

Emergency Preparedness & Response

# VOLUNTEER TRAINING GUIDE





We are grateful and honoured to be located on the traditional, ancestral, and stolen land of the hə́ŋqəmiḱə́m and Sk̓wx̓wú7mesh speaking peoples, the x̣ẉməθḳẉə́yəm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and sə́lilwətał (Tsleil-Waututh) Nations.

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## ACKNOWLEDGEMENTS

This Emergency Preparedness & Response Volunteer Training Guide owes its existence to the generous support of our dedicated funder, United Way of British Columbia. Thanks to their financial support, we were able to research, develop, and distribute this guidebook. The primary goal is to equip volunteers with the knowledge and skills necessary to support vulnerable neighbours during emergencies with confidence and resilience.

We extend our deepest gratitude to Kits House Environmental Committee, Dunbar Residents Association and Westside Seniors Hub for their guidance, collaboration, and shared vision in the pursuit of a safer, more prepared community. This guidebook stands as a testament to the collective efforts of all involved, and we are confident that it will serve as a valuable tool in our shared mission of safeguarding lives during times of crisis.

Furthermore, we acknowledge the support and encouragement of the Good Neighbour Kitsilano community initiative. Your commitment to empowering volunteers and connecting with neighbours is evident in every page of this guidebook. We look forward to the impact it will have on the training and development of the dedicated volunteers.

## SPECIAL THANKS GO TO

### **Project Lead**

Kitsilano Neighbourhood House – Alicia Smith, Andrea Takasaki, Braelyn Dillon, Margarita Chapman, Teddy Chan and Thais Lopes

### **Collaborators and Partners**

Dunbar Residents Association – Andrea Sara

Good Neighbour Kitsilano – Ksenia Stepkina

Kits House Environment & Climate Change Committee – Liam Maclure and Lynn Shepherd

Westside Seniors Hub – John Halldorson, Lynn Shepherd, Mary Jane MacLennan

United Way of British Columbia – Bev Pitman

### **Volunteers**

Aldred Rochon, Charlotte Roth, Grace Elliot, Maddison McIver, Verdella Masur, Matja-Leena Corbett, Nicole Valade, Talia Kainz

### **Resource Organizations**

Dunbar Earthquake and Emergency Preparedness - John Halldorson

Vancouver Coastal Health – Brigita Grazys & Meghan Straight

Vancouver Parks & Recreation – Kate Perkins

West Point Grey United Church – Karen Hunter

# Community Connections Network

## VOLUNTEERS · CONNECTIONS

### INTRODUCTION

The Emergency Preparedness and Response (EP&R) project aims to create a sustainable communication plan to provide support to residents before, during and after an emergency. This plan differs from the macro level response of formal government or first responding organizations, such as Vancouver Coastal Health, City of Vancouver, and Fire Department. The project involves identifying and connecting volunteer neighbours to at-risk and isolated older adults; also establishing connections with services providers and creating a continual and updated contact information of population in need, volunteers, service providers and EP&R resources.

The role of volunteers is to become the first responders during crisis. Connections, knowledge, and preparation are needed prior to emergency events, which includes not only social connectedness, but also being able to provide immediate and proper response to neighbours.

*In the summer of 2023, with support and funding from the United Way of British Columbia, Kitsilano Neighbourhood House Environment and Climate Change Committee, in collaboration with the Westside Seniors Hub and other community members, embarked upon an Emergency Preparedness & Response (EP&R) pilot project to create a community emergency response plan framework for the communities of Kitsilano & Dunbar.*

### UNDERSTANDING EMERGENCIES

After multiple climate change induced emergency events in British Columbia over the last 5 years, it is evident that more preparedness and communication

#### WHAT IS AN EXTREME HEAT EMERGENCY?



An Extreme Heat Emergency is when daytime and nighttime temperatures get hotter every day and are well above seasonal norms. Extreme heat may trigger a variety of heat stress conditions such as heat stroke or heat exhaustion. Higher temperatures also contribute to the build-up of harmful air pollutants.

are required to address community safety amid changing climate and weather conditions. The west side of Vancouver has a high population of vulnerable older adults living independently, who may be socially isolated, and past summer heat-domes, winter storms, and the global COVID-19 pandemic have

acutely highlighted the need for a more holistic and community-driven implementation of emergency response processes.

Recognizing that different climate emergencies may require slightly different approaches to emergency planning or response, for the EP&R pilot project we chose to focus on **Extreme Heat Emergencies & Poor Air Quality**. While much of the research captured or processes developed within our project may be transferrable to other climate emergencies, the processes included in this report were created with extreme heat and poor air quality as the focal point.

### WILDFIRE SMOKE & IMPACT ON AIR QUALITY



Forest fires cause a significant deterioration in air quality. Wildfire smoke contains small particles that can cause mild to severe health effects when inhaled. Even at low concentrations, wildfire smoke can be harmful to everyone's health. Individuals may experience symptoms such as eye irritation, coughing, wheezing, shortness of breath, headache, nausea, or difficulty breathing when exposed for a long time or breathing in a lot of smoky air.

## FRAMEWORK OVERVIEW

The communication plan aims to directly enhance the degree of social neighbourly support surrounding the topics of emergency, emergency preparedness, and mutual aid. It focuses on fostering social connectedness, reducing isolation, and providing support through various means to ensure vulnerable and at-risk individuals relate to neighbourhood essential services. By promoting cohesion within the community, the framework and associated training will help to build resilience and improve the overall community communication, connection, preparedness, and response efforts during emergencies.

## Promotion

Any person accessing this document is welcome to share, replicate, and apply this guidebook in their community without restrictions or permission requirements.

The Environmental & Climate Change Committee will be responsible for keeping this document updated and posted at the Kitsilano Neighbourhood House (Kits House) website. Please note that this is a community-led initiative, and as such, Kits House only provides a public platform for sharing the EP&R communication plan. The organization is not responsible for the upkeep,

implementation, or continuity of the information, nor responsible or liable for any aspect of the orientation and training for volunteers.

The most updated version will be available at [Environmental & Climate Change Committee | Kitsilano Neighbourhood House \(kitshouse.org\)](https://www.kitsilano.ca/ep&r/ep&r-volunteer-orientation-and-training)

## COMMUNITY CONNECTIONS NETWORK

Strong social connectedness is directly related to good mental health and resilience in difficult times. By creating a well-designed connection system and caring approach, neighbours will be able to watch for each other and support those in need. The Emergency Preparedness Volunteers are crucial for this emergency preparedness plan as they live in the same area, know their neighbours needs and assets, are aware of service providers, and in many cases can provide essential support in addressing issues that may arise during an emergency.

## Volunteers

Emergency Preparedness Volunteers were created on the premise that one of the greatest forms of support and assistance potentially available can be provided through immediate neighbours. Everyone has unique skills, knowledge, and abilities that they can use to help their community respond to and recover from an emergency.

### ROLES AND RESPONSIBILITIES

Emergency Preparedness Volunteers roles are in place to facilitate the flow of information, mediate connection between needs and assets in the community, and implement shared preparedness plans. These roles are structured to be adapted as needed by each unique community, and roles are not exclusive to any emergency. There are four ways to support neighbours:

- **EP&R GN Leaders:** (Kits-CAN- Community Action Network) supporting the Block Connector Program in sustaining the project, promoting, attending events, advising, etc.
- **EP&R Block Connector:** representing the apartment building or block where the volunteer lives. Identifying the neighbours' assets and needs and connecting the vulnerable residents to proper support and resources, as well as helping residents to develop an EP&R personal plan.
- **Emergency Supporter:** Acting during an emergency only. Once the emergency action plan is activated, the volunteers offer support based on their assets.
- **Environment & Climate Change Committee Member:** attending monthly meetings to discuss challenges and potential solutions with involves the environment and residents in the Westside of Vancouver

## GOOD NEIGHBOUR INITIATIVE

Knowing your neighbors can bring many various benefits, including fostering a sense of community, belonging, safety, security, and improving overall wellbeing. During emergencies, knowing your neighbours can literally save lives. Particularly over the last few years, through COVID-19 lockdowns and extreme heat waves, many realized the importance of strong, supportive neighbourly connections.

Good Neighbour Kitsilano (GN) is a grassroots community initiative, aimed to strengthen neighbourly connections and inspire community action. This year, Good Neighbour wants to help residents of Kitsilano and Dunbar to prepare to respond to emergency events and make sure no one is left behind by connecting neighbours within apartment buildings and city blocks – because in a community wide crisis, first responders are not First Responders – they are our neighbours.



## Recruitment and Promotion

The Recruitment and Promotion section refers to guidelines to recruit EP&R Block Connector volunteers. There are several ways to promote this initiative and attract more people to get involved and support their neighbours on emergency preparedness planning, including:

- Door-to-door approach
- Connecting social service and other non-profit organization volunteers and members contacts
- Promoting the project through non-profit organizations, community groups, and social media
- Contacting supporters and partners to request their help in sharing the poster and information (see [Appendix A – Recruitment and Promotion](#)) with their network/platform/clients, including Better at Home
- Asking local business, medical offices, MLA offices or other community/ government organizations to promote the project
- Contacting local communication organizers or media outlets to share information

For the most effective response, it's recommended that the door-to-door approach is used, leaning on the door-to-door package (see [Appendix A – Recruitment and Promotion](#)), which provides guidance for current volunteers to recruit not only EP&R Block Connectors, but also to promote the EP&R project, including the survey to identify neighbours' assets and needs.



To participate as a member of the Environment & Climate Change Committee, volunteers must become a Kits House volunteer at [Become a KNH Volunteer](#) and apply to the committee

### Contact List

The Contact List is a spreadsheet which includes all residents interested in becoming EP&R volunteers. The spreadsheet will be saved on a shared platform, and kept by GN Kits leader (Ksenia Stepkina) and GN Dunbar leader (TBD). Confidentiality is required to protect volunteers/residents' information safety. One person must be assigned to ensure this document continues being updated on a regular basis. (see [Appendix A1 – Additional Information](#))

### Volunteer Leaders

EP&R GN Leaders are responsible for:

- Developing and updating the Block Connector recruitment assets and recruitment package
- Working with EP&R team to conduct community outreach to recruit/identify Block Connectors within the neighbourhood
- Working with EP&R Pod to develop EP&R Block Connector Kit
- Maintaining and sustaining communication among volunteers and residents
- Social media posts and events presentation
- Organizing trainings and workshops
- Emergency plan activation

### Meetings and Events

The GN Kits/Dunbar-CAN meetings, with EP&R GN Leaders and EP&R Block Connectors, will happen at an agreed upon frequency TBC. It will be organized by the GN Kits/Dunbar-CAN leadership, and communication among volunteers will take place primarily via email. The purpose of these meetings is to build community, share resources, discuss ideas and struggles, and explore future steps.

### Communication Platform

In terms of project sustainability, the long-term goal is to design an online communication platform for volunteers to stay connected and updated on a regular basis. There is an ongoing discussion with IT experts, and Ksenia Stepkina is the volunteer responsible for establishing partnership and implementing the recommended platform. The required system features are:

- Online map with all houses/apartments/service providers
- Colour code for assets, needs and resources
- Accessible contact information of vulnerable residents and volunteers
- Updated list of resources on EP&R

- Channel/Chat for volunteer to stay connected
- List of all volunteers, including Block Connectors, Emergency Supporters and GN Leaders

## REQUIRED TRAINING

When providing support to vulnerable older adults in the area of emergency preparedness, volunteers need access to information that includes not only technical details about emergency preparedness and response, but also guidance on building community and assessing neighbours' needs.

