

## About COPE

# HOW TO COPE WITH EMERGENCIES

**C**itizens  
**O**rganized to  
**P**repare for  
**E**mergencies

Guide for Setting up **COPE** Neighborhood Teams

Telephone: (707) 565-1152



**Citizens Organized to Prepare for Emergencies (COPE)**, was started by residents of the Santa Rosa community of Oakmont, in cooperation with the Santa Rosa Fire Department and American Red Cross. The Leaders of the Oakmont COPE Program, Sue Hattendorf and Al Thomas have over 1,780 households out of a total of 2,400 participating in their program. It is the belief of the City of Santa Rosa that we can, and need to, repeat this success. With the help of spirited citizen volunteers working in the community to train and educate their neighbors, we can all COPE a little better with disasters that may disrupt our lives.

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 the community. To foster this effort, COPE provides:

- COPE Terms to familiarize you with common COPE language (page 2)
- Guidelines for COPE Neighborhood Team Leaders to develop a COPE Neighborhood Team (page 3)
- Guidelines for COPE Neighborhood Team Leaders for conducting COPE Neighborhood Team meetings (page 4)
- Guidelines for preparing yourself and your home for emergencies (page 5)
- Suggested list for items in an emergency supply kit (pages 6-7)
- Guidelines for earthquake preparedness (pages 8-9)
- Census forms for identifying your COPE Neighborhood Team (page 10)
- Sample COPE Neighborhood Team Roster to exhibit a recommended spreadsheet for keeping track of COPE Neighborhood Team information (page 11)
- Sample COPE Neighborhood Map to illustrate how to create your own map, including all pertinent information (page 12)
- Sample COPE Organizational Chart to illustrate the structure of the chain of command within the COPE program (page 13)
- COPE Damage Assessment Report forms for recording injuries and hazards to report to the next level of the COPE organization (page 14)
- COPE Incident Briefing form to provide details and a visual description of an incident to be forwarded up the COPE organization (page 15)
- Away-from-Home Notice to let your neighbors know when to keep an eye on your house (page 16)
- The Emergency Preparedness Coordinator attending your COPE Neighborhood Team meetings, if requested
- Training sessions for COPE Neighborhood Team Leaders with the Emergency Preparedness Coordinator

## COPE Terms

- **COPE:** Citizens Organized to Prepare for Emergencies is a City of Santa Rosa neighborhood outreach program focused on emergency preparedness and neighborhood communication. Allows for neighborhoods to be educated and helps organize them into small manageable neighborhood teams that are able to respond and collect and disseminate information during a major event.
- **Resident:** A person or party that lives in a dwelling, home, apartment, mobile home, or other facility. Lives in one of the Santa Rosa Fire Districts.
- **Leader:** Collects information, maintains data base, schedules regular meetings, and is first on scene and remains there until relieved of duty. Takes role call, completes summary report, and gives assignments. Gives summary report to COPE Community Coordinator. Retains COPE photo ID to show Fire Responders, if requested.
- **Co-Leader:** Supports leader. If leader is not on scene, acts as leader and remains until relieved of duty. Co-Leader supports and helps leader with collecting information, maintaining records, and may be assigned to take summary report to next level of organization. Keeps COPE photo ID to show to First Responders, if requested.
- **Community Coordinator/Co-Coordinator:** Collects information from several Neighborhood Team Leaders/Co-Leaders and maintains the information. Conducts regular meetings with Neighborhood Team Leaders/Co-Leaders to help update records, provide support, and educate new residences.
- **District Coordinator/Co-Coordinator:** Covers a larger area, usually a complete fire district. Collects information from Community Coordinators/Co-Coordinators, helps update records, provides support and plans regular meetings for the fire district neighborhoods with the Community Coordinator and Team Leaders. During a major event reports to fire station and/or COPE Center to collect information and to summarize it quickly and forward the information to the Emergency Operations Center (usually by ham radio operators located at the fire station and/or COPE Center).

