City of Rolling Hills
Block Captain Training

An effort by Debra Shrader, Block Captain
Welcome to the Rolling Hills Block Captain program!

We’re glad you’ve volunteered!
Did you sign up because you wanted one of our fabulous hardhats and stylish vests?
Imagine this....

That’s why!
Personal stories: why do you volunteer?
What is the scope of this program?

24 zones in the City of Rolling Hills
Rolling Hills EOC Management – Elaine Jeng, RH City Manager

Block Captain Lead – Arlene Honbo
In an emergency the City will set up an emergency operations center (EOC).

The function of the EOC is to:

- collect, gather and analyze data
- make decisions that protect life and property
- disseminate decisions

EOC communicates with:

- First Responders - Fire and Sheriff
- Utilities - water, gas and power
- Block Captains
During an emergency the duties of Block Captains are:

1. Take care of your loved ones and secure your home first

2. Communicate and coordinate with residents in your zone:
   - What is your situation and what is needed?
   - Call 911 directly if appropriate

3. Communicate status with EOC
   - Summarize needs of residents in your zone
Who do you need to know?

● Arlene Honbo, Block Captain Lead
● Elaine Jeng, RH City Manager
● Yohana Coronel, RH City Clerk
● Kristin Raig, RH Community Association Manager
● Fire Department, Chief Hale
● Sheriff’s Department, Captain Powers
Hopefully, that’s not your plan!!
Let’s try this system instead!
Know your zone

Physical layout

Residents

Residents needing special assistance
I’m shy -- I can’t go knock on the door of a stranger (and besides, the neighbor might not welcome the knock!)

What do I do?
Techniques for getting to know your neighbors

- Collaborate with a nearby zone
- Go door to door
- Send postcards to introduce yourself
- Ask your neighbors to introduce you to THEIR network of friends and neighbors
The City can help you in these ways:

- Provide a place for a meeting (for example, the Council Chamber room in City Hall)
- Provides guidance, support and help however possible.
Planning your first meeting

- Block captain lead can help
- First responders (fire/sheriff) will attend to answer questions. Forward meeting info to RH City Clerk who will confirm with first responders
- Collect examples of items for emergency packs
- Have emergency information folders ready to pass out to participants
1. Collect contact information from residents. Offer to share so it is a community effort.

2. Suggest neighbors pair up for helping each other and checking on one another in an emergency.

3. Ask if there are specific needs that would be important to share with first responders in an emergency.
Example of “Disaster Preparedness Kit” at Community Association
Key parts of the resident packet available from City Hall
First thing to do: Make YOUR plan today!
Family Emergency Plan:

Important phone numbers
   Family, friends, schools, medical providers, and ...

What to take?
   Prescriptions, photos, important documents, emergency supplies, pets, computer devices

Where to go?
   Meeting locations, escape routes
Thank you, Block Captains, for your partnership with City of RH, RHCA & First Responders!

Questions?