

# Neighborhood Emergency Response Plan

Presented by the Orange County Citizens Corps

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**Objective:** To ensure that homeowners, Homeowner Associations, Condominium Associations and Neighborhood Organizations are prepared for a disaster and they have the necessary supplies, and are able to assist other homeowners to sustain the basic necessities, such as food and water for at least 72 hours. This document is presented as a guideline. Neighborhoods will determine what will be included in the plan they produce.

## Step One - Getting your Plan Together

**Establishing a Planning Team:** Before you get started your neighborhood should establish a Planning Team who will develop your NERP. This planning team could consist of the following individuals:

- Neighborhood Leaders
- Community Emergency Response Team Members (COPS, CERT, Red Cross)
- Neighborhood Watch members
- Neighborhood Fire Station representative
- Law Enforcement Shift representative
- Residents interested in emergency management
- Association Manager if applicable

**Conducting a Neighborhood Hazard Analysis:** The analysis should be conducted by your Planning Team as well as with government officials to review hazardous locations in and close to your neighborhood. The hazards that affect Orange County can be located by contacting Orange County's Office of Emergency Management, 407-836-9140 - [www.ocoem.com](http://www.ocoem.com)

**Identifying Neighborhood Resources:** The Planning Team should also work with their neighbors to identify needed supplies already on hand before the neighborhood considers buying equipment, tools and supplies to create a disaster cache. Examples of needed supplies may include:

First Aid Kits - Shovels - Toolkits - Blankets – Chain saws – Generators - Tarps

**Identify Communications Resources:** Review communication technology your neighborhood will utilize to communicate with one another and with the outside world. The plan should also address warning your neighbors of an impending disaster. It should include how through your neighborhood association warnings are received and distributed.

Internet Usage - Mobile Radios – Ham radios – Land line telephone – Cell phones - OCAAlert.net

## Step Two – Putting your plan in writing

**Producing your Plan:** Once you have completed your hazard analysis and identified the neighborhood's resources it's now time to publish your plan. The plan should be sent to your neighborhood residents and presented before your Neighborhood Association. Following distribution within your neighborhood an electronic copy of the plan should be forwarded to Orange County Citizen Corps [citizencorps@ocfl.net](mailto:citizencorps@ocfl.net), or mailed to Orange County Citizens Corp, Office of Emergency Management, 6590 Amory Court, Winter Park, FL 32792.

## The Components of a NERP Plan

**Plan Components:** The plan describes its basic purpose and its relationship to the County's Comprehensive Emergency Management Plan.

- **Purpose:** The plan is meant to organize a neighborhood's initial actions for 72 hours following an incident.
- **Scope:** The portion deals with how far this plan extends and whom does it involve. For the purposes of this template this plan should only deal with a community's initial response (i.e. immediate health and safety of individuals) to an incident.
- **Planning Assumptions:** These are assumptions on what may be the consequences of an incident. Below are examples of these assumptions:
  - A major or catastrophic incident will overwhelm the capabilities of Orange County and its municipalities to provide prompt and effective emergency response and short-term recovery measures.
  - Transportation infrastructure will be damaged and local transportation services will be disrupted.
  - Widespread damage to commercial telecommunications facilities will be experienced.
  - Homes, public buildings, and other critical facilities and equipment will be destroyed or severely damaged.
  - Debris may make streets and highways impassable.
  - Public utilities will be damaged and either fully or partially inoperable.
  - Numerous separate hazardous conditions and other emergencies as a result of the incident will further complicate the situation.
  - Thousands of victims may be forced from their homes and large numbers of dead and injured could be expected.
  - Many victims will be in life-threatening situations requiring immediate rescue and medical care.
  - There will also be shortages of a wide variety of supplies necessary for emergency survival.
  - A major incident will most likely create a near-total disruption of energy sources and prolonged electric power failure.

## Organization and Responsibilities

Identify the roles and responsibilities of both elected and appointed officials within your neighborhood.

