



USAonWatch is the face of the National Neighborhood Watch

NEIGHBORHOOD WATCH

PANDEMIC AWARENESS PREPARATION ACTIVITIES

Facilitator's Book



This document was prepared by the National Sheriffs' Association, under cooperative agreement number 2005-DD-BX-K027, awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this document are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

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COURSE OVERVIEW – PANDEMIC AWARENESS PREPARATION ACTIVITIES

Summary: For more than 35 years, Neighborhood Watch has enhanced public safety by creating community-based partnerships to fight crime and improve the quality of neighborhood life. In a continuing effort to promote professionalism in law enforcement and to build positive police/community relations, the National Sheriffs' Association, in cooperation with the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice, is producing and distributing Neighborhood Watch-USAonWatch Toolkits to law enforcement agencies across the nation.

This training is designed to build the capacity of law enforcement officers assigned to work with Neighborhood Watch groups by providing specific instruction on each of the courses presented in the Neighborhood Watch-USAonWatch Toolkit.

This course will increase participants' skill levels by teaching them activities to maximize planning and preparation for a pandemic, and the proper utilization of the tools provided on the CD-ROM.

Time Allocated: 1 hour.

Method of Instruction: This presentation will utilize adult learning methodologies including standard lecture, facilitated discussion, and participant-based activities. Activities are an integral component of this course, and interactive discussion is encouraged. The training is displayed via PowerPoint presentation found on the Neighborhood Watch Toolkit Pandemic CD. Tools and Handouts can be found on the CD.

Instructional Resources Required:

- Facility: sufficient seating and tables for all participants
- Equipment: Presentation, Computer, LCD Projector, Screen
- Materials: Facilitator's Guide; Flip Chart for instructor and for each table or small group; blank paper and writing utensils for each participant

Terminal Learning Objectives: Participants will receive training on pandemic influenza, focusing on awareness, potential impact, preparation, and protection strategies, and on the effective use of the Tools provided.

*For updated and more current information regarding pandemic flu, visit
www.pandemicflu.gov and/or www.avianflu.gov.*

NEIGHBORHOOD WATCH PANDEMIC AWARENESS

Welcome to the Neighborhood Watch Toolkit training. This course has been specifically designed for NW volunteers and community members who organize, mobilize, and work with Neighborhood Watch groups.

The goal of this course is to present Neighborhood Watch volunteers with the tools and skills necessary to assist them in educating their local community groups about pandemic preparation activities. These activities can be undertaken by local Neighborhood Watch groups.

PARTNERS

This training is brought to you by the National Sheriffs' Association under a cooperative agreement awarded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice.

Before we begin the course, let's take a few moments to introduce ourselves to one another. My name is _____.

Note to Instructor:

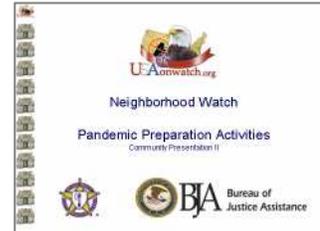
All participants should introduce themselves by providing their name and position (if any) in Neighborhood Watch. Please limit each introduction to no more than two minutes. Throughout the course and the interactive discussions and activities, we will learn more about the participants and their work with Neighborhood Watch groups and volunteers within their communities.

PROGRAM GOAL AND BACKGROUND

The goal of this training is to empower communities by providing Neighborhood Watch groups and their leaders with effective training on pandemic influenza.

For more than 35 years, the National Sheriffs' Association Neighborhood Watch program has built partnerships between law enforcement and community members to

Slide 1



Slide 2



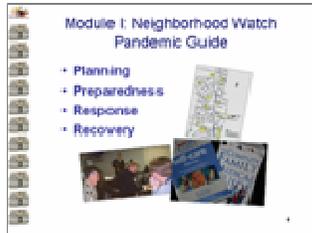
Slide 3



reduce crime and to improve the quality of life in their communities. Today, with its continued emphasis on crime reduction, Neighborhood Watch has expanded its mission to include securing the homeland by encouraging, promoting, and empowering people to get involved in their communities through Neighborhood Watch.

This Pandemic Awareness Preparation Activities portion of the Neighborhood Watch Toolkit is provided in an effort to enhance current NW activities and to provide training for Block Captains and community volunteers.

