

**ORGANIZING QUESTIONS FOR COORDINATORS  
FOR PLANNING YOUR LOCAL ENTRY OR STREET EPO PROGRAM**

- (1) How many households do you serve? How many residents? How many pets? How many “special needs” residents (e.g., mobility issues requiring a wheelchair, walker and/or cane; memory-challenged; medically-challenged or medically-frail status; mental or emotional challenges; oxygen-dependency; sight and hearing issues; medication-dependency)? How many residents utilize power-dependent medical devices or medications?
- (2) How large is your team and how is it organized? Do your team members cross-train on major emergency preparation and response functions (e.g., FRS operations, first aid, monitoring resident and building status following a disaster)? Do your team members have specific roles or assignments? How often does your team meet? How do you fill team vacancies? Do you rotate roles to ensure all vital team functions are covered in all emergencies?
- (3) Do you have a “new resident” information packet?
- (4) How often do you have social get-togethers?
- (5) How many of your FRS operators participate in our Saturday call-in protocol trainings? How many FRS, Ham and CB radio operators are on your team? Have you mapped these radio communication assets by manor and operator?
- (6) How do you communicate emergency preparation messages to low-tech or no-tech residents?
- (7) Do you have an entry or street newsletter for EPO communications?
- (8) Do you provide fire extinguisher use training?
- (9) Do you have an entry or street First Aid kit for your residents? Can it be quickly accessed if you are not in Rossmoor immediately following a disaster? Do you record all first aid services requested by residents and provided by your team? How many on your team are trained in first aid?
- (10) How many of your team and residents are CERT-trained?

- (11) Do you provide “welfare checks” on your neighbors during critical power shut-offs or other emergencies (e.g., Shelter-in-Place orders)?
- (12) Do you provide emergency prep information to caretakers and family members? What vetted sources for “best practices” do you utilize to draw up communications, tip sheets and guide sheets for preparing your residents for an emergency or disaster?
- (13) Do pet-owning residents have Grab n’ Go Bags for their animals?
- (14) Have you established a buddy system (residents helping residents) for neighbors living alone or with special needs?
- (15) Do you have an established protected gathering place for residents following a disaster? Is the gathering place the same for night and day resident roll-call and assessment? Is it covered? What are your criteria for choosing your entry or street gathering place? Have you identified a back-up gathering place if the first is damaged?
- (16) Do you have an entry/street Emergency Supplies shed or cache? Do residents contribute supplies and cash for its contents? Have you done a neighborhood tool inventory?
- (17) Have you done a “skills assessment” inventory of your team members and residents (e.g., first aid, radio communications, medical and nursing, mechanical and carpentry skills, crisis management, counseling and psychological services)?
- (18) Are residents diligent in alerting you they will be away for several days? (e.g., work, illness, travel, second homes)? How many residents have second homes and do you have that contact information if necessary?
- (19) Have you identified and labeled master switches for gas, water and electricity? Who cuts these off when imperative? Are any of these rusted shut or stuck? Do you have lumbar pencils to mark the status of first responders?
- (20) Do you have Resident Information forms for all residents? How often do you update these? Have any residents refused to give you this data? Who houses this vital private information and who has access to it? How do you deal with residents who refuse all team information entirely?

- (21) Have your residents identified one out-of-state contact who can be texted or called immediately following an emergency: they will utilize your list of family and friends and will call them to report your status (this ensures more bandwidth for local calls that need to be made by professional first responders immediately following a disaster)?
- (22) Do you have a plan for housing displaced residents with damaged manors following a shelter-in-place order?
- (23) Have you identified maps and routes for ordered evacuations that utilize side streets and less-traveled alternate routes to help residents reach their destination by car more quickly?
- (24) Do your residents have documents and other vital papers on a hard-drive stored in their Grab n' Go Bag to expedite insurance claims?
- (25) Do you have green and red duct tape (from Creekside's Securitas office) to post on your entry gate or street to alert CERT and other responders to your entry/street status (physical injuries, structural injuries and blocked accesses): red tape (adhered to both sides of entry gate or street sign) for "we need help" and green tape for "we are okay"?
- (26) Do you offer resident drills and how often? On what topics?
- (27) Do you have name tags and/or orange vests to identify your team immediately following a disaster when folks are traumatized and may need to know who is in charge?
- (28) Do you have an established relationship with your Project and/or Mutual? Does your Mutual have an Emergency Preparedness committee and are you an active member?
- (29) How do you deal with resident apathy and refusal to receive your team's emergency preparation information?
- (30) What is the greatest challenge your team has identified and met? What one remaining challenge do you have that is yet still unresolved?
- (31) What topics and trainings would you like to see EPO provide that we do not now cover?

