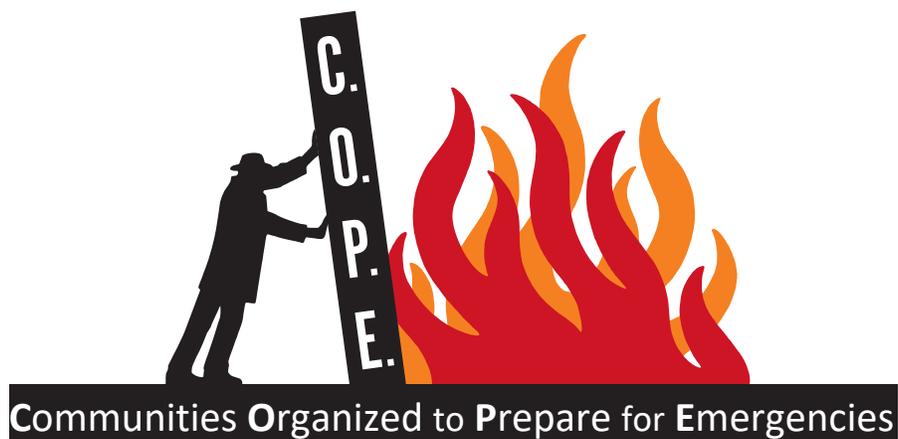


Join Your Neighborhood COPE and Get Prepared



Artwork developed by COPE Northern Sonoma County.

Sonoma County COPE organizations empower neighborhoods to develop their readiness to respond to disaster, and consider strategies to recover more quickly, allowing people to maintain the fabric of their neighborhood through any disruption.



About COPE

History: The COPE program was originated by community members of Santa Rosa, living in the Oakmont area, with support from the City of Santa Rosa Fire Department and the American Red Cross. Sue Hattendorf and Al Thomas worked with their neighbors to prepare for emergencies and over time enlisted participation from 2/3 of the Oakmont residents. From this collaborative grassroots design the COPE program has grown to include neighborhoods all over Sonoma County.

COPE is more than an opportunity to get prepared. The gathering of neighbors, to understand their risks and work together to minimize the disruption to their community can change the way disasters effect their families. Key in any disaster is the importance of social cohesion, a critical component of a prepared and resilient community. Meeting neighbors and sharing expertise, knowledge, and critical needs with those who are in the best position to help in a disaster is the essence of community. COPE is an essential ingredient for developing true community preparedness that is both impactful and sustainable.

The mission of COPE is to help residents, families, and neighborhoods become and remain better prepared to respond to and recover from emergency situations. This includes developing individual response plans, maintaining individual emergency supply kits, and outreaching to neighborhoods in our community.

This guide is designed to help jumpstart your COPE participation. Each neighborhood is unique, so make your group your own. Your local COPE group leaders are a valuable resource for ideas and advice for new and established COPE groups. Your active engagement will help make COPE successful in your neighborhood, and reach out to the Community Preparedness Team at the Sonoma County Department of Emergency Management for support whenever you have the need. People helping people is how we stay SONOMA STRONG!

A special thank you from the County of Sonoma Emergency Management to the **City of Santa Rosa**, their **Oakmont COPE**, the **COPE Northern Sonoma County Leadership Group**, **Petaluma Fire Department**, and **Sonoma County Department of Health Services** for developing and gathering much of the content in this brochure. The spirit of community collaboration is exemplified by their efforts within this material.

For more information on Emergency Preparedness, please visit:



Neighborhood Team Preparedness: The Facts

Research on preparedness shows that people who believe themselves “prepared” for disasters often are not as prepared as they think. Forty percent (40%) of survey respondents did not have a household plan, eighty percent (80%) had not conducted home evacuation drills, and nearly sixty percent (60%) did not know their community’s evacuation routes.

Our nation’s emergency managers, firefighters, law enforcement officers, paramedics/EMTs, and other emergency responders do an incredible job of keeping us safe, but they can’t do it alone. We must all embrace our individual responsibility to be prepared—in doing so, we contribute to the safety and security of our community as well.