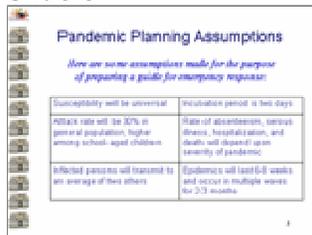
Slide 4



MODULE I: NEIGHBORHOOD WATCH PANDEMIC GUIDE

We now have a basic understanding of a pandemic and its potential impact on our community, and have learned some general community protection and preparation strategies. Module I will present specific information for Neighborhood Watch groups on planning, preparedness, response, and recovery.

Slide 5



Source: www.pandemicflu.gov

PANDEMIC PLANNING ASSUMPTIONS

The next two slides present some assumptions made for the purposes of preparing a guide for emergency response:

- Susceptibility will be universal.
- Incubation period is two days.
- Attack rate will be 30% in general population; higher among school-aged children.
- Rates of absenteeism, serious illness, hospitalization and death will depend on severity of pandemic.
- Infected persons will transmit to an average of two others.
- Epidemics will last 6-8 weeks and occur in multiple waves for 2-3 months.

During a pandemic, there are no safe areas or boundaries of the event. Social interaction will need to be restricted for long period of time, or limited by mandate, to lessen the risk of contamination.

NEIGHBORHOOD IMPACT

Experts predict that neighborhoods could be significantly impacted by a pandemic event. The following assumptions are made for planning purposes:

- During a pandemic outbreak, up to 40% of the workforce may be impacted, causing disruption in essential goods, services, products, and deliveries.
- Business and social contacts may be minimized, resulting in neighborhoods having to sustain themselves. Sheltering-in-place is one method of isolating individuals to avoid contamination and the spread of the disease.

PLANNING

The first step in protecting communities in a pandemic event is **planning**. Neighborhood Watch leaders should begin their pandemic planning immediately.

Here are some specific planning steps that can be taken by local NW groups and their leaders. These are suggestions and do not necessarily have to be done in order or entirely completed. Each neighborhood plan should be based on the needs and requirements of the identified community and its members, and should be shared with local first responders.

Step 1 - Designate a NW Pandemic Coordinator. This may be the Area Coordinator, a Block Captain, or any other responsible individual who desires to serve.

Step 2 - Assign members to a team. Ask for volunteers and explain what the various jobs and duties are for those who are willing to serve. Make assignments based on background, education, and experience, if possible.

Step 3 - Develop specific individual and team duties based on the NW Pandemic preparation activities. It will be helpful to develop both primary and supporting functions and to have a redundancy plan if first-line members are ill or isolated and unavailable. Develop an organization chart that meets the needs of and reflects the resources of your neighborhood or community.

Slide 6



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Note: Some of these planning steps have accompanying tools which are included on the CD-ROM.

Slide 8



The *Evacuate Now* and *Shelter-in-Place* leaflets will be described later in the training.

Step 4 – Train team members for specific tasks if necessary. This may include Red Cross or CERT (Community Emergency Response Team) training, or simply knowing how to notify other community members in case an evacuation or quarantine order is issued.

PLANNING (CONT.)

Here are more planning activities:

- Establish a pandemic information sharing/notification system. This will be your primary information network and will include basic awareness and educational programs for community members, as well as emergency information dissemination such as evacuation notices and quarantine alerts. This system may resemble the current Phone Tree, but can be much broader in scope to address all neighborhood residents and not just NW volunteers or registered members. Members should be able to communicate in multiple languages, and with individuals with special disabilities (see NW emergency placards). This system should be constructed to minimize personal contact with residents if an actual pandemic is declared.
- Identify the risks to your community from a pandemic, and develop an emergency response plan.
- Determine neighborhood essential functions.
- Meet with community health and emergency personnel to obtain local information. Plan for the care of neighbors with special needs.
- Conduct a volunteer survey of your neighborhood to identify key personnel who could assist during an emergency, and make specific assignments.
- Monitor federal and state information sites to stay updated on pandemic events. One example is www.pandemicflu.gov.

PREPAREDNESS

Once the initial planning is complete, the second component of the Neighborhood Watch Guide is **preparedness**. There are various elements of community preparedness that can be undertaken by Neighborhood Watch groups prior to a pandemic event occurring in their community.

