



**CONNECTION  
IS PROTECTION**

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**GET READY.  
NEIGHBORHOOD  
READY**

**CITY OF  
GRESHAM**

# Say hello.

## Make a map.

Stay close and friendly.

Connect in real time and online.

Make a neighborhood contact list.

## Talk with your family.

Stock your house.

## Make a go-kit.

## Design against crime.

CITY OF GRESHAM

Office of Neighborhoods and Community Enhancement

1333 NW Eastman Parkway | Gresham, OR 97030 | 503-618-2469 | [GreshamOregon.gov/Neighborhood-Ready](http://GreshamOregon.gov/Neighborhood-Ready)

# MANY



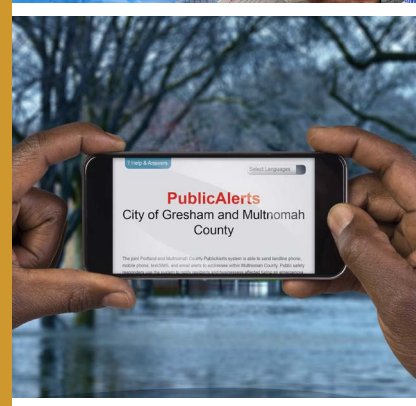
**I AM RESILIENT.**

Congratulations on taking the first step.

Make a plan with your loved ones now so you know what to do in an emergency.

Even better? Connect with your neighbors for extra support when you need it most. The effort you put in now will play a big part in keeping crime down and how well you survive an emergency or disaster.

This workbook walks you through what you need to do.



# Get Started

Use this guide to create a plan for your family and connect with your neighbors

This practical workbook is yours to write on, stick notes to, and log your neighbors' names and cell phone numbers. Keep it at home to refer to often and in an emergency.

You can tackle crime together as a neighborhood. You can lay the groundwork for the big earthquake.

My neighborhood – Page 7

My street map – Page 9

My neighborhood contacts – Pages 10-13

My emergency plan – Page 15

My supplies - Pages 16-17

My crime prevention – Page 20

My resources (phone numbers) - Pages 22-23

## Get My Gresham

Let's improve the city together

- Fix a pothole, remove graffiti
- Report a broken streetlight
- Report a non-emergency issue
- Ask a question
- Report neighborhood damage following a disaster
- Read in real time Spanish, Russian and 14 other languages

CITY OF GRESHAM

City services at  
your computer  
or on your  
phone



Find it here:  
[GreshamOregon.gov/My-Gresham](http://GreshamOregon.gov/My-Gresham)



# Hey, Neighbor

Connected neighborhoods are not only safe, they're fun. Here are 4 ways to get to know your neighbors

## 1. Throw a block party

You round up the neighbors, chips and hot dogs, and we'll provide the fun on wheels with the City's free Block Party Trailer. Stocked with games, shade canopies, supplies and preparedness information, it's an easy way to build neighborhood camaraderie and start to fill out your Neighborhood Contact List and Neighborhood Response Plan in this workbook. Learn more at [GreshamOregon.gov/Block-Parties](http://GreshamOregon.gov/Block-Parties) or call 503-618-2469.



## 2. Fight crime at National Night Out

Talk with your neighbors about crime prevention in a safe setting with a barbecue to boot, a win-win. Neighborhoods all over Gresham celebrate National Night Out, "America's Night Out Against Crime," on the first Tuesday in August. The citywide event includes park barbecues, visits from elected officials, Police and Fire, and neighborhood walks. Learn more at [GreshamOregon.gov/National-Night-Out](http://GreshamOregon.gov/National-Night-Out).

## 3. Talk it out, with help from us

Are you enjoying your neighborhood? If you're in dispute with a neighbor or landlord, you may not be. Call East Metro Mediation at City Hall to help you resolve your conflict and get you back to enjoying your neighbors. When you contact East Metro Mediation a trained mediator will talk to you about your situation, your concerns and about others who might be involved. This is a free service! Learn more at [GreshamOregon.gov/Mediation](http://GreshamOregon.gov/Mediation) or call 503-618-3247.



## 4. Lend a helping hand

Is your neighborhood in need of a little love? Trash on the road, park need a pick-up? Neighbor facing a hardship need compassionate helpers to tidy her yard? The City's Volunteer Program can connect you with like-minded neighbors, and many hands make light work. There's activities for everyone, from Adopt-a-Park to our Neighbors Helping Neighbors volunteer program. Learn more at [GreshamOregon.gov/Volunteer](http://GreshamOregon.gov/Volunteer).

# Find your neighborhood with this handy Gresham map



Visit [GreshamOregon.gov/Neighborhoods](http://GreshamOregon.gov/Neighborhoods)  
for meeting times and contact information.

