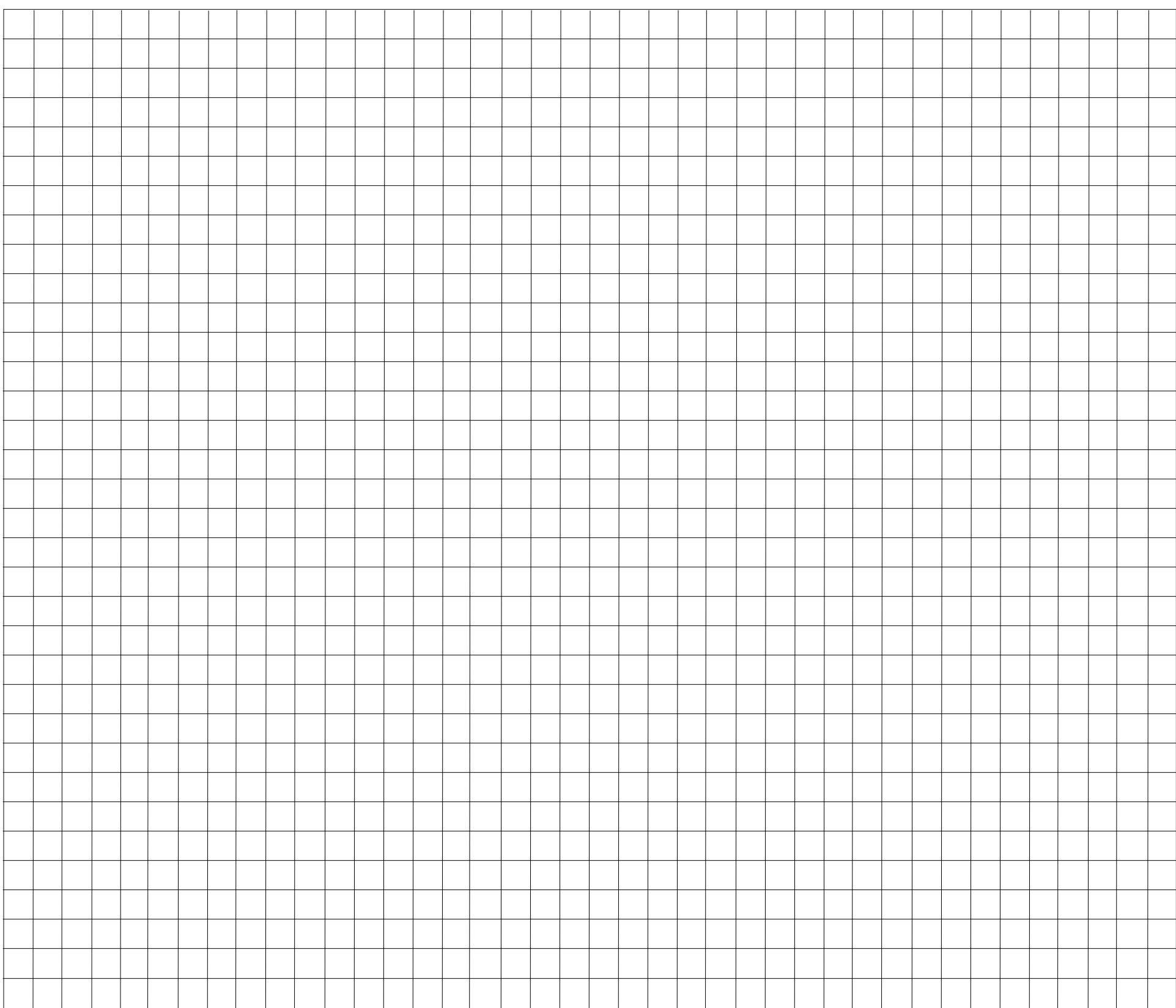
- Team 4 will check on all homes with the "Help" care displayed on the front door or window, or with no card showing. Be prepared to give first aid.
- Team 3 will check all natural gas meters and propane tanks, and shut off the gas as necessary.
- Team 2 will check on neighbors who are elderly, those with a disability, or children who may be home alone.
- Team 1 will listen to the Emergency Alert System (AM/FM radio), or to a NOAA Weather Radio and keep neighbors informed of what they learn.