Some preparedness elements may be to:

- Seek out medical personnel who can provide advice and consultation for potentially ill.
- Present community awareness and education programs.
- Communicate to neighbors methods to limit the spread of influenza, such as social distancing or travel reduction, and proper methods of infection control.
- Establish an Emergency Operations Center or Neighborhood Command Post. This can be a house or business in the community where communications can occur and action activities monitored and directed. During Hurricane Katrina, one Neighborhood Watch member established the Command Center in his home, which was one of the only ones left standing. Throughout the ordeal he was able to assist thousands of individuals by coordinating equipment, supplies, and personnel.

PREPAREDNESS (CONT.)

More steps to take in preparedness activities:

- Identify transportation needs and special equipment or supplies that may be required for evacuation.
- Ensure multiple notification methods are available for special-needs individuals.
- Identify shelter-in-place equipment and supplies that may be needed and a system for checking on individuals after self-quarantine has begun.
- Establish “virtual” communications and operations to continue working while reducing person-to-person contact. This may include the use of e-mails, phone calls, or other technology that minimizes personal contact and thus reduces the chances of infection or

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Preparedness

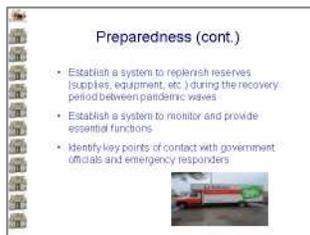
- Seek out medical personnel who can provide advice and consultation for potentially ill
- Present community awareness and education programs
- Communicate to neighbors methods by which to limit the spread of influenza, and methods of infection control
- Establish an Emergency Operations Center or Neighborhood Command Post

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Preparedness (cont.)

- Identify transportation needs and special equipment or supplies that may be required for evacuation
- Ensure multiple notification methods available for special-needs individuals
- Identify shelter-in-place equipment and supplies that may be needed and a system for checking on individuals after self-quarantine has begun
- Establish “virtual” communications and operations
- Practice “ghost” shift changes when conducting activities

Slide 11



Slide 12



spread of the disease.

- When conducting pandemic preparation activities with multiple groups of volunteers, practice “ghost” shift changes where one group leaves before the next one reports for duty. Coupled with virtual communications, these practices will eliminate the need for routine briefing sessions where the disease could be transmitted between individuals.

PREPAREDNESS (CONT.)

- Establish a system to replenish reserves (supplies, equipment, etc.) during the recovery period between pandemic waves. Remember that a pandemic is anticipated to strike in multiple waves over a sustained period of time.
- Establish a system to monitor and provide essential functions that were identified during planning.
- Identify key points of contact with government officials and emergency responders in order to exchange important information on the outbreak or its impact on the community.

RESPONSE

Once a Neighborhood Watch group has conducted planning activities to prepare for a pandemic emergency, they must be ready to **respond** if an event should occur.

In this section we will discuss response strategies.

If pandemic predictions of massive workforce losses (some estimates are up to 40%) become a reality, Neighborhood Watch members may have to take on an even greater role in their local communities. Some typical response activities may include:

- Implementation of specific strategies to protect volunteers. This may include mandating limited personal contact, limited travel, or other such restrictions designed to protect volunteers and limit the spread of the disease.

- Tool: ***Protecting Neighborhood Watch Volunteers*** Leaflet - In the event of a pandemic emergency, it is important that NW volunteers remain healthy themselves in order to perform their assigned tasks. The *Protecting Neighborhood Watch Volunteers* leaflet is a simple, easy-to-distribute tool that reminds volunteers to take necessary health precautions.
- Communication with health officials and emergency responders.
- Monitoring essential neighborhood functions.

RECOVERY

In between pandemic waves or at the conclusion of the response phase, Neighborhood Watch volunteers may assist with the **recovery** phase in an effort to return normalcy to the community.

Some aspects of the recovery effort that volunteers may conduct include to:

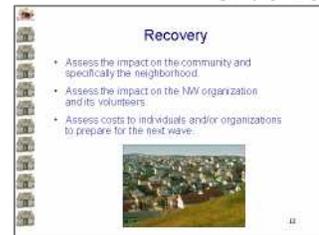
- Assess the impact on the community, and specifically the neighborhood
- Assess the impact on the NW organization and its volunteers
- Assess costs to individuals and/or organizations to prepare for the next wave

RECOVERY (CONT.)