Becoming more prepared in case of an emergency is easier than you might think. Whether it’s your home, your neighborhood, your place of business, or your school, you can take a few simple steps to prepare your community.

Start small! Join your neighbors and get ready Sonoma County! Your actions and networks will improve your ability to weather disruption, start today!

Why Get Involved with COPE?

1. Widen your circle of friends.
2. Find out what resources are in your neighborhood.
3. Contribute to the resilience of your neighborhood.
4. Get ideas, help, and support in being prepared for anything.
5. Feel empowered and confident that you have done your best to **Get Ready**.
6. Save money by creating a sharing economy in your neighborhood for bigger equipment (e.g. chainsaws, generators).
7. Feel safer.
8. Have fun!

About this Booklet:

The following section provides important preparedness tips followed by additional COPE information. In the appendices, you will find special information for those with access or functional needs, neighborhood survey forms, a sample phone tree, and a handy window status sign.

Stay Informed

Multiple options for notification gives you the redundancy you need to ensure that we have every opportunity to inform you of life safety information. Not all systems work in all situations.

The County of Sonoma strongly recommends the following:



Create a managed account to receive urgent notifications about local emergencies by phone and/or text message. Powered by CodeRED. Learn more:

SoCoEmergency.org/home/emergency/stay-informed/socoalert



Text your zip code to 888777 to opt-in or sign up online to receive email, text or voice messages with alerts and advisories from local law enforcement. Learn more: Nixle.com



Get a NOAA Weather Radio (NWR) and leave it on at all times. When activated by an event, these radios generate an alarm, voice alert, and flasher.

Sonoma County residents may tune their NOAA radio to **frequency 162.475**.

If you are deaf or have hearing loss these radios have add-on equipment such as strobe lights and bed shakers to help alert everyone in the household that action is needed in an emergency. Learn more: weather.gov/nwr

Make a Plan: Your Safety Is Always Your First Priority

- People and pets are the priority.
- If you will need help to evacuate in a timely manner, be sure to contact (in advance) neighbors, family, or friends and discuss how they can assist you, what you will need, and a back-up plan in case the primary help is not able to assist.
- Don't forget to learn how to open your garage door manually.



Neighbors working **TOGETHER** make the difference.

- Be sure to have extra supply of life-saving medications on hand, as well as copies of prescriptions.
- First responders will be overloaded in a disaster, help yourself by planning in advance!
- For more on Emergency Planning, download a Personal Planning Guide: SoCoEmergency.org/home/prepare/make-a-plan

THE 6 PS OF EVACUATION

1. People and pets—have a plan

- Do you know at least two ways out of your community?
- Where will you meet family after evacuation?
- Where will you stay and how will you contact each other?
- Where will your pets stay?

2. Papers, phone numbers, and other important documents

- Deeds, birth certificates and other irreplaceable documents should be in one location so these can be grabbed at a moment's notice.

3. Prescriptions, eyeglasses, and vitamins

- You may be gone from your home for days, so be sure you have access to all your health-related items.

4. Pictures and irreplaceable memorabilia

- These are priceless and could be lost forever.

5. Personal computers or any information stored on hard drives and disks

6. Plastic (credit cards, ATM cards) and cash

Basic Preparedness Guide

Your family will need to gather emergency supplies and store them in an easy to access location. The Home Preparedness Kit should be able to sustain your family for at least a week (7 days) should disaster strike. In addition to a Home Kit we also recommend a Go Bag (for each family member) which is kept in your car or in a place you can quickly grab and go, the recommended content is also included below. A Go Bag only provides basic items and critical information; it needs to be easily carried by each family member if an immediate evacuation is required during a disastrous event.

This list is a start, however, this does not have to be done all at once. Start with a Go Bag, then build you family preparedness kit supplies. Add to your inventory as you can. Review and update twice a year when the clocks are changed.

Personal Go Bag

Your Go Bag contains essential supplies for 72 hours including emergency water, food, blankets, lights, dust masks, and other survival supplies that will help you through any situation (a Home Preparedness Kit needs supplies for 7 days minimum). Everyone in your family should have their own Go Bag.