The GN Kits/Dunbar-CAN gatherings and meetings will have an interactive and informative format. The EP&R GN Leaders and EP&R Block Connectors will first learn more about the project and its objectives, then the GN EP&R GN Leaders will create an activity to give the opportunity to all volunteers to share their expectations as well. The Block Connector kit (see [Section 2. – Identifying Needs](#)) will be distributed to the volunteers at the first meeting, which will help provide additional guidance on key areas such as how to keep approaching their neighbours, and staying active as a Block Connector.

Workshops and training courses will be scheduled throughout the year, and volunteers are expected to attend meetings and training regularly to perform their role with success. The subsections below provide a summary of what to expect from the workshops; however, for details please see [Section 4. Resources](#).

### Social Connections

A recommended training area for volunteers is on social connections. Developing social connections, getting to know neighbours, and building trust are essential ingredients for Block Connector volunteers to be able to readily assist in times of need.

The training in this topic may include areas such as:

- Discussing the significance of social connections in building community resilience
- Highlighting the benefits of social support networks during emergencies
- Exploring how social connections contribute to emotional well-being and coping mechanisms
- Mapping out volunteers' assets
- A guide to identify vulnerable neighbours and their needs

The non-profit organization [Building Resilient Neighbourhoods](#) has created the [Connect & Prepare toolkit](#), that aims to support neighbours building resilient connections and support with their neighbours. The GN Kits/Dunbar-CAN Leader could either use their materials to host a workshop or contact them to discuss the possibility of inviting them to host a training day with all volunteers.

The [Hey Neighbour Collective](#) may also be an option to present on the topic social connectedness and neighbours wellbeing.

### Neighbourhood Preparedness

Neighbourhood preparedness trainings aim to instruct volunteers on emergency preparedness plans for personal, door-to-door neighbours and entire neighbourhood levels.

[Dunbar Earthquake and Emergency Preparedness \(DEEP\)](#) is a program that focuses on supporting the community on getting prepared for any emergencies, including neighbourhood mapping and steps to follow in the event of a disaster. The DEEP website provides informative guides for residents building their own personal emergency kits, and a variety of resources and step-by-step guides for how to identify resources, assets, and direct response. The GN Leaders may choose to reach out to DEEP members to organize education and training workshops.

The [Prepared BC](#) website provides a wealth education, information, guides, and resources created by BC Government to educate the entire community on emergencies, with details on hazards, preparedness plans, evacuation and recovery.

Other resources include the [City of Vancouver Emergency Preparedness workshops](#), free sessions for any community resident to raise awareness on emergency preparedness, or community Block Watch resources. Run by the Vancouver Police Department, Block Watch has another informative and helpful brochure available for community members. The handout provides information about emergency preparedness initiatives and plans, especially tips for building a kit, establishing neighbourhood plans, and how to call for action.

### Health Checks

If safe to do so, during any emergency the EP&R Block Connectors are expected to contact identified isolated seniors in need to assess their current health situation.

Vancouver Coastal Health (VCH) clients are already linked to the health authority system for health checks, so in case of any emergency, the case workers will contact them. It's important to check the contact list (see [Appendix B6. Contact List](#)) to confirm who is not on VCH list, and ensure they are the priority to be contacted by volunteers.

[VCH](#) offers free training and materials to support organizations and community members to check on their neighbours, including script, health risks, health-related questions, and information to address any concern.

## Emergency Supporters

This section is focused on the Emergency Supporter volunteers, who will step in to assist the neighbours based on their assets and capacity, only during an emergency.

The City of Vancouver has a free education program for those willing to get prepared and trained prior to any emergency event, specifically to support first responders. However, those volunteers who are available to offer support for neighbours, but do not want to become City of Vancouver volunteers, can receive instructions on emergency activation plan through GN Kits/Dunbar meetings and workshops.

## **APPENDIX A · RECRUITMENT & RETENTION**

### **Door to Door Approach Package Folder List**

- A1. Door-to-Door Script for Volunteers
- A2. Sorry We Missed You Note
- A3. Strata/Building Manager Letter Template
- A4. Good Neighbour Poster/Flyer
- A5. EP&R Brochure
- A6. EP&R Survey
- A7. Volunteer Welcome Email
- A8. Volunteer Sign Up List
- A9. Volunteer Name Tags

## APPENDIX A · RECRUITMENT & RETENTION

### A1 Door to Door Script for Volunteers

#### **INTRODUCTION**

Hello, my name is \_\_\_\_\_.! We are community volunteers with the **Emergency Preparedness and Response Project, co-led by Kitsilano Neighbourhood House and funded by United Way.**

The project aims to help residents of Kitsilano/Dunbar to prepare to respond to emergency events by connecting neighbours with each other and community support. One of the initiatives that will support this goal is **Good Neighbour Kitsilano Block Connector (GN)** program, which connects neighbours within apartment buildings/city blocks - because in crisis, your first responders are not your first responders - they are your neighbours!

We are now **looking for volunteers to become Block Connectors in your apartment building/city block** to help connect neighbours, identify vulnerable older adults who may require extra assistance and those who have skills and resources to share in case of emergency, create a contact list, support in the development of an emergency plan for the building and serve as a point of contact, to make sure no one is left behind. More details and training will come in the Fall.

#### **QUESTIONS**

**1. Would you like to learn more about the project and become a potential Block Connector?**

If yes, YAY! Please add their contact info to the **Sign-Up List**. Give them the **Welcome Letter** and ask them for verbal permission to share their info with KNH staff and Block Connector Leaders.

If not, thank them for the opportunity to share about the project, and try to leave the doors open for future contact and involvement in the project.

- For both, please give them the **EP&R Brochure and Survey**, and **GN flyer**

- 2. Could you please take a moment to fill out the EP&R Survey? This survey supports the project by helping us identify volunteer assets in our neighbourhood, and the needs of vulnerable neighbours.**

Provide QR code or physical paper copy of the survey. If they complete the survey right away that is ideal, but they are also welcome to drop it off at Kits House or complete it online.

- 3. Do you know of any other neighbours who may be interested in becoming a volunteer?**

If possible, gather names and phone numbers/emails, or give out our contact info so they can contact us regarding the project.

- 4. Are you aware of any isolated older adult neighbours who could benefit from extra support from neighbours in the event of an emergency?**

If possible, gather names and phone numbers/emails, or give out our contact info so they can contact us regarding the project.

- 5. Do you have any questions, ideas, or comments regarding the EP&R project?**

- 6. Can we leave this poster with you/post it on your building's community board/share with the building manager/strata?**

### **ADDITIONAL INFORMATION**

- If nobody answers or those who do don't want to talk, please ask to leave the **Sorry We Miss You Flyer** along with the **EP&R Brochure and Poster**
- Neighbours are welcome to contact us via email at [goodneighbourkits@gmail.com](mailto:goodneighbourkits@gmail.com) with questions or to sign up, or call Kits House at 604 736 3588 ext. 127
- Requirement for the Door-to-Door Approach: minimum of two volunteers
- Safety: If you feel unsafe at any time, please leave the place and call 911 for emergencies
- Boundaries: Do not enter inside of any house/apartment. If someone persists in inviting you inside, please let them know that you are not allowed, and get their phone number for someone to contact them to talk about the project via phone call or email

- Remember that YOU ARE AMAZING! Be yourself, smile and use your sales communication skills
- Have an extra piece of paper ready to write any comments, including challenges, complaints, feedback, ideas, etc.
- The Emergency Preparedness and Response Project is a collaborative initiative, supported by Kitsilano Neighbourhood House, Kits Climate Committee, Westside Seniors Hub, Dunbar Resident Association, Good Neighbour Kitsilano, and generously funded by United Way of British Columbia



## APPENDIX A · RECRUITMENT & RETENTION

### A2 Sorry We Missed You Note



## APPENDIX A · RECRUITMENT & RETENTION

### A3 Strata / Building Manager Letter Template

Dear Building Manager,

We are reaching out today from Kitsilano Neighbourhood House (KNH), a local non-profit organization dedicated to fostering a healthy, sustainable, and connected community in Kitsilano. As a proud member of the Association of Neighbourhood Houses of BC, KNH provides essential programming, services, and resources tailored to meet the unique needs of our community.

*\*this paragraph must be changed/removed if KNH is no longer part of this project*

We are excited to share with you an exciting new initiative that we believe will make a significant impact on the safety and well-being of the residents within your building - \_\_\_\_\_ (insert name of the building). Supported by funding from the United Way of BC, we are piloting an **Emergency Preparedness and Response Project** specifically in the Kitsilano/Dunbar Neighbourhood of (leave in whichever area you are contacting, remove the other, and insert cross streets). This project, focused on emergency preparedness, aims to connect neighbours within apartment buildings and city blocks, creating a network of support and resources that will prove invaluable during times of crisis. A duplicate project is being conducted by our team in the Kitsilano/Dunbar (leave in whichever area you are contacting, remove the other) neighbourhood as well.

At the heart of our initiative is the **Good Neighbour Kitsilano – Block Connector Emergency Preparedness Program**. This grassroots community endeavor seeks to strengthen neighborly connections, inspire community action, and ensure that no one is left behind in emergency situations. We firmly believe that in times of need, your neighbors can be your first responders, providing immediate assistance and support until professional help arrives.

Every house and apartment building holds a particular significance for this project, so we are hoping to bring this program to your building. The benefits for the residents and the building management team are countless, including neighbours helping vulnerable neighbours, people feeling more cared for, valuable additions to the luxury feel of your development, and providing residents with a better understanding of what an emergency is and what their responsibilities and resources are in such an event, reducing strain on your management team in the event of an emergency.

We are hoping that as a key member of the \_\_\_\_\_ (insert name of the building) community, you can help bring this project to the attention of your residents. A few examples of how you can support this important initiative include:

- Distributing or posting the attached project informational material to all residents in your building;

- Becoming a Block Connector (please see the attached poster for more details);
- Encouraging residents' participation: urging vulnerable older adults within the building to take part in our survey. Their valuable insights will play a vital role in shaping the success of our initiative and ensuring that we address their specific needs adequately; and/or
- Recruiting potential residents to become a Block Connector

If you are interested in learning more about this project, please contact \_\_\_\_\_ (insert name and contact information).

Thank you kindly,  
Name

\*be sure to add any applicable logos, such as partners, funder, etc.

## APPENDIX A · RECRUITMENT & RETENTION

### A4 Good Neighbour Poster/Flyer



## Become a Block Connector for your building to help connect neighbours and prepare for emergencies!

Whether it is to borrow a cup of sugar or have someone water your plants while you are away – we all know that knowing your neighbours comes in handy, but did you know that during the emergencies, **knowing your neighbours can save lives!**

In the last few years, through COVID lockdowns and extreme heatwaves, many realized the importance of neighbourly connections! However, these connections don't happen by accident..