Step 8. **Form teams at the Neighborhood Gathering Site:**

Write your Neighborhood Gathering Site location here:

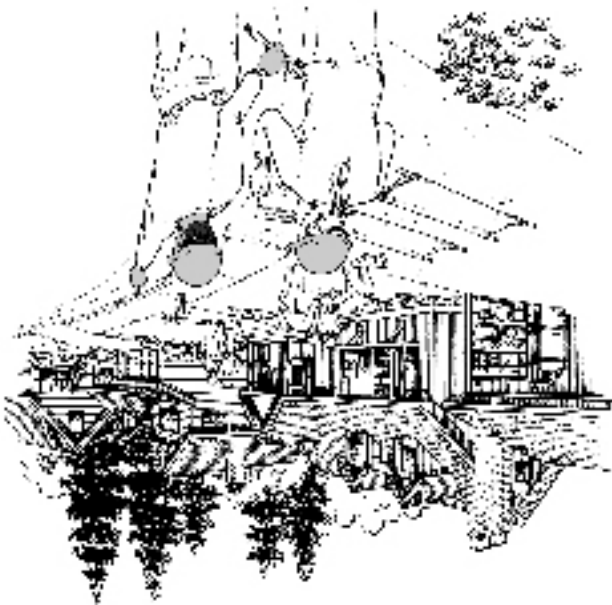
Step 7. **After steps 1-6 are completed, go to the Neighborhood Gathering Site.** (The following page will help you choose this location.)

WITH NEIGHBORS...



Draw the layout of the street, building lots, and houses (see previous "Guidelines for Neighborhood Mapping"). Number the building lots in order. Plot exact locations of gas meters and propane tanks.

Your Neighborhood Map



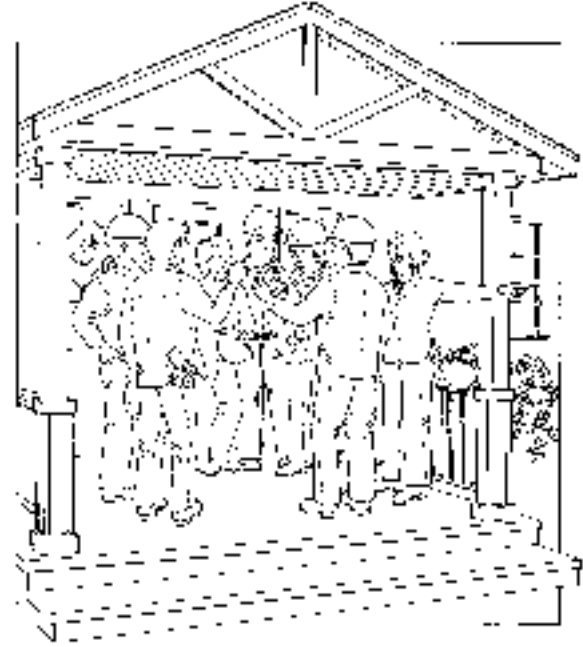
Neighborhood Gathering Site and Care Center

Neighborhood Gathering Site:

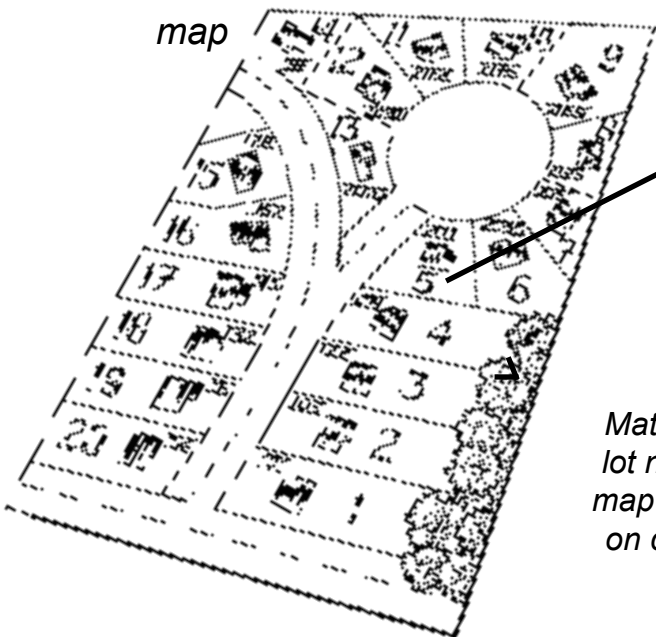
Come to the Neighborhood Gathering Site after you have completed Steps 1-6 of "9 steps immediately following a disaster." Coming here will help you organize an effective neighborhood response, and reduce confusion.

The Neighborhood Gathering Site is at someone's home, though not inside because it is important that it is easily seen. The visibility will help remind everyone where they should gather. A large front porch, a covered carport, or an open garage will protect you from rain or snow.

Write your Neighborhood Gathering Site here (please also write this location in the box on the previous page):



Sample street map

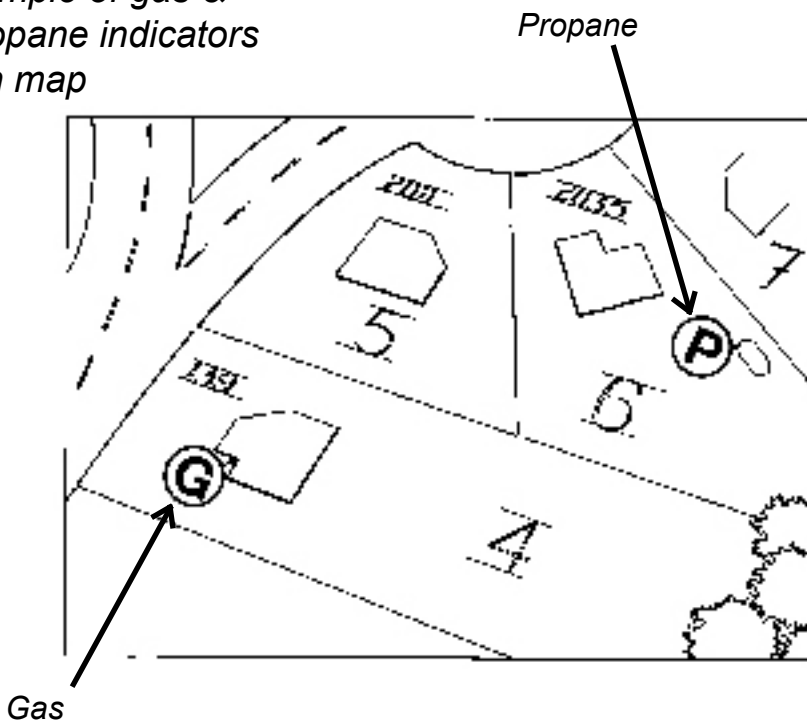


Sample contact list

HOME 5 Adult name(s) Shelly, Marcus Children name(s) Curtis, Olivia Address 101 NE Chestnut Phone(s) 503-555-4391 Email Shellymarcus@... Pet(s) & kind(s) James - ... Green Taur... Skills/equipment CPR-... Emergency contact Tim	HOME 6 Adult name(s) Children name(s) Address
---	--

Match building lot numbers on map to numbers on contact list.

Sample of gas & propane indicators on map



Sample apartment map

1234 Maple St.- 1st floor		
#1 Chaplynski Apt. 1A		#2 Keiden Apt. 1B
#3 Young Apt. 1C		#4 Lee Apt. 1D
#5 Chomchoy Apt. 1E		#6 Andrews Apt. 1F
#7 Montoya Apt. 1G		#8 McAndrews Apt. 1H
Manager:		
Phone:		
Meter locations:		

Guidelines for neighborhood mapping & organizing

These guidelines will help you fill out KYN with information that would be important in a crisis.