<p>Water:</p> <ul style="list-style-type: none"> • 6 8-oz. bottles, boxes, or pouches of water 	<p>Medical supplies:</p> <ul style="list-style-type: none"> • 1 first aid/medical kit • Pain reliever • 3 pairs of medical gloves • 3-day supply of any life-saving medications 	<ul style="list-style-type: none"> • Copies of important documents such as ID, insurance cards, deeds, passport
<p>Food:</p> <ul style="list-style-type: none"> • Minimum requirement for 3 days (1200-1600 calories per day) 	<p>Lighting:</p> <ul style="list-style-type: none"> • 1 flashlight with batteries or a crank flashlight 	<ul style="list-style-type: none"> • Extra eye glasses • Batteries for hearing aids
<p>Warmth/shelter:</p> <ul style="list-style-type: none"> • 1 emergency mylar blanket • 1 emergency poncho 	<p>Radio:</p> <ul style="list-style-type: none"> • 1 AM/FM emergency radio with batteries 	<p>Cash</p>
<ul style="list-style-type: none"> • Change of clothes • Sturdy shoes and socks 	<p>Support supplies:</p> <ul style="list-style-type: none"> • 1 whistle • 1 pair of work gloves • 3 dust masks • 1 30-gallon plastic bag • 3 10-gallon plastic bags • Duct tape 	<p>Personal hygiene supplies:</p> <ul style="list-style-type: none"> • 1 pack wet wipes • 1 packet of tissues • Feminine products
<ul style="list-style-type: none"> • Medical consent forms and medical information for dependents/minors and those with access and functional needs 	<ul style="list-style-type: none"> • Comfort items such as book, game, crayons, teddy bear 	<ul style="list-style-type: none"> • List of emergency contact phone numbers including an out-of-state contact

Personalize these kits and keep them where they can be easily reached—at home, in the car, at work, or school. This is particularly important during fire season when a quick getaway may be needed. A backpack or other small bag is best for these kits so that they can be easily carried in an evacuation. **Note:** Replace perishable items like water, food, medications, and batteries on a yearly basis.

Home Preparedness Kit

Water: Have at least one gallon per person per day and replace/refill every six months.

- In an emergency, water can be obtained from your water heater. **Note:** Be sure to double strap the water heater to keep it secure.

Food: Pack non-perishable, high-protein items, including energy bars, ready-to-eat soup, peanut butter, canned foods, dried fruits, nuts, crackers, etc. Include a manual can opener, eating utensils, bowls, plates, and cups.

- You do not need to gather all the supplies at once—it can be a lot. Add a few extra items to your grocery list each week. Check expiration dates before you buy to be sure items will last for at least 6 months (1200-1600 calories per person per day).

First aid kit: Pack a medical/First Aid reference guide. Include the following items if not already in your first aid kit: Band-Aids, gauze pads, adhesive tape, adhesive and elastic bandages, antibiotic cream, white sheet for bandages and splints, dust mask, latex gloves, sterile wipes or solution, pain reliever, tweezers, scissors, safety pins, alcohol wipes or ethyl alcohol, thermometer.

- As a standard maintain a 7- to 14-day supply of prescription and non-prescription medication and refresh it periodically.

Flashlight: Include extra dated batteries.

Battery-operated radio: Include extra dated batteries.

- Hand-crank radios are also available.

Note: Test and replace batteries annually. Never throw old batteries in the trash—recycle them.

Other Items You Will Need

Tools and equipment: Wrench (attach to your meter to shut off gas when necessary), screw driver, hammer, pliers, knife, scissors, duct tape, waterproof matches, pen and paper, plastic sheeting, garbage bags, and Ziploc bags.

Clothing: Provide a change of clothes for everyone, including sturdy shoes, warm jacket, hat, gloves, and a rain poncho.

- These can be worn clothes, as long as they'll keep people warm and dry in an emergency.

Blankets: Include warm blankets or sleeping bag.