Good Neighbour Kitsilano is a grassroots community initiative, aimed to strengthen neighbourly connections and inspire community action! This year, we are supporting Emergency Preparedness and Response Project\*, co-led by Kitsilano Neighbourhood House, and want to help residents of Kitsilano to prepare to respond to emergency events and make sure no one is left behind by connecting neighbours within apartment buildings and city blocks - because **in crisis, your first responders are not your first responders - they are your neighbours!**

**We are now looking for volunteers to become Block Connectors in your apartment building to help connect neighbours, identify those who may require extra assistance and those who have skills and resources to share in case of emergency, create a contact list, support in the development of an emergency plan for the building and serve as a point of contact.** We provide training, a Block Connector Kit and ongoing support! Are you willing to step up?


Email [goodneighbourkits@gmail.com](mailto:goodneighbourkits@gmail.com) or [braelynd@kitshouse.org](mailto:braelynd@kitshouse.org) to sign up! Join the network of Good Neighbour Block Connectors to help make Kitsilano the most connected, caring and resilient neighbourhood!



## APPENDIX A · RECRUITMENT & RETENTION




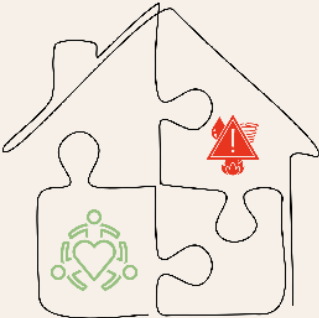
### A5 EP&R Brochure

#### SIDE 1



**EMERGENCY  
PREPAREDNESS &  
RESPONSE PROJECT:**

**KITSILANO & DUNBAR  
COMMUNITY STUDY**



**ASK YOURSELF:**


**? HOW HAS AN  
EMERGENCY EVENT  
IMPACTED YOU OR  
SOMEONE YOU LOVE?**

The project aims to ensure at-risk and isolated older adults can connect in emergencies with neighbourhood essential services, e.g. grocery and hardware stores, pharmacies, etc. Neighbourhood preparedness requires contingency planning for communications about transportation and centralized resources that are reliably coordinated and actionable during emergencies

Project funded by United Way, with the collaboration of Kits Neighbourhood House, Westside Seniors Hub, KNH Environment and Climate Change Committee, & Dunbar Resident Association.

**Connect, Learn & Prepare!**

Social connections among neighbours are a crucial foundation for building shared emergency preparedness.



By participating in upcoming events, workshops, interactive opportunities, & friendly discussions, community residents can get to know each other, learn about emergencies - shocks and stresses, identify assets and priorities, and implement shared preparedness plans.

Together, we can build a toolkit for you!

## SIDE 2

### NEXT STEPS

#### WHAT TO EXPECT?

##### Neighbour Volunteers Training

Recruiting block connectors to support isolated and vulnerable neighbours during an emergency

##### Neighbourhood Connections

Connecting identified vulnerable residents to community contacts, mainly neighbours volunteers, service providers, and organizations

##### Shared Emergency Preparedness Plan

During an emergency, what to do and what expect from your neighbours, block connectors, and service providers



### How YOU can get involved!

- Fill out the community needs assessment survey!
- Sign up to receive updates, information, and invitations to emergency preparedness events and workshops
- Join the active working group & help make your community more resilient
- Sign up to become an **EMERGENCY VOLUNTEER:**
  - Help identify vulnerable populations
  - Check in on your neighbours
  - Share resources & tools for preparedness
  - Encourage others to get involved in their communities

A framework built on:  
Outreach, Trainings, Drills,  
Connections & Trust.

**Share your  
experience**  
**Learn how you  
can help**



#### TAKE THE SURVEY!

- online
- In print
- By phone
- In person



#### ARE YOU PREPARED?

Help us assess and map out  
community needs during  
emergency/disaster events.



Scan the QR code (with a  
mobile device camera) to fill  
out the survey!

### Contact Us!



(604) 736-3588 ext. 600



braelynd@kitshouse.org



@kits\_climate\_preparedness

## APPENDIX A · RECRUITMENT & RETENTION

### A6 EP&R Survey



K I T S I L A N O

Neighbourhood House

## An Assessment of Community Need

This survey was created by Kitsilano Neighbourhood House to understand, assess, and map out community needs during and surrounding the topics of emergency/disaster events.

Funded by the United Way, this project is to observe and connect neighbourhood members with their community and neighbourhood essential services. The survey will give us a better idea of how to improve community response and mutual aid in response to emergencies and how to take future steps towards more resilient communities.



With this information, we hope to learn:

1. The needs of our community
2. The resources available
3. Where service and connection can be provided

By participating, you agree that we can use your information on a general map. We will never share any identifying information about you (such as your email or phone number) without your consent. Identifying information will be visible only to KNH staff involved with the pilot project and steering committee members within the project.

If there are questions you do not understand, there are other available options to fill out this survey (i.e., via phone call, in person, paper format). For more information, please contact: [braelynd@kitshouse.org](mailto:braelynd@kitshouse.org) / (604) 736-3588 (ext.) 600

Kits House | Your Community Hub - <https://www.kitshouse.org>

**\*\*NOTE\*\* this survey is in the process of being available in various languages – Please contact Brae if you are interested in this option. Scan the QR code in the left corner for the online form!!**

*Kitsilano Neighbourhood House recognizes that we work, live and play on the traditional, ancestral and unceded territories of the x̱m̱əθḵw̱əy̱əm (Musqueam), Sḵw̱w̱ú7mesh (Squamish) and səliẖwətəl (Tsleil-Waututh) Nations. We continue to learn and work toward respectful relations with the land and its people.*

Surveys can be dropped off at Kitsilano Neighbourhood House Front Desk - Monday-Friday from 9am-5pm [2305 7th Ave W, Vancouver BC V6K 1Y4](https://www.kitshouse.org). Alternatively, responses may be scanned and emailed to [braelynd@kitshouse.org](mailto:braelynd@kitshouse.org) / or Call 604-736-3588 ext. 600 to have it picked up!

## APPENDIX A · RECRUITMENT & RETENTION

### A7 Volunteer Welcome Email

Hello Neighbour,

Thank you SO MUCH for your interest in becoming Block Connector volunteer to help connect neighbours and prepare for emergencies, together! We know that in emergencies, your first responders are not your first responders – they are your neighbours – thank you for taking the first step to creating a more connected, caring, and resilient Kitsilano!

We have added your name to the list and will be in touch in September with information about orientation and training! In the meantime, if you have any questions at all please contact \_\_\_\_\_  
(insert name and contact information).

Kindly,  
Name



## APPENDIX A · RECRUITMENT & RETENTION

### A8 Volunteer Sign Up List

					IF YES				
Building Name	Street / Postal Code	Housing Type	Approached? (y/n)	Interested? (y/n)	Neighbour Name	Phone #	Email Address	Permission to share contact? (y/n)	Comments / Notes

## APPENDIX A · RECRUITMENT & RETENTION

### A9 Volunteer Name Tags



# Community Connections Network

## IDENTIFYING NEEDS

### SUPPORTING VULNERABLE NEIGHBOURS

It is important that Block Connectors know all neighbours from their block or building, to ensure that they will be able to identify the most fragile and isolated older people and prepare in advance a plan to support everyone based on their specific needs during an emergency. Volunteers are expected to approach their neighbours before any emergency, to learn more about neighbours' challenges and to stay connected; ensuring the Block Connector is aware of any resident changes, or new neighbours in the area.

This section gives the volunteers a better understanding of aging populations, their needs, as well as how to communicate with this target group of residents. Also, it will describe strategies for an appropriate individual approach to identify vulnerable residents, and what personal information is needed to support them during an emergency.

### Older Adults & Seniors

You will be interacting with older adults and seniors who all have had different and valuable life experiences. Every senior has unique needs and realities that you can support, honour, and acknowledge. There will be challenges that seniors you meet may have faced or are currently facing, such as the recent loss of a loved one, declining physical health, struggles with vision, hearing, mobility or financial hardships, social isolation and loneliness, that should be considered in understanding and identifying needs. As well, there can be great knowledge and resilience that seniors have gained through facing these challenges that you can learn from.

#### CHALLENGES IMPACTING OLDER ADULTS AND SENIORS

Older adults and seniors are a diverse group that face many barriers. When working with older adults and seniors, it is important to be aware of some of the challenges that they may face, and if necessary, tailor your communications and interactions accordingly. For example, when helping an older person who appears to have dementia, you should speak slowly and clearly, stating one point at a time.

#### SOURCE NOTE

With thanks and appreciation, information on supporting Older Adults & Seniors has been adapted from *A Volunteer's Guide to Seniors Peer Support, Information, and Referral* compiled by Kitsilano Neighbourhood House, in partnership with Vancouver Coastal Health, Kiwassa Neighbourhood House, South Vancouver Neighbourhood House, and Vancouver Second Mile Society.

Key challenges impacting older adults and seniors 55 and over may include:

**SOURCE NOTE**

With thanks and appreciation, information on Challenges Impacting Seniors has been adapted from the South Vancouver Neighbourhood House Volunteer Training Manual.

**Ageism:** Ageism is the stereotyping of and discrimination against groups or individuals on the basis of their age. Older adults are often subject to ageism because they are often viewed as helpless or unproductive. The social stigmatization of older adults further reduces their access to services, opportunities and participation within their communities. Senior's issues are reinforced when there is a lack of support and understanding of their unique experiences and the barriers they face. An example of ageism is when an older person has trouble hearing, and is dismissed as "getting old," rather than having difficulty hearing.

**Social Isolation:** Seniors can become isolated when their social networks start to shrink or when the senior does not have the support they require to access their networks. The experience of loneliness limits emotional support and decreases physical, emotional, and mental health. Factors like gender and age greatly affect seniors' isolation. For example, women who are older and adults over the age of 85 are more likely to live alone.

**Struggles with Mental and Physical Health:** As the number of seniors increases in our communities, so does the rate of chronic health conditions, dementia, and mobility problems. As we age, we experience more health challenges and increasing need for appropriate services to support and preserve ourselves. The lack of these services challenges seniors to keep up a healthy participation in their communities and reduces the opportunities for social and physical activities, increasing their isolation and decreasing physical and mental health. Moreover, lack of personal mobility is an obstacle to maintaining independence and quality of life for seniors. When a person loses their ability to move and navigate their environment, their world shrinks dramatically and is often accompanied by negative health impacts.

**Dementia:** Dementia is a broad term for a set of symptoms caused by disorders affecting the brain. Symptoms include memory loss and difficulties with thinking, problem-solving or language, severe enough to reduce a person's ability to perform everyday activities. A person with dementia may also experience changes in mood or behaviour. Signs of dementia include problems following conversation, memory loss, disorientation of time and place, and difficulty performing familiar tasks.

**Inaccessible Transportation and Built Environments:** Many seniors in the community experience physical mobility limitations, live in a suburban area without access to a car, experience barriers to using public transit, or cannot afford private transportation. These factors and more reduce their ability to access essential services such as grocery stores, recreation centres and hospitals. Some of the mobility options available, such as

HandyDart, also represent challenges in terms of cost and service delivery. These limitations can result in missing or being late for medical appointments.

**Language Barriers:** Some older adults may not speak English, or may have a limited understanding of it, and are at a disadvantage when it comes to advocating or addressing issues related to their health, legal and housing services.