FIRST: Join with your neighbors

Invite your neighbors to a meeting at your house or a nearby neighborhood gathering place. Give them copies of "Know Your Neighborhood" (KYN) and explain that you would like to get everyone organized to respond to a natural or man-made disaster or a crime problem. If you need advice on planning this meeting and getting good attendance and participation, contact the program listed on the back cover of this document. You may also be able to get a facilitator for the gathering.

SECOND: Get organized, share information, and fill out KYN

At the meeting, once everyone has agreed to share their information, gather the data necessary to fill out the map, the contact list, and the neighborhood skills and equipment inventory form in this booklet.

The map

Sketch the basic layout of your street. Another option is to print out a Google Earth map of your street and paste it over the map grid. If you live in an apartment, sketch a map of your floor.

- Add house or apartment numbers (addresses) to your sketch, any major landmarks, such as a water tower or park, and street names.

- Then, number the lots (or apartments) in order, as shown on the sample street map below.
- Include on the map the exact locations of gas meters and propane tanks. (You might include some time after the meeting for the group to walk around together to see the exact locations of this equipment.)

The contact list

Begin filling out the contact list, taking care to match the numbers on the map with the numbers on the contact list (see sample).
• In the tinted box on the contact list, write names of those who may need extra help during disasters (such as neighbors who are elderly, those with disabilities, and children who may be home alone at certain hours of the day).

The neighborhood skills & equipment inventory

Find out who has the skills and equipment listed on this form, all of which can be very valuable in times of crisis. Fill out the inventory form, and be sure to enter information about those special skills and equipment to the contact list as well.

THIRD: Maintain your group and expand your knowledge

Make sure everyone has the current set of information filled out in their KYN booklet.

Update the information any time someone moves or once per year, whichever comes first. Many groups like to have an annual potluck party/info update meeting, or to have periodic meetings and bring in guest speakers on disaster prep and crime issues to further everyone's knowledge on the topics.

Once you have filled out KYN, you are 75% of the way to having a Neighborhood Watch. Contact the Crime Prevention program in your area for information about the final steps.

Neighborhood Assets:

Identify your nearest:

- Fire station
- Police station
- Hospital
- Medical clinic
- School
- Church
- Park
- Community Center
- Grocery store
- Veterinarian
- Neighborhood Center
- Other

Neighborhood gathering site & care center

Neighborhood skills and equipment inventory

Who *knows* what? Who *has* what? Who *can do* what?

Write the names of neighbors with these skills/knowledge and equipment/supplies:

SKILLS / KNOWLEDGE

EQUIPMENT / SUPPLIES

First Aid Skills	Search and Rescue Skills	First Aid Supplies	Tents / Spare Bedding
Child Care Skills	Crisis Counseling Skills	Chain Saw	Generator
Elder Care Skills	Organizational Skills	Fire Extinguisher	Camp Stove Walkie-Talkie
Helping people with physical disabilities	Helping people with developmental or psychological disabilities	NOAA Weather Radio	Ladder
Plumber Skills	Carpenter Skills	Crow Bar	Strong Rope
Electrician Skills	Fire Fighting Skills	Walkie-Talkie	NOAA Weather Radio
Language Skills	Amateur Radio Skills		

Additional Resources:

In addition, there is great deal of information on the internet about crime and crime prevention techniques. Here are just a few sites:

- Norfolk Care, City of Norfolk www.norfolk.gov
- National Crime Prevention Council www.ncpc.org
- National Center for Victims of Crime www.ncvc.org
- Federal Trade Commission on identity theft www.ftc.gov/idtheft
- Rutgers University (CPTED info) crimeprevention.rutgers.edu
- Domestic violence information www.co.multnomah.or.us/dchs/dv/
- Custody status of offenders www.vinelink.com

Notes _____

Crime Prevention Check List

Protecting your property starts with seeing it through the eyes of an offender. Are doors or other entry points hidden from view? Is there enough privacy to break in without being seen? Once you begin to notice the vulnerabilities, you can take steps to fix them and reduce your property's attractiveness to intruders. This usually does not cost very much money.