# My Neighborhood

Say hello. That's the first step in building a safe and resilient neighborhood

## To connect in real time

Join your neighborhood association. Every neighborhood in Gresham has a neighborhood association, a group of your dedicated and volunteer neighbors who meet regularly during the year to stay connected, share concerns with the City, discuss projects and review development coming to the neighborhood. Use this map to identify your neighborhood. For more information, call the Office of Neighborhoods, 503-618-2469.

## My neighborhood is:

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## My neighborhood meets:

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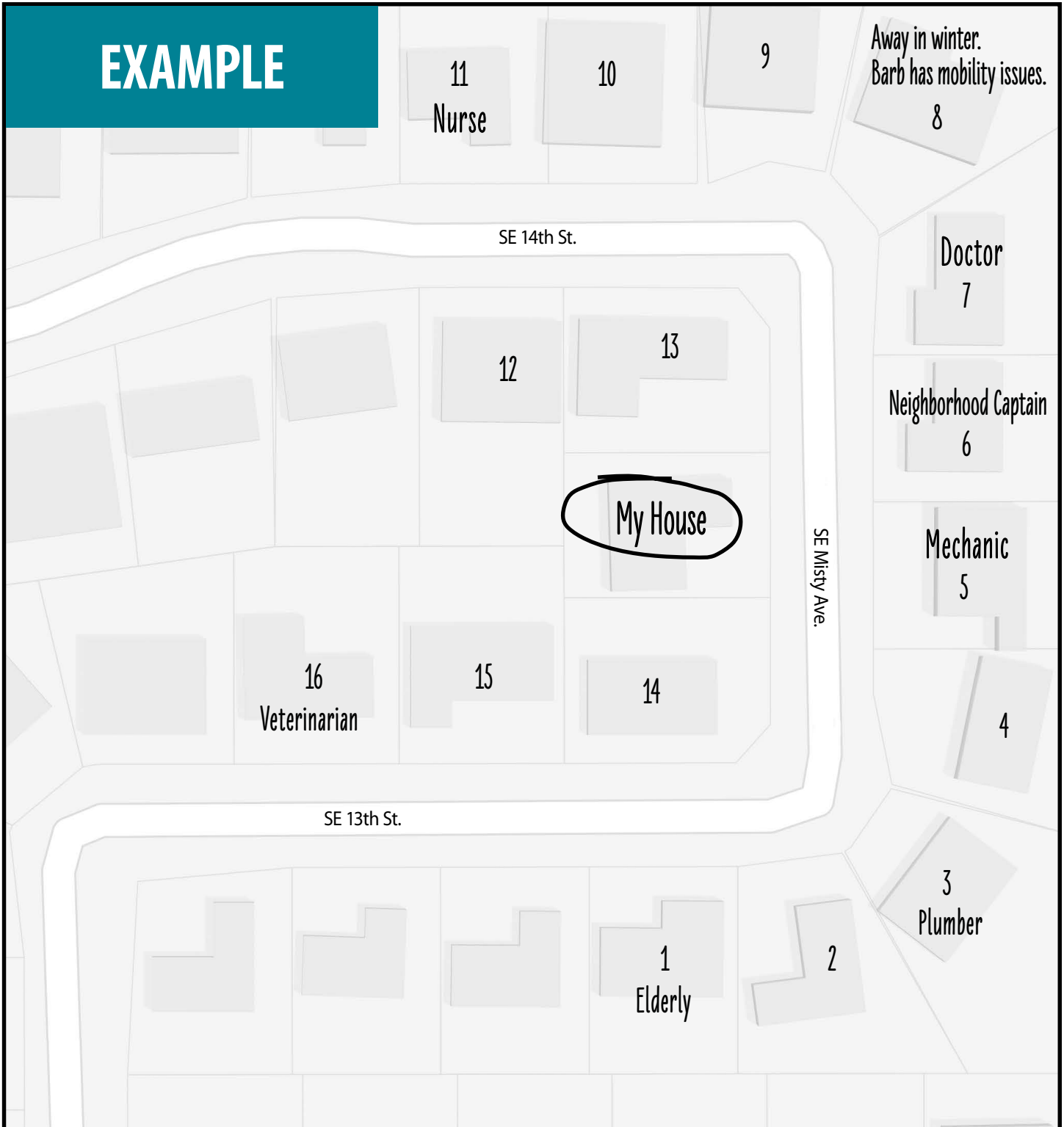
Call us and we'll let you know when your neighborhood meets, 503-618-2469.