- Monitor news and make contact with government officials to stay informed.
- Quickly address any rumors and misinformation.
- Monitor the recovery process of re-establishing normalcy.
- Ensure that essential neighborhood functions have been restored.

Note to Instructor: Discuss the use of the "Protecting Neighborhood Watch Volunteers" leaflet.

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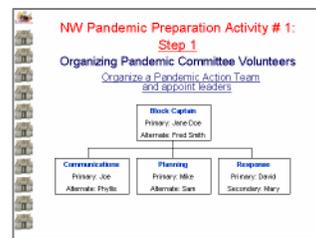


MODULE II: NEIGHBORHOOD WATCH PANDEMIC PREPARATION ACTIVITIES

In Module II, we present Neighborhood Watch pandemic preparation activities. Each of these activities can be implemented by local NW groups in order to plan, prepare, respond, and recover from a pandemic incident. Many of these activities have one or more accompanying tools that are included on Pandemic module CD-ROM.

Proactive neighborhood Watch groups, especially those that are currently advanced in their partnerships and programs, will want to implement a wide variety of these unique pandemic initiatives.

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NW PANDEMIC PREPARATION ACTIVITY # 1 STEP 1: ORGANIZING PANDEMIC COMMITTEE VOLUNTEERS

After securing general volunteers to assist with a pandemic event if one should occur, the Neighborhood Watch Coordinator should develop a Pandemic Action Team organization chart and appoint leaders to key positions.

It will be helpful to develop both primary and supporting functions and to have a redundancy plan if first line members are ill or isolated and unavailable.

Make sure you customize your organization chart so that it both meets the needs of and reflects the resources of your neighborhood or community.

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NW Pandemic Preparation Activity # 1: Step 2 Assign NW Volunteers	
Planning	<ul style="list-style-type: none"> Set up communication system Conduct neighborhood assessment (Preparation Team) Conduct inventory of special needs residents (Special Needs Checklist) Identify essential neighborhood functions (Essential Services List) Identify volunteer skills and make assignments (Preparation Team Roster)
Preparedness	<ul style="list-style-type: none"> Communicate with community, distribute educational and educational material (Preparation Response Plan, Response Map/Plan and Disaster Kit Form, Pandemic Preparedness Response Plan, Disaster Response Plan, Disaster Kit, Disaster Kit, Disaster Kit, Disaster Kit) Communicate with special needs individuals (Disaster Kit and Disaster Plan List) Organize for transportation, equipment and supply needs
Response	<ul style="list-style-type: none"> Implement strategies to protect volunteers (Protecting NW Volunteers Plan) Communicate with health officials and emergency responders (Disaster Response Neighborhood Function)
Recovery	<ul style="list-style-type: none"> Monitor Impact Identify individual situations if necessary Communicate with community when updates

NW PANDEMIC PREPARATION ACTIVITY # 1 STEP 2: ASSIGN NW VOLUNTEERS

Once volunteers have been selected for the various aspects of pandemic planning, preparedness, response and recovery, Neighborhood Watch leaders should develop specific individual and team duties based on the volunteers' abilities, talents, skills, and the anticipated or planned NW pandemic preparation activities.

The slide shows some sample duties and responsibilities, and the Neighborhood Watch Toolkit Pandemic Module tools that have been developed to assist you in your efforts.

The Tools included in the CD-ROM are shown on the slide in red print.

Note to Instructor: The Tools listed here will be discussed at length in the Preparation Activity slides that follow in the training. Tell the participants to be prepared to look at each tool at that time.

There are five suggestions for the topic of **Planning**:

- Set up communication/notification system
- Conduct neighborhood assessment
 - Tool: *Assessment Form*
- Identify essential functions
 - Tool: *Essential Neighborhood Functions Form*
- Conduct survey of special-needs neighbors
 - Tool: *Special Needs Individuals Checklist*
- Identify volunteer skills and make assignments
 - Tool: *Response Team Roster*

The next topic is **Preparedness**:

- Communicate with community and distribute materials to educate and inform. There are multiple tools in this category.
 - Tool: *Pandemic Awareness and Planning Flipbook*
 - Tool: *Emergency Information File Folder Form*
 - Tools: *Detailed Information Forms, Adult and Child*
 - Tool: *Emergency Responder Alert Magnet*
 - Tool: *Influenza Planning Checklist Card*
 - Tool: *Pandemic Protection Strategies Poster*
 - Tool: *Luggage/Backpack Tag*
- Arrange to communicate with special-needs individuals
 - Tool: *Evacuate Now Leaflet*
 - Tool: *Shelter in Place Leaflet*
- Arrange to meet transportation, equipment and supply needs. This includes the necessity of having sufficient vehicles available to meet transportation needs, and sufficient gasoline supplies on hand to keep vehicles fueled.