Important documents: Retain copies of important papers, such as identification cards, insurance policies, birth certificates, passports, or other legal and financial information. Also have copies of any prescriptions you take regularly or a photo of the prescription bottle. Include recent photographs of household members and you with your pet(s).

Contact information: Carry a current list of family phone numbers and e-mail addresses, including someone out of the area who may be easier to contact if local phone lines are out of service.

Sanitary supplies: Include toilet paper, towelettes, feminine supplies, soap, toothpaste and toothbrush, trash bags, etc.

Money: Have at least \$20 per person including coins and a mixture of bills.

Pet needs: Include food, water, leash, litter box or plastic bags, tags, any medications, and vaccination information. Keep vaccination info current. Have your pet microchipped for easy identification.

Map: Mark an evacuation route and an alternative route from your local area, plus your family's emergency meeting places.

Eyeglasses: Keep your extra pair of prescription glasses or contact lenses and solution in the kit. Include a pair of sunglasses.

Fire extinguisher: Check gauge for full charge and know how to use it.

Keys: Keep an extra set in your kit.

Whistle: Use to notify rescuers if you are trapped under debris.

Include any necessary items for infants, seniors, or people with disabilities in your kit.



Want to Grow Your COPE Neighborhood?

If you have neighbors engaging and the COPE is growing you may want to consider splintering off into separate groups and forming a COPE Community. For help expanding your success, reach out to your local COPE Community leaders, or check out the *Organizing your Neighborhoods into Communities* pamphlet:

SoCoEmergency.org/home/prepare/community-preparedness

Online Educational Resources

- Department of Emergency Management, Sonoma County:
SoCoEmergency.org
- CalFire:
www.readyforwildfire.org
- University of California Cooperative Extension:
cesonoma.ucanr.edu/Disaster_Resources
- Living with Fire Symposium:
www.pepperwoodpreserve.org/livingwithfire
- Start at the house and work out by Caerleon Safford:
cesonoma.ucanr.edu/files/290320.pdf
- Living with Fire in Sonoma county by Caerleon Safford:
cesonoma.ucanr.edu/files/290285.pdf
- Federal Emergency Management Agency (FEMA):
www.ready.gov

BE **READY** TOGETHER



BE **SAFE** TOGETHER

APPENDIX ONE: Preparedness for People with Access & Functional Needs

Personal Planning for People with Disabilities

People with disabilities or other special needs should develop an emergency evacuation strategy for their home and neighborhood, where they work or live as well as other buildings they enter. The following suggestions may be helpful.

- Determine in advance where you will plan to go and what you will do if you need to evacuate your home and/or neighborhood.
- Think about what you will be able to do and what assistance you may need before, during or after an emergency. Plan how you will succinctly explain to fellow evacuees or first responders that you need assistance, what assistance is needed and what would not be helpful. This may include creating laminated cards with phrases, pictures or pictograms in the event that your assistive communication equipment is not working.
- Set up “buddy arrangements” with colleagues, friends, neighbors, building managers or others as needed to assist in emergency evacuation.
- If you have a mobility impairment, ask about the location of designated areas of evacuation assistance.
- Sign up for SoCoAlert, Nixle, (Sonoma County Sheriff/Santa Rosa Police), Ham Radio, NOAA.

Evacuation Guidelines for People with Disabilities

Individuals with disabilities may require additional assistance to ensure safety during an emergency. For people offering to provide assistance, in addition to asking whether help is needed, ask; what is the best way to help, whether anything would be harmful or unhelpful, and if the person has critical belongings (medication, etc.).

People with mobility limitations: Additional considerations that may apply to individuals with disabilities. If a person with mobility limitation is unable to exit their home or building using the stairs follow the steps listed below:

- The person with mobility impairment should go to (or ask for assistance getting to) the nearest area of evacuation assistance.
- Areas of evacuation assistance vary, therefore the neighbors assisting for safe evacuation must help identify areas in neighborhood evacuation plans and that all residents in the neighborhood are aware of their locations.
- Close the door to the area of evacuation assistance to protect from fire and smoke exposure.
- People with mobility limitations should call 911 immediately upon entering the area of evacuation assistance to inform emergency personnel of their location. They should remain on the line with 911 until they are evacuated. **Note:** During wide spread emergency, first responders may not be available.