Please remember that the safety of your neighborhood is only as strong as the weakest link. Reach out to elderly or vulnerable neighbors and offer to help them with necessary improvements.

- | | | |
|-----|----|--|
| Yes | No | Is your address lighted and clearly visible from the street at night? |
| Yes | No | Are outdoor lights placed to illuminate the walls and entrance points of your house and not blind passersby? |
| Yes | No | Do you leave your porch lights on at night? |
| Yes | No | Are shrubs pruned away from doors and windows, and up from the ground, to allow natural surveillance and prevent hiding places? |
| Yes | No | Are trees limbed up and hedges trimmed down to keep sight lines clear into and out of your property? Do you have "Good Neighbor" fences that allow others to keep an eye on your property? |
| Yes | No | Are all doors and windows equipped with an additional lock? Are door frames reinforced with high security strike plates and 3 inch screws? |
| Yes | No | Have you changed the locks since you moved in? |
| Yes | No | If there are no windows near your doors, are the doors equipped with wide angle (180 degree) viewers? |
| Yes | No | Are your ladders secured so they can't be used to gain access to upper story windows? |
| Yes | No | Have you made sure your drain pipes, trellises, garage roofs, trees or fences cannot be used to gain entrance to upper story windows? |
| Yes | No | Have you requested a home or business security survey from your local Crime Prevention Unit? |

For more information contact the Norfolk Police Department's Crime Prevention Unit at (757)664-6901

STAMP

Sent to:
 Norfolk Department of Public Health
 Special Needs Coordinator
 830 South Hampton Avenue, Suite 200
 Norfolk, VA 23510

Neighborhood skills & equipment inventory

Fold under on dotted line

Fold on dotted line

Registry of Persons with Special Needs/Disabilities Form

Make a list of neighbors with special needs and complete this form if applicable and sent to the City of Norfolk Department of Public Health. In accordance with HIPAA regulations, the City of Norfolk is using only information that its residents have volunteered.

Name _____ Date of Birth: _____ Primary Language _____

Address _____ Zip Code _____ Phone _____

Emergency Contact Person _____ Relation _____ Phone _____

Their address _____ Are you TDD/TDY (for hearing impaired)? Yes No

MEDICAL ISSUES

- Feeding Tube Oxygen Diabetic Legally blind Speech impaired Hearing impaired Deaf Suction unit
 IV fluids Doctor prescribed diet Mental health Alzheimer or dementia Dialysis 24-hour caregiver Paralysis
 Other: _____

POWER DEPENDENCY

- I am electric dependent: (continuous or intermittent) I use a ventilator/respirator I have sleep apnea (CPAP machine)
 Other power dependency issue: _____

PHYSICAL IMPAIRMENT & MOBILITY

- I walk without help I use a cane or walker I am wheelchair bound (electric or manual) I have someone assist me with all my daily activities I have a service animal Other power dependency Issue: _____

TRANSPORTATION ISSUES

- I can get to a bus pickup point I can transfer myself from my wheelchair to a seat I require ambulance transport
 I am bedridden and require stretcher transport I am ambulatory (with assistance) I need a wheelchair lift equipped vehicle

LIVING SITUATION

- I live alone I live with one other person I live with more than one other person (# _____)

**For more information go to:
www.norfolk.gov/Emergency**

Event Date/Time: _____

Event Name/Type: _____

Report Date/Time: _____

Neighborhood: _____

Situation Summary: _____

	Number, None or Unknown	Comments (not to be transmitted)
Injuries		
Trapped		
Damaged Homes		
Damaged Apartments		
Damaged Businesses		
Damaged Public Bldgs.		
Fires		

	Briefly Describe
Utility Problems	
Road Problems	
Evacuations	
Special Needs	
Animal Issues	
Other Critical Information	
Damaged Public Bldgs.	
Fires	

Prognosis: Improving No Change Worsening

Report Prepared By: _____

Contact Information: _____

Neighborhood Assessment Form