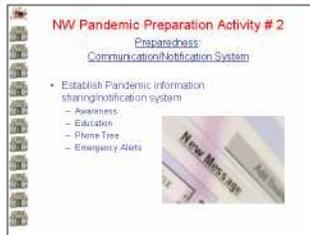
The third topic is **Response**.

- Implement strategies to protect volunteers
 - Tool: *Protecting Neighborhood Watch Volunteers Leaflet*
- Communicate with community health officials and emergency responders
- Monitor essential neighborhood functions

The final topic is **Recovery**:

- Assess impact
- Find replacement volunteers if necessary
- Communicate with community members to inform and update

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NW PANDEMIC PREPARATION ACTIVITY #2 PREPAREDNESS: COMMUNICATION/NOTIFICATION SYSTEM

Neighborhood Watch groups should establish a pandemic information sharing/notification system. This system will become your primary information network, and will include basic awareness and educational programs for community members as well as emergency information dissemination for neighbors (such as evacuation notices, shelter-in-place orders, and quarantine alerts). Proactive groups should develop multiple communication methods that can be utilized throughout the event.

This system may resemble the current Phone Tree, but can be much broader in scope to address all neighborhood residents and not just Neighborhood Watch volunteers or registered members. The Phone Tree or information chart should have room to list dates and times called so that members can keep a running list of contacts, especially with those in high-risk groups such as the elderly. This system should be constructed to minimize personal contact with residents if an actual pandemic event is declared. This important function also develops and prepares instructional placards to communicate in multiple languages, or with individuals with special communication needs.

NW PANDEMIC PREPARATION ACTIVITY #3 PLANNING: IDENTIFY COMMUNITY RISKS

Preparation Activity #3 can be conducted in order to determine your community's overall risks from pandemic influenza, and develop an emergency response plan that serves all community members. Use the Pandemic Planning *Assessment Form* and consider what challenges a pandemic might present and how to address them.

Since each neighborhood has its own personality and faces its own challenges, there is no "one size fits all" answer to a community's needs. The *Assessment Form* will help to identify the components currently in place, what needs to be added or changed, and who will be responsible for those additions or changes.

NW PANDEMIC PREPARATION ACTIVITY #4 PLANNING: IDENTIFY ESSENTIAL FUNCTIONS

It is important to identify what resources might be needed in the event of a pandemic emergency. Utilize the *Essential Neighborhood Functions* form to identify essential functions and personnel needed in your community.

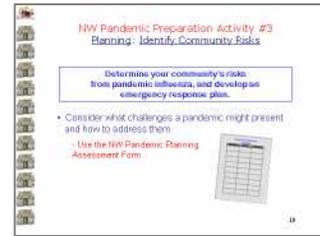
This tool helps planners in preparing for crisis situations by enabling them to identify what resources might be needed, redundant or back-up systems, and persons responsible for assisting in crisis situations.

NW PANDEMIC PREPARATION ACTIVITY #5 PLANNING: PARTNER WITH MEDICAL ADVISORS

Work with medical advisors on ways to protect community members, especially those who have special needs or risks. There are members of every community who have special needs, for example, the shut-in elderly, the disabled, the visual- or hearing-impaired, and so on.

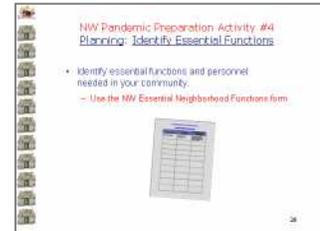
Remember that special-needs individuals may have need for medications and/or medical equipment, and provision

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Discuss the Assessment Form tool.

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Discuss the Essential Neighborhood Functions tool.