## Developing Your Own COPE Neighborhood Team

The following seven steps are guidelines to aid COPE Leaders develop COPE Neighborhood Teams:

1. **Define the Scope Of Your Neighborhood.** Include ten to twenty homes. If a homeowners association, segment into manageable groups. Combine homes in maintained and non-maintained areas, if appropriate.
2. **Build Your Neighborhood Leadership Team.** Enlist one Leader and recruit two to three people as Co-Leaders. They should be committed to the COPE program and capable of responding to rapidly changing situations.
3. **Take a Census of the Residents In Your Neighborhood.** Using the enclosed Census Form, document resident names, contact information, special skills, and critical needs.
4. **Record Information about Each Home.** Record location of gas, water, and electric shutoffs. Understand manual operation of garage door. Note specific fire dangers, such as wooden shingle roofs and location of flammable vegetation. Note availability of special tools for use in emergencies.
5. **Identify Meeting Site and Escape Routes.** Choose a central meeting site to congregate when emergency occurs. Define alternative escape routes for evacuation based on specific situations. Designate a meeting site near home and an alternative safe site outside the neighborhood if the neighborhood is inaccessible or evacuated.
6. **Schedule and Conduct a Meeting of Residents.** Introduce COPE Neighborhood Team Leader and Co-Leaders. Review results of COPE Team Census Form. Discuss central meeting site and escape routes, team actions in the event of an emergency, and communications and transportation to medical control/evaluation centers. Distribute copies from this guide to each residence.
7. **Maintain Your Plans and Kits with Ongoing Effort.** Every time you change your clocks (every six months), conduct a COPE Neighborhood Team meeting and review and update all COPE material. Update COPE Team Census Form for new residents in your neighborhood or changes to needs and capabilities of residents. Review planned meeting site and escape routes. Inform residents of any changes.

## Conducting COPE Neighborhood Team Meetings

At the COPE Neighborhood Team meeting the COPE Team Leader will share all information in this guide, answer residents' questions, and determine whether the COPE Neighborhood Team should have a COPE Coordinator accompany the team on a walk-around of the neighborhood. The COPE Neighborhood Team Leader will also provide copies of the Emergency Supply Kit, Preparing Yourself At Home, Earthquake Awareness, Census Form, Team Roster, Neighborhood Map, and Away-From-Home Notice sheets for each residence.

### Stress the following to the COPE Neighborhood Team:

1. Know the two best evacuation routes from each room, your home, and the neighborhood.
2. Know where your designated COPE Neighborhood Team meeting site is in your neighborhood and outside the neighborhood.
3. Know which Fire Station or COPE Center is closest to your location to obtain assistance and to provide updates on your neighborhood.
4. Know where your utility shutoffs (gas, electricity and water) are located and how to turn them off. Caution residents to NOT turn off gas except in a real emergency when you smell natural gas or hear a gas leak. If it is turned off, the gas company will need to come out to turn the gas back on.
5. Know how to open your garage door if power is off. If you are unable to raise the door manually, please tell your COPE Neighborhood Team Leader so that assistance can be provided.
6. When an emergency occurs, go to the COPE Neighborhood Team meeting site for roll call. If residents are not present, a team of at least two COPE members will go check on them. Remember that your own safety comes first; never jeopardize your own safety.
7. During or after a major emergency, if safe, get cars out of the garage and park them on the street in the direction that has been determined the best evacuation route.
8. Have an emergency response plan and emergency preparedness kit.
9. Your COPE Team Leader will collect and summarize information from your neighborhood to relay to the COPE Community Coordinator, who alerts the COPE District Coordinator at the nearest Fire Station or COPE Center.
10. Review and update your census, contact information, individual plans, emergency supply kit, smoke detector, and battery-operated devices each spring and fall when you change your clocks.