People providing assistance to a person with a mobility limitation should follow these guidelines:

- Ask if assistance is needed.
- Do not attempt to lift a person out of a wheelchair. Serious injury may occur from such attempts.
- If a person with mobility impairment is unable to use the stairs and elects to await evacuation by emergency personnel, escort them to an area of evacuation assistance.
- Assist the person in calling 911 if requested.
- Upon leaving the home/building notify Neighborhood Team Leader on site of the location of the person awaiting evacuation and/or call 911.

People Who Are Blind or Visually Impaired

People who are blind or have a visual impairment should anticipate exiting their home following the appropriate evacuation route.

- This route may be different from the most familiar path of travel.
- People who are blind or have a visual impairment should not hesitate to ask for assistance in evacuating their home and/or neighborhood.
- People with visual impairments may consider familiarizing themselves with the evacuation routes in their home and neighborhood in the event of an emergency the path of travel is not wholly unfamiliar.

People who wish to provide assistance to a person who is blind or visually impaired should:

- Ask if assistance is needed. If so, offer an elbow and provide guidance along the evacuation route. This may be especially helpful if there is debris or a crowd. Do not grasp the arm of the person being assisted.
- Give oral instructions about the safest route or direction using directional terms and estimated distances.
- Explain where you're going and what you're doing while escorting the person out of the building.

People Who Are Deaf, Hard of Hearing or Have Other Communication Barriers

If a person appears to be unaware of the need for immediate evacuation or uncertain about what to do use the following guidelines:

- Stay calm. Get their attention by touch or eye contact. Ask if you can help.
- State the problem clearly and simply, including the need to leave the building immediately. Gestures and pointing are helpful. Be prepared to write a brief statement or draw a simple picture if the person does not seem to understand your visual cues.
- Offer visual instructions to designate the safest route or direction by pointing toward exits or evacuation maps.
- Offer to escort them from their home and/or neighborhood.

APPENDIX TWO: COPE Member Information

COPE Neighbor Emergency Information Form

Address: _____

Full-time residence Part-time residence Vacation rental

Resident/contact name:

Landline: _____ Cell phone: _____

E-mail: _____

Are there any residents with mobility issues or any other disability or special medical needs?

Yes No

Name: _____

Special need: _____

Do you have a locked gate? Yes No

Do you have a Knox box? Yes No

If no, how will emergency personnel access your property?

Pets at residence? Yes No

Type/number: _____

Shutoff location for... Gas: _____

Water: _____ Electricity: _____

Is there a shutoff wrench at the gas meter? Yes No

Any specific fire dangers at the residence? (wood shingle roof, flammable vegetation, toxic or flammable substances stored in home or garage, propane tank, etc.)

Yes No

Emergency contact name (not at this residence):

Landline: _____ Cell phone: _____

E-mail: _____

If applicable, OFFSITE home owner/rental management contact name:

Landline: _____ Cell phone: _____

E-mail: _____

Does a neighbor have keys or access to your house in an emergency? Yes No

Neighbor name: _____

Address: _____

Landline: _____ Cell phone: _____

E-mail: _____

Do you have knowledge or skills that could be useful in an emergency?
(medical, communications, trades, etc.) Yes No

Do you have any special equipment that could be useful in an emergency?
(generator, chain saw, pry bar, etc.) Yes No:

Do you have any sources of water on the property that could be useful in an emergency?
(ponds, pools, etc.) Yes No:

Any other important information emergency personnel should be aware of?

Return this Form to your Neighborhood Leader

Leader name: _____

Address: _____

Landline: _____ Cell phone: _____

E-mail: _____

Get Prepared with Your Neighbors and Get Organized!