**Neighborhood Incident Commander:** This individual is appointed prior to or immediately following an incident. They are responsible for coordinating and directing the efforts of all Citizen Corps programs in a given neighborhood. His/her orders are disseminated through the Neighborhood Section Chiefs. The Neighborhood Incident Commander will direct the neighborhood groups during an incident.

**Emergency Support Team Leaders:** These individuals are the leaders of their respective program in the Neighborhood (i.e. CERT Team Leader, COPS, Neighborhood Watch, Red Cross, Etc) During an incident the Incident Commander will direct these leaders.

**Contact Forms:** Gather and distribute contact information for incident commander, and emergency support teams contacts.

**Resource Management:** Describe how your neighborhood will procure, store and utilize equipment and supplies. This section should consider the utilization of storing supplies prior to an incident and accumulating supplies from neighbors and from local businesses.

**Maintaining a Culture of Preparedness:** Creating a plan for your neighborhood is the easy part, maintaining it can be difficult. You can successfully maintain your plan and keep your neighbors engaged.

- Hold annual meetings with your Neighborhood Association and your Planning Team to brief them on new developments and to review your plan.
- Conduct annual training and exercises. These can be as complicated as simulating a disaster in your neighborhood or simply as sitting around a table and discussing how your neighborhood would respond to a disaster.
- Maintaining contacts with the Neighborhood Services Division, Office of Emergency Management and the Citizen Corps Council.

For additional information please contact: Orange County Office of Emergency Management, 6590 Amory Court, Winter Park, FL 32792, 407-836-9140 [www.ocoem.com](http://www.ocoem.com)

## Neighborhood Emergency Response Plan Template

### **Risks that indicate a disaster or emergency condition/incident:**

Hurricanes – Tornadoes – Lightning – Drought – Flooding - Heat Waves – Sinkholes  
Human Disease – Fires - Hazardous Materials - Transportation Incidents - Terrorism, etc.  
For additional information see Orange County Emergency Response Plan Workbook

**General Guidelines:** During an incident all communications and instructions will come through the Incident Commander (I.C.) or an assigned alternate. All communications and action plans will be either initiated or cleared thru the I.C. The I.C. will be the designated contact person with all Local, County, State and Federal agencies. It is understood that there may be situations that will prohibit the use of all or part of this plan.

### **Pre-incident Planning Timeline**

- **72 HOURS PRIOR:** Monitor storm movement and review personal preparedness and NERP plans.
- **48 HOURS PRIOR:** Begin securing homes, pets, gather supplies, consider options to evacuate, activated personal preparedness plan
- **36 HOURS PRIOR:** Secure outside objects, vehicles, ensure that you have food, fuel, cash. Incident Commander meets with Support Team Contacts and Section Chefs for coordination and monitoring of the situation.
- **24 HOURS PRIOR:** If you have not evacuated, secure a room within your home to use as a safe house. Response team plans finalized.

**Pre Incident Planning:** Determine a location for an Incident Command Center. This could be a resident's house, a community center, or other suitable meeting place. All activities will be centered around the Incident Command Center. The Incident Commander will coordinate and will contact your neighborhood and members of the CERT team, COPS team and Neighborhood Watch as applicable.

**During the Incident:** All residents will ensure that they and their families are safe, and secure during the onset of the incident. Orange County Emergency Resources may not respond until sustained winds are less than 45 miles per hour. However, if there is an emergency (fire injury), call 9-1-1.

**Incident Commander will:**

- Assess the extent of the damage and determine what steps are to be taken.
- Coordinate the efforts and communications of the Emergency Support Teams.
- Keep record of injured-call 9-1-1
- Keep record of damages
- Coordinate getting water/supplies to zones
- Isolate life safety hazards

**Residents will:**

- Care for sick and injured
- Find water at \_\_\_\_\_
- Find the first aid station at \_\_\_\_\_
- Attempt to find stray, large animals
- Care for sick and injured
- Place green ribbon around tree/structure to signal "ok"
- Assess and document property for damage

**Post-Incident:** All Command Center participants will meet at the Command Center to evaluate the post incident steps.

## 9-1-1 FOR EMERGENCIES

**3-1-1 Government Information:** In the event that your neighborhood requires outside services from Orange County Government the central point of contact will be Orange County 3-1-1. This telephone service will provide contact information and direct your neighborhood to the proper authorities to provide government services

**Neighborhood Services:** Orange County Neighborhood Services is the contact with the County Office of Emergency Management and the Emergency Operations Command Center during a disaster. They will be the point of contact for neighborhood post disaster coordination within the county. Orange County's Neighborhood Services Division. (407-836-5600)  
NeighborhoodServices@ocfl.net.