**Income:** For many seniors, government assistance is a lifeline; an especially true reality for unattached seniors, women who are older, and for seniors who are immigrants. Unfortunately, over the past few decades, there have been cuts to pension plans and financial assistance, resulting in more and more seniors living near or below the poverty line.

**Health Care Services:** Older adults who require extra assistance at home, may rely on VCH home support services which includes meal preparation, light cleaning, light housework, laundry, bathing, grooming, support with exercises and medication administration, and relief for primary caregivers. These seniors are already on VCH files, so in case of an emergency, they will also be reached by VCH workers for health check ins.

## Healthy Communication & Problem Solving

When working with people, you may need to adapt your practices to meet their needs. This section provides practical tips on effective communication and problem solving that applies to how we can work to support people. Healthy communication is paramount to ensuring that you and those you work with have a positive experience. Healthy communication supports individuals to build respectful, supportive, and meaningful relationships.

### EMPATHY & RESPECT

Empathy and respect should underpin all interactions and communication. Empathy is different from sympathy. Empathy is the ability to put yourself in or walk in another's shoes, while sympathy is feeling sorry or pity for the other person. Through empathy, we try to understand and share others' feelings and see their perspectives. Empathy comes from a position of caring and compassion, and it is without judgment or imposing one's own feelings or values onto the situation or person. It is the foundation of a helping relationship. Respect means accepting people as they are, treating others as equals and not putting down others. Showing respect to the older adults you may work with means acknowledging they have the right to self-determination – that they have the right and need to make their own choices and decisions.

#### SOURCE NOTE

With thanks and appreciation, information on Healthy Communication has been adapted from *[A Volunteer's Guide to Seniors Peer Support, Information, and Referral](#)* compiled by Kitsilano Neighbourhood House, in partnership with Vancouver Coastal Health, Kiwassa Neighbourhood House, South Vancouver Neighbourhood House, and Vancouver Second Mile Society.

### ACTIVE LISTENING

Active listening involves giving full attention to the person speaking and being aware of your verbal and non-verbal communication. Active listening is a conscious process where we fully commit to hearing what someone is saying. You can demonstrate you are actively listening by being aware of the following verbal and non-verbal communication cues:

- Vocal: tone, speed, volume, pronunciation, enunciation
- Verbal: choice of words, vocabulary
- Nonverbal: facial expressions, eye contact, nodding, body language, posture

## Boundaries

When volunteering, it is important to know your limitations and to set clear boundaries. A boundary is an invisible barrier between yourself and others. It is a clearly established limit beyond which you will not go, and others are not welcome. The purpose of setting boundaries is to maintain respect and safety for yourself and those you are interacting with. When you set boundaries, you define the roles, ground rules and expectations in interactions. This encourages independence, rather than dependence. Boundaries help you to protect yourself - keeping in what is safe and keeping out what is unsafe while still taking care of the senior's feelings and managing your own.

### POOR BOUNDARY MANAGEMENT CAN

- Encourage dependence and attachment
- Set up unrealistic expectations
- Cause confusion - what are the rules of this relationship anyway?
- Cause an emotional reaction in either party, i.e. anxiety, resentment, anger, frustration and possible withdrawal

### RISKY BOUNDARY SITUATIONS

- If you over-identify with a situation or issue
- If you are dealing with difficult personal issues
- If you are tired or stressed
- If you consider the person "difficult" or "demanding"
- If you really like the person

### HELPFUL TIPS

- Be clear about your role and explain your boundaries
- Do not give legal, financial, or medical advice, or make decisions for others. Instead, support them in understanding their options and help them come to their own conclusions
- Do not lend or borrow money
- Remember, if boundaries have previously been crossed, they are harder to maintain in the future

## PRACTICE SETTING BOUNDARIES

It is important to set boundaries using clear and straightforward language, and when required saying “No” clearly, assertively, and respectfully. We often overestimate the difficulty a person will have accepted a refusal. They have the right to ask, and you have the right to refuse. Saying “no” means refusing a request, not rejecting the person. Some examples of language that can be used when setting boundaries includes:

*“I feel uncomfortable about...”*  
*“That is unacceptable...”*  
*“I do not want to...”*  
*“I have a problem with that...”*  
*“You may not raise your voice at me.*  
*If you continue, I’ll have to ask you to leave...”*

## Neighbour’s Personal Information

### SOURCE NOTE

With thanks and appreciation, information on Confidentiality has been adapted from *[A Volunteer’s Guide to Seniors Peer Support, Information, and Referral](#)* compiled by Kitsilano Neighbourhood House, in partnership with Vancouver Coastal Health, Kiwassa Neighbourhood House, South Vancouver Neighbourhood House, and Vancouver Second Mile Society.

### CONFIDENTIALITY

Confidentiality is crucial when volunteering. As a volunteer, you will often be privy to private and personal information about your neighbours. It is imperative not to disclose information unless you have immediate concerns regarding an individual’s safety and well-being. If you have concerns regarding harm or abuse to self, elders, family, or others, you have the responsibility to notify and disclose that to the volunteer leader and the authorities.

### DOOR-TO-DOOR APPROACH

Similar to the individual approach to recruiting volunteers, the Block Connector will have access to

details on how to visit their neighbours in a respectful way to identify those who would need support during an emergency.

- **Introduce Yourself:** Politely introduce yourself and briefly explain the purpose of approaching their home. For example, “Hello, my name is [Your Name], and I am a volunteer with the [Organization Name]. We are working on a community emergency preparedness project.”
- **Share the Initiative:** Briefly share information about the initiative you are representing, and its goals related to community resilience and emergency preparedness.
- **Explain the Purpose:** Clarify the reason for approaching neighbours, emphasizing that you are identifying interested vulnerable community members who may require support in the event of an emergency. Ensure that you provide as much information as possible

to explain the project and its goals of identifying needs and aiding community members.

- **Vulnerable Neighbours List:** survey the neighbours and enter their personal information into the list for future contact and visits.
- **Leave Contact Information:** Leave behind contact information or a brochure about the initiative, so they can follow up or get in touch if they have further questions or would like to collaborate.

Block Connectors can rely on the vulnerable neighbours door-to-door approach package, which provides more details, including script, handouts, survey and the contact list ([see Appendix B – Door-to-Door Approach](#)).

### PERSONAL INFORMATION RECORDS AND UPDATES

Documenting personal information and interactions is crucial for planning, and keeping that information up to date is important. Maintaining personal information must be carefully done with confidentiality in mind, ensuring that any information is stored safely and securely. This may include password protecting spreadsheets, locking cabinets with physical files, and always keeping confidentiality at the forefront.

It is also important to document activities and update records regularly to ensure that the most current information is available. For example, new neighbours may come into the area, contact information may change, and individuals' needs will change over time, and accurate information is important when providing support during an emergency.

When collecting data from neighbours, volunteers should consider using a consent waiver form to get neighbours permission to share their personal information with other volunteers or organizations, if needed.

All personal information, including the health-related questions, will be saved in a protected spreadsheet, and only ECC committee members and the GN Kits-CAN and Dunbar-CAN Coordinator will have access to it.

## Risk Assessments

Through risk assessments, you can learn how to understand and prevent potential risks and vulnerabilities within your community. It is important to understand the hazards that are prevalent in your area and their potential impacts. This knowledge will enable you to assist in identifying and prioritizing the specific needs and vulnerabilities needs of your neighbors during emergencies. Identifying needs and resources can help you to:

- Understand the specific needs, abilities, and limitations of your neighbourhood
- Respond and stay safe during an emergency
- Minimize the time it takes for emergency services to respond in the event of a disaster or emergency



- Recover and reintroduce operations quickly



What should I know about my neighbour?

As an emergency volunteer, what are the major concerns I should be prepared for?

Core needs that typically need to be considered and addressed in each emergency are likely to fall under broad categories. When working with vulnerable neighbours to identify their needs, you may want to consider the following categories and work through them with the person you are supporting to identify their specific needs in each area.

### SHELTER



- Safe and secure temporary shelter for displaced individuals and families
- Adequate protection from weather conditions and environmental hazards
- Access to basic amenities such as bedding, hygiene facilities, and privacy

### FOOD



- Availability of nutritious and safe food to meet the dietary needs of affected individuals
- Distribution and storage of food supplies in emergency shelters or distribution centers
- Consideration for special dietary requirements, including infant formula or dietary restrictions

### WATER



- Safe and secure temporary shelter for displaced individuals and families
- Provision of safe drinking water for consumption and hygiene purposes
- Maintenance of clean water sources and distribution systems
- Adequate sanitation facilities to prevent the spread of diseases related to water contamination

## ENERGY



- Access to reliable and safe energy sources for cooking, heating, and lighting
- Restoration of power supply in affected areas to support essential services
- Consideration for alternative energy sources in case of prolonged power outages

## MEDICAL



- Provision of immediate medical care, including first aid, treatment of injuries, and emergency surgeries
- Availability of medical supplies, medications, and equipment
- Establishment and operation of medical facilities or field hospitals to handle increased demand

## WASTE AND SANITATION



- Proper management of waste and sanitation to maintain hygiene and prevent the spread of diseases
- Provision of sanitation facilities, including toilets, handwashing stations, and waste disposal systems
- Implementation of waste management practices to ensure safe handling and disposal of debris and hazardous materials

## COMMUNICATION AND COORDINATION



- Establishing reliable communication channels for disseminating critical information to the affected population
- Coordination among response agencies, emergency management authorities, and community organizations
- Accessible communication tools and platforms for individuals to seek help, report emergencies, or access information
- Planning for interruptions, emergencies and disasters is a crucial aspect of being a reliable emergency volunteer. A plan can help you and your neighbours

## EMOTIONAL AND PSYCHOLOGICAL



- Emotional support and psychological first aid to individuals experiencing distress or trauma
- Access to mental health services and counseling for affected individuals
- Promotion of community resilience, social support networks, and coping mechanisms to address emotional needs

- By being sensitive to the emotional and psychological needs of those affected by emergencies, you can play a vital role in providing compassionate support, promoting resilience, and facilitating the healing process. Remember to prioritize your own well-being as well, as it allows you to better assist others effectively

## Identifying Needs

After the first interaction with neighbours along with identification of vulnerable neighbours, the EP&R Block Connector volunteers will be able to map out the needs and strategies to support the neighbours in need. The next steps will include:

- Strengthening relationships through regular check-ins
- Supporting neighbours with personal preparedness and needs mapping
- Sharing appropriate resources and keeping neighbours informed about emergency preparedness and response

Through connections and needs assessments, you can learn how to understand and prevent potential risks and vulnerabilities within your community. This knowledge will enable you to assist in identifying and prioritizing the specific needs and vulnerabilities needs of your neighbors during emergencies.

The assigned volunteer might want to book a day to visit the vulnerable resident and go over the personal preparedness, which includes reading the [PreparedBC: Resources for People with Disabilities](#) and/or the [Household Preparedness Guide](#), filling out the *Health Information Card*, and the *LIFE Kit questionnaire* (see [Section 4. Resources](#)). In addition to the first visit, this personal approach and ongoing connection could motivate people in need to get prepared, and future and continuous individual check-ins would offer opportunities for guidance and updates about emergency preparedness and response including (see [Section 4. Resources](#)):

- PreparedBC: Personal Preparedness resources
- Vancouver Coastal Health: Signs of Stroke & Cooling Space information
- LIFE Kit Questionnaire: Self-Assessment to keep at home
- Good Neighbour/KitsCAN: Survey & Volunteer role information

Now, with the list of neighbours' needs in hand, the volunteer can move forward to the next step of helping to plan and find appropriate resources that they may need in the event of an emergency. The Resources section also provides details on the importance of understanding needs and referring to appropriate resources for each person.