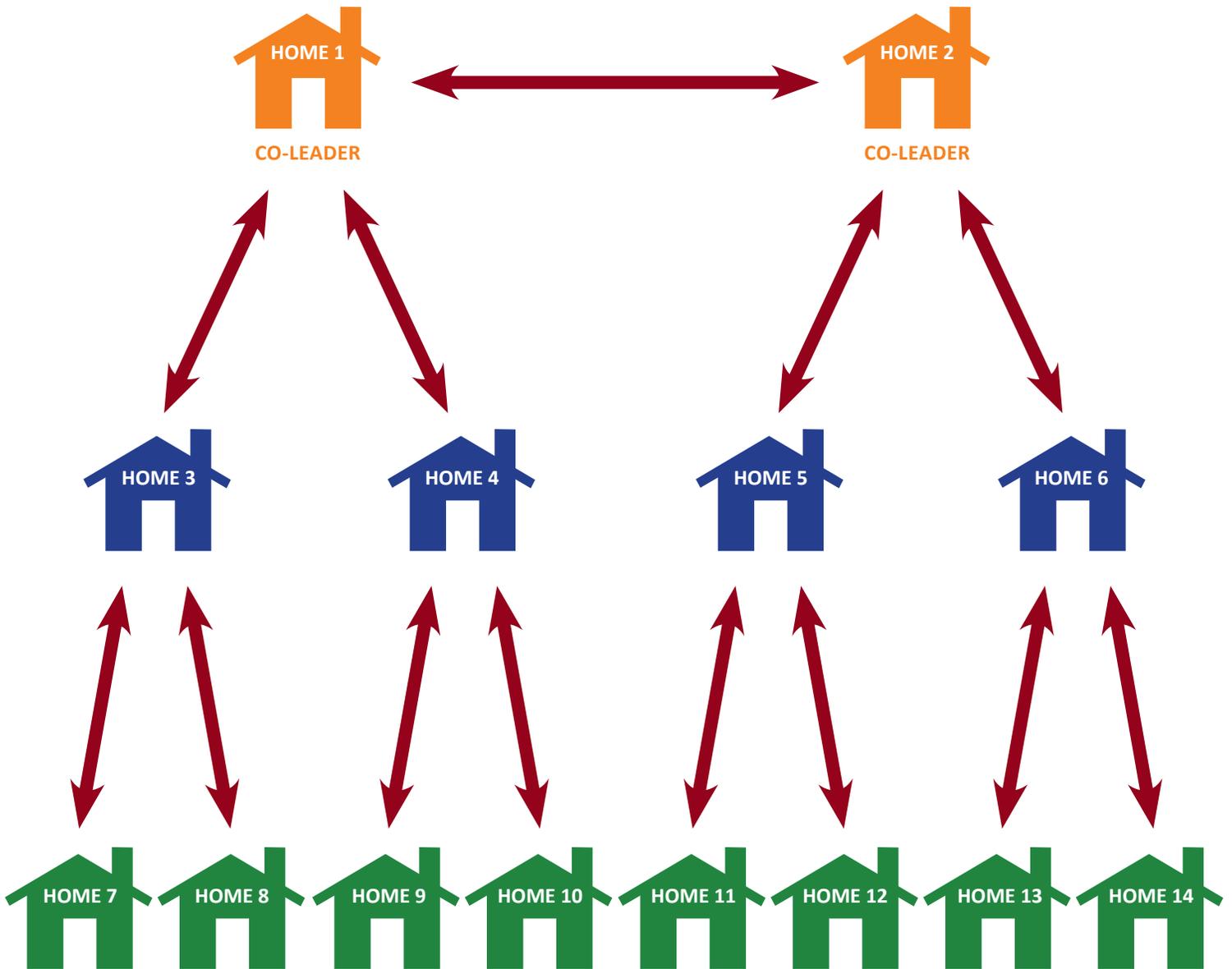
If you have made plans for what to do during and immediately after a disaster, you'll be able to COPE that much more easily. You'll feel secure knowing that you're ready, and you'll be able to focus on the situation at hand.

BE READY TOGETHER



BE SAFE TOGETHER

APPENDIX THREE: Sample COPE Phone Tree



HELP

Evacuated

APPENDIX FOUR:
Place in Front
Window Visible
from Street

FOLD