## Contact Forms

### Incident Command Center Location:

\_\_\_\_\_

Incident Commander: \_\_\_\_\_

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

Alternate I.C.: \_\_\_\_\_

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

### Homeowner Association or neighborhood association information (if applicable)

President: \_\_\_\_\_

Vice President \_\_\_\_\_

Management Company (if applicable): \_\_\_\_\_

Emergency contact: \_\_\_\_\_

Manager: \_\_\_\_\_

Alternate: \_\_\_\_\_

### Emergency Support Teams (if applicable)

#### Neighborhood Watch

Contact: \_\_\_\_\_

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

Alternate contact: \_\_\_\_\_

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

- Notify Neighborhood Watch Block Captains
- Help assess extent of the event
- Communicate and coordinate with other entities

#### COPS (Citizens On Patrol)

Contact: \_\_\_\_\_

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

Alternate contact: \_\_\_\_\_

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

- Civilian volunteers become the eyes and ears of Sheriffs Deputies
- During an event they can patrol the surrounding areas and report to the Communication Center and Incident Commander
- Assess and report damages i.e.: downed power lines, trees obstructing roadways, traffic problems, vehicle events, etc. without taking action

**CERT/BERT (Community Emergency Response Team)**

Contact: \_\_\_\_\_

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

Alternate contact: \_\_\_\_\_

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

- Incident Assessment of structural damage and injuries.
- Begin triage.
- Utilize basic disaster response skills such as fire safety, light search and rescue and medical operations as directed by the Fire Dept or Incident Commander

**Red Cross**

Contact: \_\_\_\_\_

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

Alternate contact: \_\_\_\_\_

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

**Medical Reserve Corps**

Contact: \_\_\_\_\_

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

Alternate contact: \_\_\_\_\_

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

- Coordinate skills of practicing and retired physicians, nurses and other health care professionals and support persons.

## ADDITIONAL INFORMATION FOR FAMILIES AND NEIGHBORS

**Family Preparation:** The primary element in any Neighborhood Emergency Response Plan is for every family to be prepared for a disaster. Everyone should be encouraged to prepare a family emergency plan, stock an emergency kit and stay informed.

For information on how to make a family plan:

[www.ready.gov](http://www.ready.gov)  
[www.FloridaDisaster.org](http://www.FloridaDisaster.org)

**Neighbors working together** during an emergency makes sense. Encourage neighbors to talk about how they can work together during an emergency. Neighbors should be aware of those area residents with special needs, the elderly and those disabled. Neighbors sharing plans and communicating in advance is a good strategy.

**Additional Informational:** Neighborhood Organizations should provide residents with brochures or information in their newsletters to remind residents to prepare. This information is readily available through the Orange County Office of Emergency Management. To request printed materials or to download information contact the Orange County Office of Emergency Management 407-836-9140 or [www.ocoem.com](http://www.ocoem.com)

**A Personal Preparedness Disaster Kit** should be assembled to sustain the family for up to 5 days as local authorities may not be able to respond to immediate needs following a disaster.

What to include in a family disaster kit:

[www.FloridaDisaster.org](http://www.FloridaDisaster.org)  
[www.ready.gov](http://www.ready.gov)  
[www.RedCross.org](http://www.RedCross.org)

**OC Alert** is an alert system that allows Orange County to contact families during an emergency by immediately sending text message.

To register go to:  
[www.ocALERT.net](http://www.ocALERT.net)