## **APPENDIX B · RECRUITMENT & RETENTION**

### **Door to Door Approach Package Folder List**

- B1. Door-to-Door Script for Volunteers
- B2. Block Connector Introduction Letter
- B3. EP&R Brochure
- B4. EP&R Survey
- B5. Welcome Email
- B6. Neighbours Contact List
- B7. Volunteer Name Tags

## APPENDIX B · IDENTIFYING NEEDS

### B1 Door to Door Script for Volunteers

#### **INTRODUCTION**

Hello, my name is \_\_\_\_\_, and I am your neighbour from \_\_\_\_\_. I'm excited to share that our building [or block] has officially joined the Good Neighbour Kitsilano [or Dunbar] Block Connector Emergency Preparedness Program. The program aims to connect neighbours in a meaningful way, create contact lists, and develop an emergency preparedness plan by identifying neighbours who require extra assistance and those who have skills and resources to share in the event of an emergency.

I am the designated Block Connector for our area. In the next few weeks, you will hear from me as we embark on the journey of building neighbourly connections to prepare for emergencies and help make Kitsilano [or Dunbar] the most connected, caring, and resilient neighbourhood.

We are now **sharing information about the project, and asking neighbours to fill out a short survey** that will help us identify vulnerable older adults and potential emergency supporters (i.e. transportation, groceries, medication drop-off/pick-up, etc.), who would volunteer only during an emergency. Your personal information will be recorded on a private database.

#### **QUESTIONS**

**1. Would you like to learn more about the project and/or be included on the vulnerable neighbours/emergency supporter contact list?**

If yes, YAY! Please add their contact info to the **Neighbours Contact List**, check the column if the neighbour identified as requiring support during an emergency. Ensure that you ask them for verbal permission to share their information with project partners, including the ECC, GN KitsCAN coordinator, and Block Connector leaders.

If not, thank them for the opportunity to share about the project, and try to leave the doors open for future contact and involvement in the project.

- For both, please give them the **EP&R Brochure and Survey**, and **GN Block Connector Introduction Letter**

**2. Could you please take a moment to fill out the EP&R Survey? This survey supports the project by helping us identify volunteer assets in our neighbourhood, and the needs of vulnerable neighbours.**

Provide QR code or physical paper copy of the survey. If they complete the survey right away that is ideal, but they are also welcome to drop it off at Kits House or complete it online.

**3. Do you know of any other neighbours who may be interested in becoming an emergency supporter volunteer?**

If possible, gather names and phone numbers/emails, or give out our contact info so they can contact us regarding the project.

**4. Are you aware of any isolated older adult neighbours who could benefit from extra support from neighbours in the event of an emergency?**

If possible, gather names and phone numbers/emails, or give out our contact info so they can contact us regarding the project.

**5. Do you have any questions, ideas, or comments regarding the EP&R project?**

**6. Can we leave this poster with you/post it on your building's community board/share with the building manager/strata?**

**ADDITIONAL INFORMATION**

- If nobody answers, please note this down and come back another day
- If they do not want to talk at that time, please ask to leave the **EP&R Brochure and Poster** and **GN Block Connector Introduction Letter**, and inform that you will try coming back in another day
- Neighbours are welcome to contact us via email at [goodneighbourkits@gmail.com](mailto:goodneighbourkits@gmail.com) or with questions or to sign up

- Requirement for the Door-to-Door Approach: minimum of two volunteers
- Safety: If you feel unsafe at any time, please leave the place and call 911 for emergencies
- Boundaries: Do not enter inside of any house/apartment. If someone persists in inviting you inside, please let them know that you are not allowed, and get their phone number for someone to contact them to talk about the project via phone call or email
- Remember that YOU ARE AMAZING! Be yourself, smile and use your sales communication skills
- Have an extra piece of paper ready to write any comments, including challenges, complaints, feedback, ideas, etc.
- The Emergency Preparedness and Response Project is a collaborative initiative, supported by Kitsilano Neighbourhood House, Kits Climate Committee, Westside Seniors Hub, Dunbar Resident Association, Good Neighbour Kitsilano, and generously funded by United Way of British Columbia

## APPENDIX B · IDENTIFYING NEEDS

### B2 Block Connector Introduction Letter



## Block Connector Emergency Preparedness

Whether it is to borrow a cup of sugar or have someone water your plants while you are away – we all know that knowing your neighbours comes in handy, but did you know that during the emergencies, **knowing your neighbours can save lives!**

In the last few years, through COVID lockdowns and extreme heatwaves, many realized the importance of neighbourly connections! However, these connections don't happen by accident..

Good Neighbour Kitsilano is a grassroots community initiative, aimed to strengthen neighbourly connections and inspire community action! This year, we are supporting Emergency Preparedness and Response Project, co-led by Kitsilano Neighbourhood House, and want to help residents of Kitsilano to prepare to respond to emergency events and make sure no one is left behind by connecting neighbours within apartment buildings and city blocks - because **in crisis, your first responders are not your first responders - they are your neighbours!**

**Our building has officially joined the Good Neighbour Kitsilano - Block Connector Emergency Preparedness Program** that aims to connect neighbours in a meaningful way, create a contact list and develop an emergency preparedness plan by identifying neighbours who require extra assistance and those who have skills and resources to share in case of emergency. I am Alfred - the designated Block Connector for our building. In the next few weeks, you will hear from me as we embark on the journey of building neighbourly connections to prepare for emergencies and help make Kitsilano the most connected, caring and resilient neighbourhood!

Alfred






## APPENDIX B · IDENTIFYING NEEDS

### B3 EP&R Brochure


#### SIDE 1




**KITSILANO**  
Neighbourhood House

# EMERGENCY PREPAREDNESS & RESPONSE PROJECT:

**KITSILANO & DUNBAR  
COMMUNITY STUDY**



**ASK YOURSELF:**


 **HOW HAS AN  
EMERGENCY EVENT  
IMPACTED YOU OR  
SOMEONE YOU LOVE?**

The project aims to ensure at-risk and isolated older adults can connect in emergencies with neighbourhood essential services, e.g. grocery and hardware stores, pharmacies, etc. Neighbourhood preparedness requires contingency planning for communications about transportation and centralized resources that are reliably coordinated and actionable during emergencies

Project funded by United Way, with the collaboration of Kits Neighbourhood House, Westside Seniors Hub, KNH Environment and Climate Change Committee, & Dunbar Resident Association.




## Connect, Learn & Prepare!

Social connections among neighbours are a crucial foundation for building shared emergency preparedness.



By participating in upcoming events, workshops, interactive opportunities, & friendly discussions, community residents can get to know each other, learn about emergencies - shocks and stresses, identify assets and priorities, and implement shared preparedness plans.

Together, we can build a toolkit for you!



## SIDE 2

### NEXT STEPS

#### WHAT TO EXPECT?

##### Neighbour Volunteers Training

Recruiting block connectors to support isolated and vulnerable neighbours during an emergency

##### Neighbourhood Connections

Connecting identified vulnerable residents to community contacts, mainly neighbours volunteers, service providers, and organizations

##### Shared Emergency Preparedness Plan

During an emergency, what to do and what expect from your neighbours, block connectors, and service providers



### How YOU can get involved!

- Fill out the community needs assessment survey!
- Sign up to receive updates, information, and invitations to emergency preparedness events and workshops
- Join the active working group & help make your community more resilient
- Sign up to become an **EMERGENCY VOLUNTEER:**
  - Help identify vulnerable populations
  - Check in on your neighbours
  - Share resources & tools for preparedness
  - Encourage others to get involved in their communities

A framework built on:  
Outreach, Trainings, Drills,  
Connections & Trust.

**Share your  
experience**  
**Learn how you  
can help**



#### TAKE THE SURVEY!

- online
- In print
- By phone
- In person



#### ARE YOU PREPARED?

Help us assess and map out  
community needs during  
emergency/disaster events.



Scan the QR code (with a  
mobile device camera) to fill  
out the survey!

### Contact Us!



(604) 736-3588 ext. 600



braelynd@kitshouse.org



@kits\_climate\_preparedness

## APPENDIX B · IDENTIFYING NEEDS

### B4 EP&R Survey



K I T S I L A N O

Neighbourhood House

# An Assessment of Community Need

This survey was created by Kitsilano Neighbourhood House to understand, assess, and map out community needs during and surrounding the topics of emergency/disaster events.

Funded by the United Way, this project is to observe and connect neighbourhood members with their community and neighbourhood essential services. The survey will give us a better idea of how to improve community response and mutual aid in response to emergencies and how to take future steps towards more resilient communities.



With this information, we hope to learn:

1. The needs of our community
2. The resources available
3. Where service and connection can be provided

By participating, you agree that we can use your information on a general map. We will never share any identifying information about you (such as your email or phone number) without your consent. Identifying information will be visible only to KNH staff involved with the pilot project and steering committee members within the project.

If there are questions you do not understand, there are other available options to fill out this survey (i.e., via phone call, in person, paper format). For more information, please contact: [braelynd@kitshouse.org](mailto:braelynd@kitshouse.org) / (604) 736-3588 (ext.) 600

Kits House | Your Community Hub - <https://www.kitshouse.org>

**\*\*NOTE\*\*** this survey is in the process of being available in various languages – Please contact Brae if you are interested in this option. **Scan the QR code in the left corner for the online form!!**

*Kitsilano Neighbourhood House recognizes that we work, live and play on the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skw̓xwú7mesh (Squamish) and səliłwətal (Tsleil-Waututh) Nations. We continue to learn and work toward respectful relations with the land and its people.*

Surveys can be dropped off at Kitsilano Neighbourhood House Front Desk - Monday-Friday from 9am-5pm [2305 7th Ave W, Vancouver BC V6K 1Y4](https://www.kitshouse.org). Alternatively, responses may be scanned and emailed to [braelynd@kitshouse.org](mailto:braelynd@kitshouse.org) / or Call 604-736-3588 ext. 600 to have it picked up!

## APPENDIX B · IDENTIFYING NEEDS

### B5 Welcome Email

Hello Neighbour,

Thank you SO MUCH for your interest in learning more about the Good Neighbour Network (GNN) Emergency Preparedness and Response (EP&R) Block Connector Project. Now that you are part of the Neighbours Contact list, the Good Neighbour coordinator will keep you posted about any relevant information on GNN and EP&R.

If you have also informed us that you might need a little extra assistance during an emergency, our Block Connector volunteer will contact you soon to learn more about your needs and share resources and information.

We know that in emergencies, your first responders are not your first responders – they are your neighbours – thank you for trusting in us.

For those who would like to support neighbours during an emergency, you will also be contacted soon with information about orientation and training! Thanks for taking the first step to creating a more connected, caring, and resilient community!