## Preparing Yourself At Home

- **Safety Survey Your Home.** Check each room with "earthquake eyes." Sit in each room and ask yourself what would injure you if a major earthquake hit at that moment. Fix any possible hazards.
- **Kitchen.** An unprepared kitchen can be the most hazardous room in the house. Shattered glass, spilled chemicals, gas-fed fires, and falling objects are potential hazards.
- **Bedroom.** Are there any objects that could fall and injure you in bed or block your escape route? Place shoes, flashlight, extra set of car keys, and phone numbers of contacts in a plastic bag under your bed.
- **Bathroom.** Broken glass is the greatest potential hazard. Wear heavy shoes when entering the bathroom after earthquake.
- **Living Areas.** Attach tall objects, such as bookshelves and dressers, to wall studs. Place heavy objects on floor or lower shelves. Store most-valuable breakable objects on lower shelves; consider earthquake wax to secure objects. Consider childproof locks on cabinets. Check smoke detectors every time you change your clocks.
- **Garage and Laundry Room.** Water heater should be strapped with lag bolts to studs in wall; one strap 1/3 distance from top and another 1/3 from bottom. Gas water heater and gas stove in kitchen should use flexible gas lines that will move in an earthquake. Place heavy objects on lower garage shelving, if around car. Store flammable material in well-marked, unbreakable containers. Properly dispose of any hazardous material no longer needed. Know how to open electric garage door if power is off.
- **Automobile.** Always keep gas tank 1/4 to 1/2 full. Place emergency supplies in trunk of car. When you get new eye glasses, place old pair in glove compartment. Keep cell phone charger in car.
- **Exterior.** Keep lawns trimmed, leaves raked, and roof and rain gutters free of debris. Remove any dead wood, debris, and low tree branches within 5 yards of houses. Thin out shrubs and trees within 10 yards. If possible, store flammable materials in metal containers at least 10 yards away from house and wood fences. Get rid of any flammable material that isn't needed. Store firewood 10 yards from house. Landscape property with fire resistant plants and vegetation.

## COPE Emergency Supply Kit

The following is a suggested list of supplies to be kept in a 72-hour Emergency Supply Kit in a metal or plastic garbage can or other sturdy container that is easily transportable. It can be stored in a garage, shed, or other out-of-the-way location.

- **Water.** Have at least one gallon per person per day and replace every six months. Water can also be obtained from your water heater: be sure to double strap the water heater to keep it secure. Bleach and an eye dropper should be included: 8 drops of bleach per gallon of clear water or 16 drops for cloudy water will purify into drinking water; let stand 30 minutes before drinking.
- **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.
- **First Aid Kit.** Pack a 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, Epsom salts, peroxide, pain reliever, tweezers, scissors, safety pins, alcohol wipes or ethyl alcohol, thermometer. Maintain a 14-day supply of prescription and non-prescription medication and refresh it periodically.
- **Flashlight.** Include extra dated batteries; test and replace them annually. A better option is a hand-crank light.
- **Battery-Operated Radio.** Include extra dated batteries to be replaced annually. A better option is a hand-crank radio.
- **Tools and Equipment.** Include wrench to shut off gas when necessary, screw driver, hammer, pliers, knife, scissors, duct tape, waterproof matches, candles, 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.
- **Blankets.** Include warm blankets or sleeping bag.

## COPE Emergency Supply Kit (Cont'd)

- **Important Documents.** Retain copies of important papers, such as identification cards, insurance policies, birth certificates, passports, or other legal and financial information. Include photographs of household members.
- **Contact Information.** Carry a current list of family phone number 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 brush, trash bags, etc.
- **Money.** Have at least \$20 per person including coins and bills.
- **Pet Supplies.** Include food, water, leash, litter box or plastic bags, tags, any medications, and vaccination information.
- **Map.** Mark an evacuation route from your local area plus an alternative route.
- **Eyeglasses.** Keep your extra pair of prescription glasses or contact lenses and solution in 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.

Create and maintain a smaller version of the kit inside your vehicle in a backpack or duffel bag in case you become stranded, are away from home, or need to evacuate. Keep gas tank at least  $\frac{1}{4}$  to  $\frac{1}{2}$  full at all times.

## Earthquake Preparedness



Downtown Santa Rosa after 1906 Earthquake

### Before An Earthquake:

- Know your designated COPE meeting site and the location of your local Fire Station.
- Know critical needs of yourself and your family.
- Be aware of any unique hazards near your home such as power lines, trees, or hills.
- Know the best escape route from each room, your home, and the neighborhood. Also have an alternate route from each.
- Know where the gas, electric, and water shutoffs are located and how to use them. Attach gas shutoff wrench to gas meter.
- Keep shoes, flashlight, and critical information (medical information, photo ID, keys, and contact telephone numbers, including an out-of-state contact for family members to contact and relay messages) under bed in plastic bag.
- Develop a plan and have an emergency kit.