Slide 21



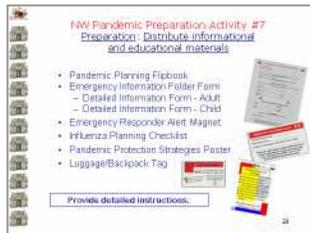
Discuss the Special Needs Individuals Checklist and Contact Log.

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Discuss the Response Team Roster tool.

Slide 23



must be made to meet those needs. Use the *Special Needs Individuals Checklist*.

NW PANDEMIC PREPARATION ACTIVITY #6 PLANNING: NEIGHBORHOOD VOLUNTEER SURVEY

Identify key personnel residing in your neighborhood (such as doctors, nurses, police officers, first responders, carpenters, electricians, etc.) who could assist during a neighborhood incident, and make specific assignments after contacting them to be sure of their willingness to assist.

Use the *Response Team Roster*. This form provides space to note contact information, talents/skills/ training, the assigned role, and specific duties required of the volunteer.

Remember, first responders may already be mobilized, so each position should have a designated back-up.

NW PANDEMIC PREPARATION ACTIVITY #7 PREPARATION: DISTRIBUTE INFORMATIONAL AND EDUCATIONAL MATERIALS

Neighborhood Watch volunteers can distribute any or all of the materials that have been provided on the Pandemic Module CD-ROM. Many of the tools are educational or informational in nature and are self-explanatory, but some (such as the *Emergency Information Folder* and its accompanying worksheets) may need some explanation if the intended results are to be achieved.

Now we will discuss the tools designed for information and education with regard to pandemic influenza.

Note to Instructor: If you have the forms available, ask participants to look at each tool as you discuss it.

Tool: ***Protecting NW Volunteers Leaflet*** – This is a simple, easy-to-use tool that reminds volunteers to take necessary health precautions.

Tool: ***Pandemic Awareness and Planning Flipbook*** – The Flipbook is a general awareness and planning tool which may be used at Neighborhood Watch or other group meetings within the community. It gives an overview of pandemic history, the differences between types of flus, and preparation and protection steps.

Tool: ***Emergency Information File Folder Form*** – An Emergency Information File folder can hold important information and/or records that might be needed by emergency responders if the resident is too ill to provide necessary information.

The *Emergency Information File Folder* form is a cover sheet that may be glued or taped to the front of a manila file folder or a manila envelope. It provides space to record the address, the number of residents in the household, general medical and health insurance information, and emergency contact information. It also provides space to record whether there are household pets that require care. The folder can hold insurance records or other pertinent information.

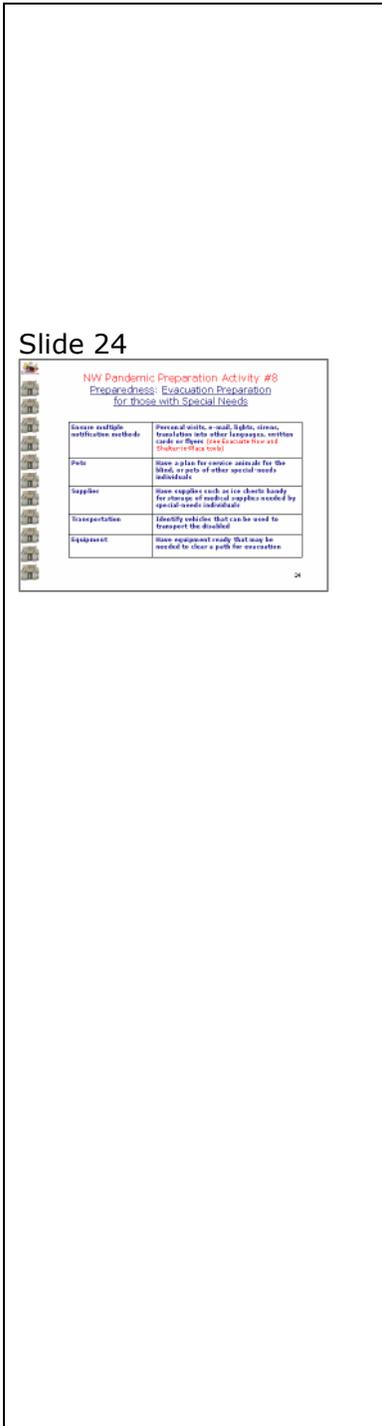
Tools: ***Detailed Information forms*** – The ***Detailed Information: Adult*** form should be completed for each adult in the home and filed within the Emergency Information file folder. This form provides emergency responders with information as to medical conditions, medications taken, contact information for the employer, and so on.