Kindly,  
Name

## APPENDIX B · IDENTIFYING NEEDS

### B6 Neighbours Contact List

Please note that the list linked below contains confidential information, and must be handed accordingly:

[https://kitshouse2.sharepoint.com/:x:/r/sites/SeniorsTeam/\\_layouts/15/Doc.aspx?sourcedoc=%7B345ACFDD-A5CA-458E-B4BC-0233848554F8%7D&file=07.%20Neighbours%20Contact%20List\\_Kits.xlsx&action=default&mobileRedirect=true](https://kitshouse2.sharepoint.com/:x:/r/sites/SeniorsTeam/_layouts/15/Doc.aspx?sourcedoc=%7B345ACFDD-A5CA-458E-B4BC-0233848554F8%7D&file=07.%20Neighbours%20Contact%20List_Kits.xlsx&action=default&mobileRedirect=true)

## APPENDIX B · IDENTIFYING NEEDS

### B7 Volunteer Name Tags



# Community Connections Network

## SERVICE PROVIDER CONNECTIONS

### INTRODUCTION

Service Providers are those daily services essential to preserving life, health, public safety, and basic societal functioning. They are the services British Columbians come to rely on in their daily lives. A service provider is a company, organization, or individual that offers specific services or solutions to meet the needs and requirements of clients or customers. As a Block Connector, whether it is prior to or during an emergency event that you will act as liaisons, connecting residents with specific needs to relevant service providers who can address those requirements.

**WHAT IS A SERVICE PROVIDER?**



A company, organization, or individual that offers specific services or solutions to meet the needs and requirements of clients or customers. In an emergency, these are the daily services which are essential to preserving life, health, public safety, and basic societal functioning.

### Block Connector – Service Provider Connections

Block Connectors use their neighbourhood connections and knowledge to mitigate their neighbours' negative experiences during emergency events. When these events arise, Block Connectors promptly reach out to the relevant service providers to request their assistance in addressing the

specific needs of the affected residents.

During emergencies, it is important that service providers have already been identified. If service providers, and their services and support are documented, Block Connectors can quickly reach out and ensure that they act as a service in times of emergency.

### Door-to-Door Approach for Connecting with Service Providers

1. **Introduce Yourself:** Politely introduce yourself and briefly explain the purpose of your visit. For example, "Hello, my name is [Your Name], and I am a volunteer with the [Organization Name]. We are working on a community emergency preparedness project."

2. **Share the Initiative:** Briefly share information about the initiative you are representing, and its goals related to community resilience and emergency preparedness.
3. **Explain the Purpose:** Clarify the reason for approaching service providers, emphasizing their expertise and the importance of their input in enhancing community preparedness.
4. **Leave Contact Information:** Leave behind contact information or a brochure about the initiative, so they can follow up or get in touch if they have further questions or would like to collaborate.

## Asset Mapping

Asset maps collect information about local shelter, food and water, transportation, communication hubs, waste disposal, and medical care, along with both people who can offer help, and those who may need help. Neighbourhood asset mapping can serve many purposes. It can identify individuals, organizations, programs, services, and other unique physical characteristics of a neighbourhood. It can foster communication, collaboration, and connection between individuals and groups. It can serve as an exercise that helps people problem-solve as a group, no matter what the problem might be. Maps are a helpful way to think through the unique skills, resources, and knowledge organizations and community members can contribute to their neighbourhood.

How to start an asset map: For example: [EPR asset map - Cohort Neighbourhoods](#)

1. Identify local resources, services, and facilities available in the community.
  - a. Identify physical assets such as objects, buildings, parks, natural environment, and infrastructure
  - b. Identify social assets such as people with skills and/or knowledge, community groups, programs, and services
2. Leverage digital tools like spreadsheets, mapping software, or online asset mapping platforms to create a database of identified resources. These digital tools make it easier to organize, update, and share information with other volunteers and community members.
3. Connect with key stakeholders, such as community members, businesses, and local organizations, to gather information about existing assets. Engaging with these stakeholders builds strong community relationships and ensures comprehensive asset mapping.
4. Commit to regularly updating the asset map to ensure accuracy and relevance. Assets may change over time, and new resources might emerge.
5. During emergency situations, the asset map becomes an essential tool for quickly accessing critical resources and services.



## Service Provider Contacts

While every disaster is different, there are some core needs that typically need to be addressed in each, likely to fall under these broad categories; Shelter, Food/Water, Energy, Medical, Waste and Sanitation, Communication and Coordination, Emotional and Psychological Support.

In selecting at least one service provider from each core need, service providers can be identified based on neighbourhood locations. Using these neighbourhoods and their geographic location, the service providers are selected according to proximity. Those that are the closest are recorded and selected as primary service providers. In ranking the major service areas, services are categorized based on immediate need.

### Suggested Providers to Consider for Targeted Connections

- Shelter
  - Community Centres
  - Neighbourhood Houses
  - Libraries
  - Schools
  - Places of worship (churches, synagogues, temples, etc.)
- Food and Beverage
  - Major chain grocery stores
  - Local produce vendors
  - Community pantries
  - Food distribution organizations
  - Local restaurants
- Medical
  - Pharmacies
  - Walk-in medical clinics
  - Emergency veterinarians
  - Emergency dental
  - Allied Health (PT, OT, podiatry, optometry, etc.)
  - In-home personal care
  - Medical equipment providers
- Property/Facility Management
  - Off site multi-unit
  - On site multi-unit
- Transportation
  - Shuttle bus
  - Car share services
  - Taxi services
- Finance and Banking

- Banks
  - Credit Unions
  - ATMs
- Community Safety
  - Community Police
  - Fire/Ambulance
  - Neighbourhood Block Watch groups
- Repair Supplies
  - Hardware stores
- Fuel
  - Gas stations
  - Propane distributors

Knowing that not all service providers can support in emergencies, contingency planning is important. Backup service providers provide an additional layer of security if the primary services selected are unable to participate.

As noted, service providers are initially identified based on proximity. In mapping the neighbourhood, take a record of the service providers located near, within, or surrounding the area and selecting and contacting one from each category determining who would support. These service providers can be contacted by phone, email, or in-person.

*\*In the pilot project, it was found that multiple forms of contact as well as multiple follow-ups were needed before a meaningful connection was made with most service providers. See Appendices for supporting resources such as brochures, email templates, and phone script.*

### Food and beverage



During emergencies, such as natural disasters, extreme weather events, or other crisis situations, access to food can be significantly affected. These situations can disrupt the normal functioning of grocery stores, markets, and supply chains, making it challenging for people to obtain the food they need to sustain themselves and their families.

### Volunteer Tasks During an Emergency – Established Special Services

- Verify Store Status – verify if the grocery store is open and operational during an emergency. Volunteers can check with store management or contact the store directly to inquire about their status
- Assess food requirements of vulnerable residents and the nearest locations - who may be requiring additional support? (i.e. consider intersectional needs, those with limited mobility who may be unable to shop for themselves during emergencies)
- Communicate with residents to understand specific food preferences and dietary restrictions to ensure their needs are met appropriately

- **Connect Residents** – Act as liaisons between residents with specific needs and nearby grocery stores that are operational and well-stocked during an emergency

## Healthcare



**Pharmacies:** Specifically categorized as an essential health care service provider, Pharmacies can provide valuable health-related

information, resources, and support. Additionally, most are equipped with various immediate resources that are useful for the prevention, mitigation, and suppression of emergency events. A Block Connector can facilitate the distribution of educational materials, brochures, and guidelines on health and safety measures during emergencies. The 'ask' of a pharmacy during an emergency is to provide vital support and resources to the community to ensure the well-being and safety of residents.

### Volunteer Tasks During an Emergency

- **Prescription Pickup and Drop-off:** Gather the resident's prescription details and head to the pharmacy. Submit the prescription for filling. When it's ready, you can pick it up and deliver it to the resident.
- **Communication:** Be the bridge between the pharmacy and the resident. Share updates about prescription availability, any extra instructions, and estimated costs.
- **Refill Coordination:** Ensure residents have their medications consistently, even during emergencies. Help schedule prescription refills.
- **Emergency Contacts:** Keep emergency and/or family contact details handy. It's essential for urgent concerns or if the pharmacy needs to get in touch.

### Volunteer Tasks During an Emergency Not Established Special Services

If a service provider relationship has not been established, in response to a lack of communication or partnership with a business or organization, volunteers can consider providing services to support their neighbours, including:

- **Grocery Shopping Assistance** – Volunteers can become grocery shoppers to help vulnerable residents who cannot access groceries due to the emergency. They can purchase essential items and deliver them to those in need.
- **Coordinating Deliveries** - In cases where residents cannot reach the grocery store in person, volunteers can arrange for deliveries of groceries and essential supplies to their doorsteps.
- For immediate transactions or in the case of a power outage if funds are not available, it would be beneficial to track expenditures in a 'tab' system. This would be beneficial to coordinate a payback solution. Alternatively, one could pay with cash.

### What You Will Need

- **Identification:** Have the full name, birthdate, and address of the person that you are supporting for prescription verification.
- **Prescription Details:** Know the medication name, dosage, and doctor's instruction.
- **Healthcare Provider:** Get the doctor's contact info in case of questions.
- **Insurance:** If applicable, gather insurance details for billing.

**Veterinarian:** During emergencies, veterinarians are an important service, as pets are just as important as people. A vet as an essential service provider, is of value to utilize their medical expertise and resources to provide essential care and treatment to animals affected by the crisis. This includes offering medical assistance, shelter, and support to injured or displaced animals, as well as aiding in the coordination of animal rescue efforts and ensuring their overall well-being during challenging circumstances.

### Volunteer Tasks During an Emergency

- **Transport:** Transportation may be required to get pets to veterinarian appointments or for emergency medical care.
- **In-Home Pet Care:** Caring for an individual may require in-home care for pets of residents who cannot access the clinic due to the emergency. Some actions to take could be basic feeding, grooming, and ensuring the well-being of the pets. This may also entail securing advanced shelter in case of emergency.
- **Pet Medication and Supplies Delivery:** Arranging deliveries of essential pet medications and supplies to pet owner's homes.

### Property/Facility Management



On-site building management communicates evacuation protocols, safety measures, and provides immediate support within the building.

Off-site management establishes clear communication channels for updates, safety instructions, and assistance coordination, ensuring effective information exchange between on-site teams, residents, and emergency responders.

Both are asked to communicate effectively, and support community members.

### Volunteer Tasks May Include

- **Vulnerable Resident Support:** Identify vulnerable residents and work with them to develop personalized emergency plans. This could include assisting with transportation, arranging for medical support, and ensuring their specific needs are addressed during emergencies.
- **Emergency Planning:** Assist in creating and updating emergency response plans for the property or facility. This includes outlining and informing building residents of the

evacuation routes, designated safe areas, and procedures for different types of emergencies.