## Earthquake Preparedness (Cont'd)

### During An Earthquake – Remain Calm:

#### If Inside:

- Seek immediate shelter.
- **Drop, Cover, and Hold** at least 15 feet from any window or try to get under something that will protect you from falling debris such as a table or desk. Hold on to it.
- In a hallway, sit down against a wall and cover your head.
- Never run outside during the earthquake.

#### If Outside:

- Move away from buildings to an open area.
- Watch for fallen power lines or light poles.

### After An Earthquake

- Check to see phones were not shaken off hooks. Only use phones for emergency calls.
- **Check** the situation, **Call** for backup if necessary, and **Care** for victims without jeopardizing your safety.
- Put out small fires and clean up spills. If fire is larger than a trash can, leave room, and close door.
- If safe, take a walk around your home and carefully look for damage.
- Go to your prearranged COPE meeting site to report what you have seen.
- Get car out of garage and load it with supplies to prepare for evacuation, if necessary.
- Call your out-of-state contact to check on safety of family members and relay messages.
- Turn radio to KZST 100.1 FM or KSRO 1350 AM.

## COPE Neighborhood Team Census Form

ADDRESS: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Single Family Detached \_\_\_\_\_ Multiplex \_\_\_\_\_ Swimming Pool/Pond \_\_\_\_\_

Are you capable of manually opening garage door? Yes \_\_\_\_\_ No \_\_\_\_\_

NAMES OF RESIDENTS / MOBILITY LIMITATIONS / CRITICAL NEEDS

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PETS: \_\_\_\_\_

KNOWLEDGE AND SKILLS (Medical, communications, trades, etc.):

\_\_\_\_\_  
 \_\_\_\_\_

SPECIAL EQUIPMENT (Generator, chain saw, pry bar, etc.):

\_\_\_\_\_  
 \_\_\_\_\_

SHUTOFF LOCATION OF: ELECTRICITY \_\_\_\_\_ WATER \_\_\_\_\_ GAS \_\_\_\_\_

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

SPECIFIC FIRE DANGERS (Wood shingle roof, flammable vegetation, toxic or flammable substances stored in home or garage, etc.)

\_\_\_\_\_  
 \_\_\_\_\_

Do you want to have someone contacted in an emergency if you cannot do so?