The ***Detailed Information: Child*** form should be completed for each child residing in the home. It offers space to record vital statistics, school enrollment, medical conditions or allergies, and provides space to attach a school photo for easy identification.

Tool: ***Emergency Responder Alert Magnet*** – This tool gives the resident or family name, the street address, and the location of the Emergency Information Forms file folder. It is provided in Word format to be printed on a business-card paper stock, and in a pdf version that may be printed on any heavy weight paper. Either version after being printed should be affixed to an adhesive magnet (sold in office supply stores and other retail locations). The magnet should be placed on the upper right hand corner of the refrigerator so that it can be quickly located by emergency responders.

Tool: ***Influenza Planning Checklist Card*** - The Checklist is designed four to a page, with two sides, to be printed front and back on card stock or other heavy paper and then cut apart. The Checklist is a simple tool to remind families of essential items to have on hand in the event of a pandemic emergency (including the preparation of the *Emergency File Folder*), and the reverse side gives other pandemic planning information.

Tool: ***Pandemic Protection Strategies Poster*** – This form is a colorful tool which gives basic health safety tips. It is designed to be printed on commercially-available adhesive poster paper (where the sections adhere to each other) to make an 18”x 24” poster. Another version is 8-1/2” x 11” to be printed on any letter size paper. The letter size format is easy to reproduce and distribute to large groups.



Tool: **Luggage/Backpack Tag** – This simple tool is designed to be printed front and back on card stock and then cut apart. The front of the card carries reminders of basic hygienic procedures to keep from spreading germs, and the back side gives space for the owner’s name, address and telephone.

NW PANDEMIC PREPARATION ACTIVITY #8 PREPAREDNESS: EVACUATION PREPARATION FOR THOSE WITH SPECIAL NEEDS

- Ensure that there are multiple notification methods (i.e., personal visits, e-mails, lights, sirens) that can be employed to inform special-needs individuals about evacuation or shelter-in-place orders. Instructions can be translated into various languages. Develop written note cards or placards which can be used to notify the hearing-impaired.
- Tool: **Evacuate Now leaflet** - The *Evacuate Now* leaflet is designed to be used with citizens who are hearing-impaired or who are otherwise unable to verbally communicate with the Watch volunteer. It tells the resident that the NW volunteer is there to provide him with transportation to a safe place, and asks questions relative to medical needs, pets in the home, and contact information.
- Tool: **Shelter in Place leaflet** – The *Shelter in Place* leaflet is for citizens who are hearing-impaired or unable to verbally communicate. This form informs them that a pandemic emergency has been declared, and that they need to remain in their homes. It asks if they have sufficient supplies of staple items, medications, etc., to sustain them for two weeks, and promises that the NW volunteer will remain in touch with them during the emergency period.

Watch groups might consider designing forms to use with other special-needs individuals, or to have existing tools translated into other languages as needed.

- Have a plan for service animals for the blind, or for care of pets of other special-needs individuals.
- Have supplies (such as ice chests) handy to store medical supplies that may be needed by special-needs individuals
- Identify vehicles that can be used to transport the disabled.
- Have equipment ready that may be needed to clear a path for evacuating disabled individuals. In the event of weather-related obstacles in conjunction with a pandemic, such equipment might be chainsaws (to clear fallen trees from roads), shovels (to move debris), or snow blowers or snow shovels (to clear sidewalks or drives).

PANDEMIC MODULE TOOLS

The slide shows a listing of all of the Pandemic Module tools provided in this training program.

In this training we have identified specific planning, preparedness, response, and recovery roles. In the final module we introduced eight Neighborhood Watch preparation activities and more than a dozen tools to assist Neighborhood Watch leaders in preparing for a pandemic outbreak.

As Neighborhood Watch leaders and volunteers, we may not be able to prevent a pandemic emergency from striking our community, but we can be prepared to minimize its impact. Mobilizing before an event and having plans, preparations, response, and recovery elements in place will pay dividends far into the future. With the training and tools provided in this Pandemic Module of the Neighborhood Watch Toolkit, citizen volunteers will be better prepared to respond to a pandemic event in their neighborhood, and to assist citizens throughout their community.

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