- **Evacuation Assistance:** During emergencies, coordinate safe and orderly evacuations, ensuring that all residents are accounted for and have access to transportation if needed. Provide guidance and support during the evacuation process.
- **Resident Communication:** Help develop communication strategies to relay emergency information to residents effectively. Effective strategies could involve distributing pamphlets, hosting information sessions, or utilizing digital communication platforms.
- **Training and Drills:** Organize and conduct emergency preparedness training sessions and drills for residents and staff to practice and implement the emergency plans. Provide sufficient information through training or practice real-life drills, to ensure that everyone is familiar with evacuation procedures and knows how to respond in various emergency scenarios.
- **Facility Safety Inspections:** Conduct regular safety inspections of the property or facility to identify potential hazards and ensure that safety equipment, such as fire extinguishers and emergency exits, are properly maintained. It is also critical to understand the building to effectively and efficiently route evacuation plans. Consult building/property management to locate accurate and updated information about building accessibilities (elevators, ramps, automatic doors), floor plans, and unit occupancies and locations – to not leave anyone behind or struggle if they require accessibility help.
- **Resource Coordination:** Collaborate with local emergency agencies, community organizations, and relevant services to establish a network of support for residents. This includes identifying available resources and creating partnerships for a coordinated response.
- **Supply Management:** Maintain emergency supplies and equipment on-site, such as first aid kits, emergency lighting, and communication tools; emergency preparedness kits could reside in an easily accessible area within buildings. Ensure that these supplies are regularly checked, restocked, in good working condition, and sanitary.
- **Shelter and Accommodation:** Work with local emergency shelters, community services, or non-profits for accommodations, to ensure that residents have a safe place to stay if they cannot return to the property or facility. Assist in coordinating transportation and arrangements for relocation.
- **Post-Emergency Recovery:** Help facilitate the recovery process after an emergency by assisting with damage assessment, coordinating repairs, and providing information and resources to residents to aid in their recovery efforts.
- **Communication Liaison:** Serve as a liaison between property management, emergency services, and residents. Keep residents informed about the situation, updates, and any ongoing developments.

- **Training for Other Volunteers:** Train and mentor other volunteers on emergency preparedness and response procedures to ensure a broader network of support within the community.
- **Documentation and Reporting:** Keep thorough records of all emergency-related activities, including resident communications, drills, and actions taken. This documentation can be valuable for future planning and evaluation.

## Transportation



Transportation is critical to ensure safe and timely transportation for those who may need to evacuate, access medical care, or reach essential services. The ask is for transportation providers to leverage their vehicles and resources to help individuals navigate challenging circumstances and ensure their well-being during times of crisis.

### Volunteer Tasks May Include

- **Assessment of Needs:** Understand the resident's specific transportation needs, such as medical appointments, grocery shopping, or social activities.
- **Transportation Options:** Present available transportation options, such as public transit, community shuttles, rideshare services, and local volunteer transportation programs or the City of Vancouver taxi program.
- **Eligibility Requirements:** Determine if the resident meets any eligibility requirements for subsidized transportation services, such as senior citizens' discounts or disability accommodations. *\*Are they a better at home (BAH) participant? Could they utilize this service?*
- **Required Information:** Collect essential information, such as name, address, contact details, and any relevant identification (e.g., government-issued ID, birthdate).
- **Booking and Scheduling:** Help with scheduling transportation for specific needs, whether it's booking a rideshare service, arranging a community shuttle, or assisting with public transit route planning.
- **Fare and Payment Assistance:** Ensure the resident has the necessary funds or assistance to pay for transportation fares, such as helping them purchase transit cards or providing guidance on payment options.
- **Accompanying:** In some situations it may be helpful to accompany the resident on their transportation journey, especially if they're new to a particular mode of transportation or need assistance navigating.
- **Emergency Contacts:** Ensure the resident has a list of emergency contacts readily available, including the volunteer's contact information, in case they encounter any issues during their journey.

- **Community Resources:** Provide information about local programs or organizations that offer transportation assistance to vulnerable residents (i.e. ASK Friendship Society), including for those with disabilities or limited mobility.

### Finance and banking



The ask from a bank amid an emergency is for them to leverage their financial expertise and resources to provide practical support, financial relief, and guidance to individuals, families, and businesses within the community facing financial challenges due to the emergency.

#### Volunteer Tasks May Include

- **Understanding the Resident's Situation:** Begin by having an open and empathetic conversation with the resident to understand their needs during an emergency. Determine the specific type of financial assistance or bank services required.
- **Assistance Options:** Help the resident complete necessary identification, forms, or applications for financial services. Assist in gathering required documentation, such as proof of income, residency, or identification.
- **Accompanying to the Bank:** If necessary, accompany the resident to a local bank branch. Help may be required to navigate the process, explain any forms, and address any language or accessibility barriers.
- **Online and Remote Services:** It may be helpful to explore online or remote banking options that may allow for more accessible support in the event of an emergency.

### Community Safety



The ask from community safety during emergencies is to utilize their expertise and resources to ensure the well-being and protection of residents. This involves coordinating emergency response efforts, providing timely and accurate information, implementing safety protocols, and offering assistance in evacuations or other necessary actions to safeguard the community's physical and emotional security.

A local example with various groups surrounding Kitsilano and Dunbar is the Block Watch system. The systematic operations of Block Watch during emergencies involves actively monitoring the safety and security of local neighborhoods, promptly identifying potential threats or incidents, and coordinating with emergency response teams. Their strategies encompass proactive community engagement, information dissemination, and collaborative partnerships to ensure timely and effective responses – these are crucial to neighbourhood resilience. Immediate resources from Block Watch involve providing essential supplies, communication tools, and guidance to residents during emergencies, aiding in evacuation procedures, and facilitating the establishment of safe zones within the community for those in need of refuge.

## Hardware/supplies/repairs



During extreme heat emergencies, hardware stores could serve as cooling centers, providing access to cooling equipment like fans and air-conditioning units. They could offer heat-resistant home products such as shades and insulation materials, aiding residents in creating cooler indoor environments. Additionally, hardware stores could educate the community on heat reduction techniques, becoming a valuable resource for both supplies and expertise during extreme heat events.

### Volunteer Tasks May Include

- **Needs Assessment:** Begin by understanding the resident's specific hardware and repair needs – what do they require? Are they able to do this on their own, or will they require supervision? How will they get the required tools? Assess the urgency and nature of repairs required, considering safety and immediate concerns.
- **Transportation and Mobility:** Determine if the resident has transportation to access hardware stores or if alternative solutions are needed.
- **In-Person Assistance:** Accompany the residents to hardware stores if they're able to go in person. Help them navigate the store, locate items, and make informed choices. If they are unable to attend, create a list of their desired or necessary supplies and become the shopper.
- **Resource Purchasing:** In the event of an ongoing emergency (i.e., Extreme heat wave), necessary supplies (such as fans, air-conditioning, propane, etc.), could be purchased.
- **Online Ordering:** If available as an option, assist the resident in exploring online shopping for ordering hardware supplies. Help them place orders, providing guidance on product selection and payment methods.
- **Delivery Arrangements:** Coordinate deliveries of supplies if the resident is unable to access the store themselves. It could be helpful to liaise with local stores or delivery services to ensure timely and accurate delivery.
- **Financial Support:** Explore options for financial assistance if the resident is facing difficulties in affording necessary supplies or repairs. Consider the barriers one might face, are there financial support programs or payback periods? Could a tab be set up to pay at a later date? Could the materials be rented?
- **Emergency Repairs:** In case of urgent repairs, contact the resident with available repair services or contractors. Always prioritize safety and coordinate quick responses to critical issues.
- **Supply List Recommendations:** Based on the community's needs, develop a list of recommended supplies that residents could purchase from hardware stores to better prepare for emergencies, in general.
- **Customized Emergency Kits:** Collaborate with hardware stores to create customized emergency kits that community members can purchase. These kits might include items like flashlights, batteries, tools, and other essentials.



## Fuel



During emergencies, gas stations are requested to contribute by utilizing their fuel supply and distribution capabilities to ensure a consistent and reliable source of fuel for emergency response vehicles, essential services, and community members needing to evacuate or travel. They are also expected to provide a safe and organized refueling hub for emergency vehicles, support personnel, and the public, ensuring uninterrupted transportation and mobility during critical situations.

### Volunteer Tasks May Include

- **Assess Fuel Needs:** Understand the specific fuel requirements of the resident, whether it's for heating, cooking, or transportation. Determine the urgency and quantity of fuel needed.
- **Fuel Providers:** Identify local fuel service providers, such as gas stations, heating oil companies, or propane suppliers.
- **Financial Considerations:** Determine if the resident needs financial assistance to purchase fuel. Explore the available options in order to meet their needs. Health and safety are a priority.
- **Payment Assistance:** Provide guidance on payment methods, options, and discounts offered by fuel providers. Assist in making payments online or in person if required.
- **Emergency Situations:** Develop a plan for emergency fuel access during power outages or extreme weather conditions: Emergency Liaise with local authorities or emergency services to ensure the resident's safety.
- **Fuel Delivery:** Coordinate fuel deliveries for residents who are unable to access fuel providers themselves. Arrange delivery schedules, payments, and ensure accurate delivery. Jerry cans?
- **Transportation Assistance:** Help transport the resident to fuel providers if they are unable to travel independently. Arrange rides or accompany them to refill fuel tanks.
- **Emergency Fuel Reserves:** Explore options for creating emergency fuel reserves or backup heating solutions, especially in regions prone to power outages or fuel shortages.

## Shelter/Infrastructure



During emergencies, shelters and other spaces support the community by offering locations for those in need, along with resources to provide safe and secure shelter for affected individuals or displaced community members in need of immediate refuge. These services provide temporary shelter services, especially for extreme heat and cold conditions.

### Volunteer Tasks May Include

- **Assessment and Communication:** Establish open communication with the resident to understand their specific circumstances, vulnerabilities, and needs. Determine the resident's preferences and any unique requirements they might have.
- **Resource Identification:** Research and identify available shelters, community centers, or temporary housing options in the area. Gather information about the services provided, accessibility, and available facilities.
- **Personal Belongings:** Discuss arrangements for personal belongings and ensure the resident's possessions are safely stored or transported. What would they need to take with them? Medication?
- **Personal Belongings:** Discuss arrangements for personal belongings and ensure the resident's possessions are safely stored or transported.
- **Transportation:** Assist in arranging transportation to the shelter or designated location, if needed.

### Communications platform



A communication platform is a centralized tool that enables efficient and effective communication between Block Connectors and Service Providers, ensuring that information is kept up-to-date and asset mapping is consistently maintained. This platform serves as a digital hub for all involved parties to share and access vital information during emergencies.

The platform acts as a repository where emergency volunteers can store detailed profiles of service providers, including contact information, services offered, and their availability during emergencies. Information can be updated on the platform as they gather new data or receive changes from the service providers. By using a communication platform, Block Connectors can maintain accurate service provider information, continuously update asset maps, and facilitate prompt and coordinated communication with service providers.

Some helpful strategies to keep information updated, continue mapping assets, and maintain communication with service providers include:

- **Regular Surveys and Assessments:** Conduct regular surveys and assessments within the community to gather updated information about available resources, services, and potential changes in service provider details.
- **Digital Asset Mapping Tools:** Utilize digital asset mapping platforms or Geographic Information Systems (GIS) to create and maintain interactive maps of community assets. These platforms allow for easy updates and data sharing among volunteers.
  - <https://ccel.ubc.ca/climate-action-mobilizers/> - UBC CAM- Mapping Community Resilience
- **Communication Platforms:** Use communication platforms like email lists, messaging apps, or dedicated volunteer management systems to keep in touch with service providers and community stakeholders regularly.