Yes \_\_\_\_\_ No \_\_\_\_\_

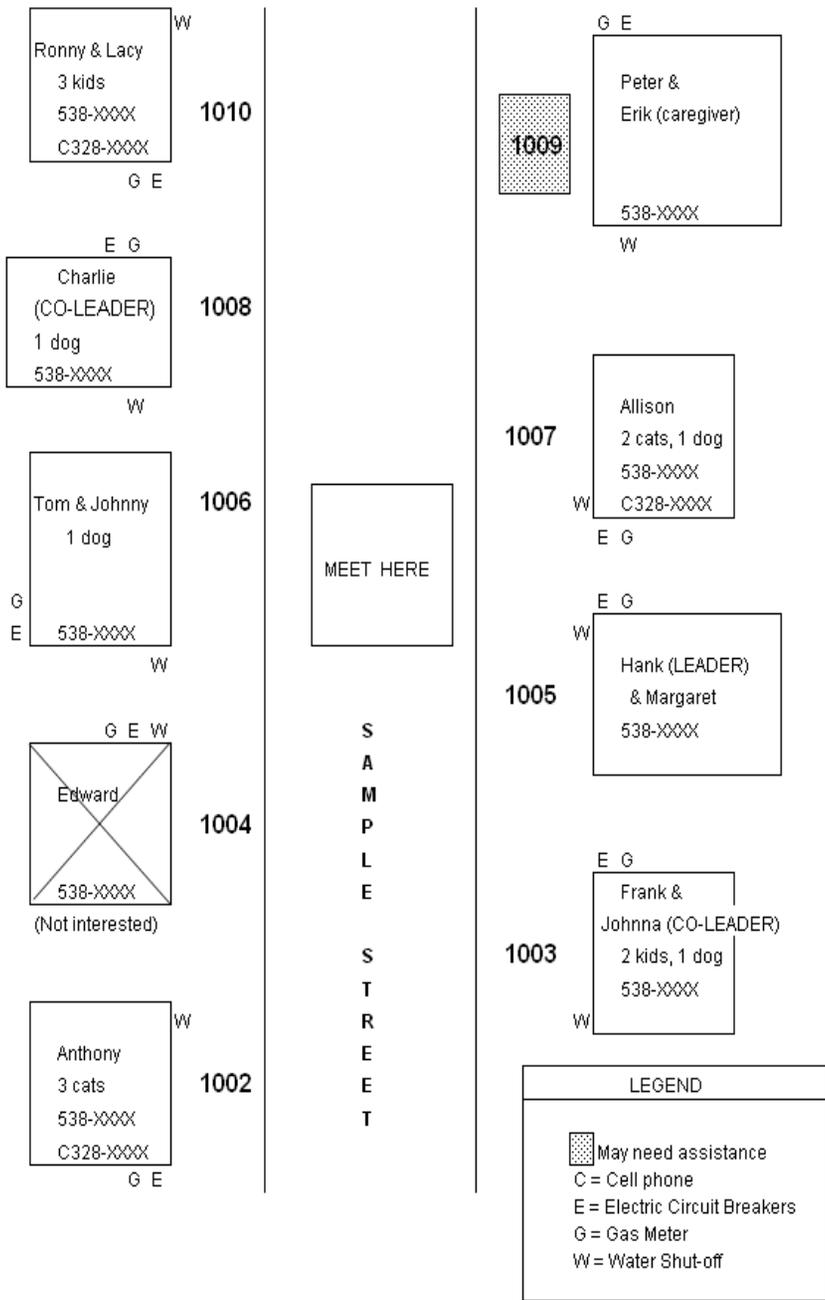
EMERGENCY CONTACTS (Name, relationship, and phone number):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