- **Social Media:** Utilize social media channels to keep the community informed about the mapping efforts, seek input, and update information as needed.
- **Service Provider Liaisons:** if there are many Block Connectors, assign specific roles as liaisons to specific service providers to establish ongoing communication and maintain up-to-date contact information.
  - Set up a Task Board: This is the record of what actions are being taken at the Hub, and who is responsible for what. This board is not for the public, and should be set up in an area that is more private for the Hub team.
- **Periodic Meetings:** Organize and commit to periodic meetings. This could be directly with the service providers and community organizations to discuss updates, verify information, and address any changes in their services or availability.
- **Occasional Volunteer Training:** Train existing and new volunteers on data collection techniques, verification processes, and the importance of ongoing information updates to ensure accuracy.
- **Data consistency:** Regularly verify the accuracy of asset information. This can be done by cross-referencing with multiple sources and validating the data through on-site visits if possible.
- **Emergency Response Drills:** Conduct emergency response drills to simulate different scenarios and identify any gaps or changes in asset availability that may arise during emergencies.
- **Collaborative Efforts:** Volunteers can work together with local organizations, community members, and service providers to ensure ongoing collaboration and updates on resources and assets.

## APPENDIX C · SERVICE PROVIDER RECRUITMENT

### Service Provider Connection Templates

- C1. Service Provider Connection Email Template
- C2. Service Provider Connection Phone Script
- C3. Service Provider Connection In-Person Meeting Script

## APPENDIX C · SERVICE PROVIDER RECRUITMENT

### C1 Service Provider Connection Email Template

Attention Store Manager,

My name is \_\_\_\_\_ (insert name of the volunteer), and I am reaching out on behalf of \_\_\_\_\_ (name of the neighbourhood group) Neighbourhood Emergency Preparedness and Response plan. We are a local group dedicated to fostering a healthy, sustainable, and connected community in \_\_\_\_\_ (name of neighbourhood).

We are currently establishing an Emergency Preparedness and Response Plan with the aim of enhancing our community's readiness for extreme heat and air quality events, along with other potential emergencies. Through our grassroots community project, we seek to establish a network of support and resources, connecting neighbours within apartment buildings and city blocks. This network will prove invaluable during times of crisis, ensuring that no one is left behind in emergency situations.

As part of the project, volunteers are working with social service organizations to coordinate their efforts to support isolated individuals. We are therefore in the process of creating and establishing neighbourhood volunteers to serve as liaisons during emergencies. They will support those individuals who cannot reach essential services or business in person, by phone or online, to connect residents with specific needs to your services.

In trying to better understand what capabilities and challenges service providers might face providing services in emergency situations, we truly value your expertise and the essential services your organization/business provides to vulnerable populations. As we strive to enhance our community's resilience during climate emergencies, we would love to hear more from you about how such situations might impact your ability to continue delivering these crucial services. Your insights will play a vital role in shaping our efforts to ensure no one is left behind during challenging times.

We kindly ask for your expertise in providing information on the following aspects:

1. When the provincial or regional emergency services issues an emergency event advisory, (i.e., extreme heat), how do you / your staff handle requests for items / orders / appointments in high demand?
2. Do you prioritize in-person vs online vs phone requests?
  - a. If you provide more than one of those options, how do you / your staff fulfill the item request / prepare an order / make an appointment?
  - b. Is home delivery feasible for your organization/business?
3. Are there any differences in how your organization/business would respond depending on the type of emergency event?

- a. Please identify any immediate services that your facility could provide (i.e., food, cooling, heating, internet, computer access, shower, other).
4. If a trained volunteer were attempting to fulfill a request / order / make an appointment while representing a resident in need but could not make payment at the time of service, what information / authorization would you need?
  - a. Would you require personal identification when picking up an order that is not prepaid?  
*(Example scenario: If a client anticipates not being able to reach your organization in-person or online during a public emergency, would it be possible for you to offer the option to set up a credit account in advance?)*
5. How do you suggest that trained volunteers identify themselves with your organization when liaising with you on behalf of a neighbourhood resident in need?

Thank you for considering this opportunity to contribute to our community's wellbeing. If you would like more information or have any questions, please feel free to reach out!

I look forward to hearing from you!

Thank you kindly,

Name

## APPENDIX C · SERVICE PROVIDER RECRUITMENT

### C2 Service Provider Connection Phone Script

I'm calling on behalf of \_\_\_\_\_ (name of the neighbourhood group)  
Neighbourhood Emergency Preparedness and Response team that is approaching businesses  
that provide essential services that w/could be needed during extreme heat and air quality events.

We are training neighbourhood volunteers to act as liaisons during emergencies to connect  
vulnerable residents with specific needs with service providers who can fill those needs.

Our volunteers will support those individuals who cannot reach your business in person, by phone  
or online.

Those volunteers are working with social service organizations that want to coordinate their  
efforts to support isolated individuals.

Our goal is to better understand what capabilities and challenges service providers might face  
providing services in emergency situations.

Could we set up a time when a couple of team members could ask you a few questions? It would  
take about 10 minutes to discuss services that could be mobilized during emergencies.

Where is the best place to meet you on \_\_\_\_\_ (date and time). Would you like us to  
call or text that day to confirm this is still a good time for you to meet with us?

Thank you for taking my call and offering to meet with me and my colleague.

Is there an email address that we could use to reach you? I would like to send you a brochure that  
provides an overview of our Emergency Preparedness & Response project funded by the United  
Way, so you know more about our work before our we meet.

I can be reached by phone or text at \_\_\_\_\_ (volunteer's phone number).

## APPENDIX C · SERVICE PROVIDER RECRUITMENT

### C3 Service Provider Connection In-Person Meeting Script

*Introduce yourselves as representing the Neighbourhood Emergency Preparedness and Response plan team.*

We hope you received the brochure with an overview of our project. Here's a copy of it for you and your staff. We want to discuss how climate emergencies might affect your organization's ability to provide essential services to vulnerable populations.

1. When the provincial or regional emergency services issues an extreme heat advisory, how do you / your staff handle requests for items / orders / appointments in high demand?
  - Do you prioritize in-person vs online vs phone requests?
  - If you provide more than one of those options, how do you / your staff fulfill the item request / prepare an order / make an appointment?
  - Is home delivery feasible for your organization?
2. Are there any differences in how your organization would respond to a provincial or municipal extreme air quality advisory?
3. If a trained volunteer were attempting to fulfill a request / order / make an appointment while representing a resident in need but could not make payment at the time of service, what information / authorization would you need?
  - If a client anticipates not being able to reach your organization in-person or online during a public emergency, would it be possible for you to offer the option to set up a credit account in advance?
4. How do you suggest that trained volunteers identify themselves to your organization when liaising with you on behalf of a neighbourhood resident in need?
  - Would you require a personal identification when picking up an order that is not prepaid?

In closing, we really appreciate the time you have taken to respond to our questions.

Contingency planning for emergencies helps reduce chaos and anxieties when those situations arise. Working together we can help save lives!

We are preparing a guidebook for neighbourhoods and volunteers to use in facilitating communications with organizations like yours.

Thank you so much for your time.



# Community Connections Network

## RESOURCES

Throughout the course of this project, extensive research of existing materials and resources was conducted. This section includes, with thanks and appreciation, some helpful resources for individuals or for those supporting others during emergency events.

The full resource list is available at:

<https://docs.google.com/spreadsheets/d/1qxmsxyNU9nhXZBgXZk7pEpl-19stL87w/edit?usp=sharing&ouid=102101642788062873806&rtpof=true&sd=true>

## Essential Resources Available to Educate Volunteers Supporting Vulnerable Neighbours: Block Connectors & Emergency Volunteers

ORGANIZATION	PROJECT	RESOURCE	HANDOUTS	WEBSITE
<b>BC Government</b>	PreparedBC	Touching on the topics of emergency planning, preparing, and informing, this guide includes tips for establishing effective emergency response and recover within your neighborhood	<a href="#">PrepareBC Guides and Resources</a>	<a href="#">Hazards Build your kit Make your plan Evacuation and Recovery Education Programs &amp; Social Media Toolkit</a>
<b>DEEP</b>	Map Your Neighbourhood	Step-by-step for emergency preparedness, includes workshops and trainings by appointment?	<a href="#">Map your Neighbourhood</a>	<a href="#">DEEP</a>
	48 weeks to get prepared	Tips on how to build your kit	<a href="#">Step-by-Step</a>	
<b>Vancouver Police Department</b>	Block Watch	This resource, provided by VPD BlockWatch, includes information about conducting neighbourhood emergency preparedness initiatives and plans. Specifically, it includes tips for building a kit, establishing a neighbourhood plans, and how to call for action.	<a href="#">Brochure</a>	<a href="#">Block Watch</a>

<b>Vancouver Coastal Health</b>	Extreme Heat	Provides information about heat-related illness, preparing for the heat season and staying healthy in the heat and supporting vulnerable neighbours	<a href="#">Extreme Heat</a>	<a href="#">Extreme Heat</a>
<b>Hey Neighbour Collective</b>	Prepare Together for Extreme Heat	Provides 5 simple steps to initiate neighbourly action in extreme heat emergencies		<a href="#">Hey Neighbour Collective</a>
<b>Building Resilient Neighbourhoods</b>	Connect & Prepare	Toolkit to support neighbours building resilient connections and support with their neighbours	<a href="#">Toolkit</a>	<a href="#">Connect &amp; Prepare</a>
<b>City of Vancouver</b>	Personal Preparedness	Free workshop on emergency preparedness	<a href="#">Workshop Info</a>	
		Disaster hubs map	<a href="#">Disaster Hubs</a>	<a href="#">CoV Personal Preparedness</a>
		Information on evacuation and shelter	<a href="#">Evacuation &amp; Shelter</a>	
	Emergency Volunteer	Programs available to train volunteers willing to support the professional first responders	<a href="#">Volunteers Program</a>	<a href="#">Volunteers Program</a>

## Recommended Resources to Share with Identified Older Adults in Need

ORGANIZATION	PROJECT	RESOURCE	HANDOUTS
<b>BC Government</b>	PreparedBC	Help/Okay signs to be used during an emergency	<a href="#">Help Signs</a>
		Fill in the blanks for emergency preparedness planning for emergency preparedness planning (volunteer to assist seniors in completing this guide)	<a href="#">PrepareBC Guides and Resources</a>
		Household preparedness guide, including for people with disabilities (volunteer to assist seniors in completing this guide)	<a href="#">PrepareBC Guides and Resources</a>
<b>Vancouver Coastal Health</b>	Extreme Heat	Extreme heat poster on signs of stroke and how to get your space cooler	<a href="#">13741 (vch.ca)</a>
<b>Kitsilano Neighbourhood House / Good Neighbour</b>	Emergency Preparedness & Response	Brochure to inform the identified vulnerable neighbours on what to expect from the community before, during and after an emergency, such as Block Connectors, Emergency Volunteers and Service Providers	To be developed
		EP&R Survey	<a href="#">Door-to-Door Package</a>
<b>Marpole Oakridge Family Place</b>	My LIFE Kit	Life Kit – Health status self-assessment to alert first responders	<a href="#">My LIFE Kit   MOFP</a>





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Developed with thanks to support and funding provided by



**United Way**  
British Columbia

Working with communities in BC's  
Interior, Lower Mainland, Central  
& Northern Vancouver Island