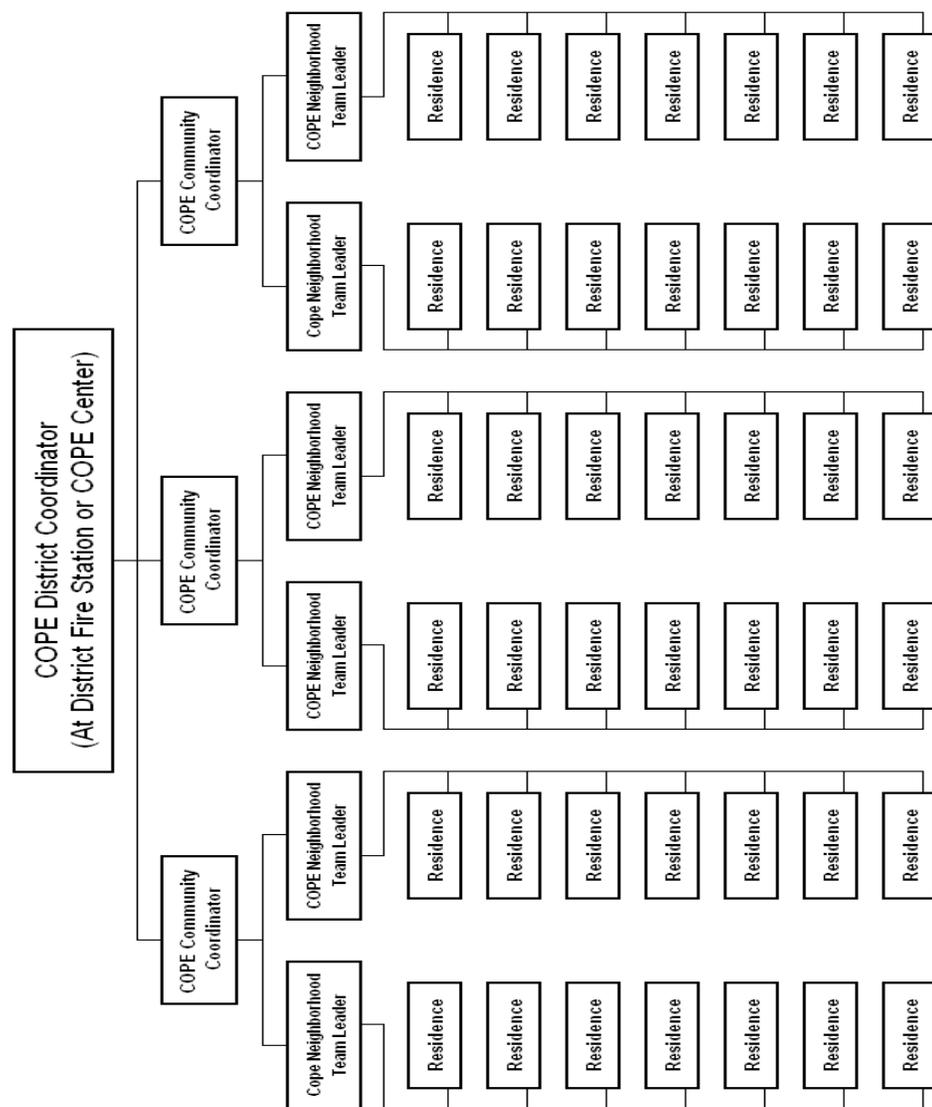
## Sample COPE Neighborhood Team Roster

HOUSE NUMBER	STREET NAME	RESIDENTS / NOTES	TELEPHONE NUMBER	INTRO TRAINING DATE	COPE MATERIAL UPDATE
102	Sample Street	Anthony Lucas 3 cats	(707) 538-XXXX (707) 328-XXXX cell	4/8/2005	3/2/2006
103	Sample Street	Frank & Johanna (CO-LEADER) 2 kids: Joan & Jeff; 1 dog: Sparky	(707) 538-XXXX	10/9/2005	4/2/2006
104	Sample Street	Edward Bricks (not interested in COPE)	(707) 538-XXXX	N/A	N/A
105	Sample Street	Hank (LEADER) & Margaret Sampson	(707) 538-XXXX	9/22/2005	1/2/2006
106	Sample Street	Tom Alexander & Johnny Barbera 1 dog: Rufus	(707) 538-XXXX	4/8/2005	5/24/2006
107	Sample Street	Allison Blossom 2 cats, 1 dog: Sibby	(707) 538-XXXX (707) 328-XXXX cell	4/8/2005	3/23/2006
108	Sample Street	Charlie Wilder (CO-LEADER) 1 dog: Willy	(707) 538-XXXX	4/8/2005	5/21/2006
109	Sample Street	Peter Dixon (may need assistance) Erik Neville (caregiver)	(707) 538-XXXX	8/26/2005	2/21/2006
110	Sample Street	Ronny & Lacy Christensen 3 kids: Amanda, Anthony, Theodore	(707) 538-XXXX (707) 328-XXXX cell	8/26/2005	2/21/2006

### Sample COPE Neighborhood Map



### Sample COPE Organizational Chart



This organizational chart illustrates the structure of the chain of command in the COPE program. In the event of an emergency, about 10 to 20 residents (who form a COPE Neighborhood Team) report to their COPE Neighborhood Team Leaders, who report to a COPE Community Coordinator, who reports to the COPE District Coordinator at the local fire station or COPE Center.



# COPE Away-From-Home Notice

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

GONE FROM: \_\_\_\_\_ TO: \_\_\_\_\_

CONTACT AT: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

CELLULAR PHONE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

YES

NO

LIGHT ON IN HOUSE \_\_\_\_\_

PAPERS STOPPED \_\_\_\_\_

MAIL HELD \_\_\_\_\_

PET FEEDER WILL VISIT \_\_\_\_\_

OTHER POSSIBLE VISITORS \_\_\_\_\_

VISITOR NAMES: \_\_\_\_\_

\_\_\_\_\_

OTHER INFO: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**To get involved with the COPE program, contact us:**

<b>Citizens Organized to Prepare for Emergencies (COPE)</b>
Bob Smylie <b>Sonoma County Department of Emergency Services</b> 3200 County Center Drive Suite 221 A Santa Rosa, CA 95430 (707) 565-1152