# Make a Map

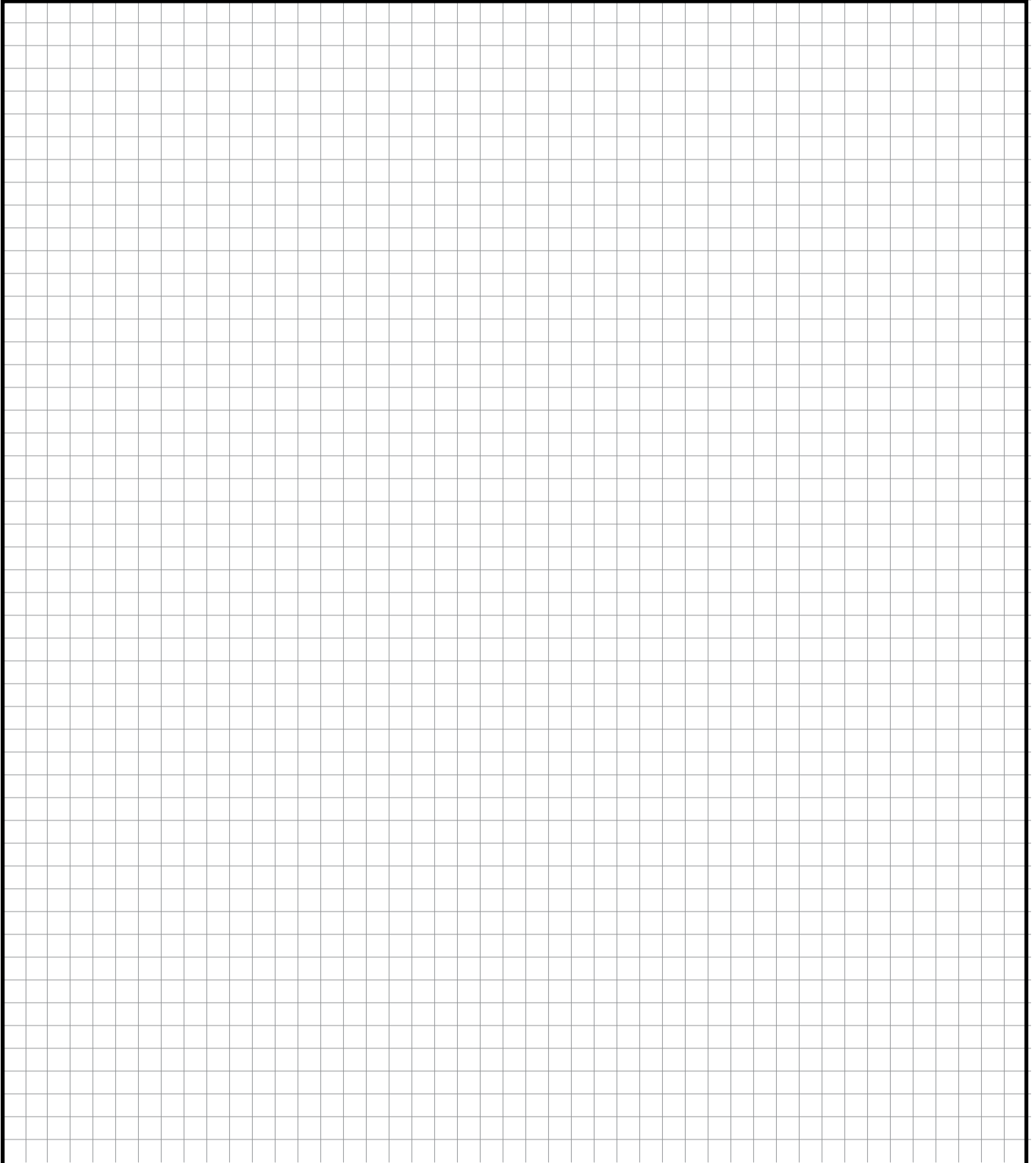
Attach a map of your neighborhood street to the grid on the next page. You can find a map of your neighborhood on Google Maps. If you live in an apartment, sketch a map of your floor.

Add house or apartment numbers if necessary, and any major landmarks. Number the houses or apartments so you can match them up with your Neighborhood Contact List on pages 10-13.





# My Street Map



# MY NEIGHBORHOOD CONTACT LIST

## HOUSE 1: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 2: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 3: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 4: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

# MY NEIGHBORHOOD CONTACT LIST

## HOUSE 5: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 6: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 7: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 8: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

# MY NEIGHBORHOOD CONTACT LIST

## HOUSE 9: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____	_____	_____
_____		

## HOUSE 10: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____	_____	_____
_____		

## HOUSE 11: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____	_____	_____
_____		

## HOUSE 12: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____	_____	_____
_____		

# MY NEIGHBORHOOD CONTACT LIST

## HOUSE 13: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 14: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 15: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

## HOUSE 16: ADDRESS

Adults: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Phone: _____	
Children: _____	Phone: _____	Email: _____
_____	Phone: _____	Email: _____
_____	Special skills: _____	Special skills: _____
Pets: _____		
_____		

# Neighborhood Response Plan

Use this outline to organize with your neighbors and work together during a disaster. Choose a Neighborhood Captain who will act as the team leader during an emergency. Their home can be the designated meeting location for any neighborhood teams.

## NEIGHBORHOOD CAPTAIN

Name  
Phone  
House #

## NEIGHBORHOOD CAPTAIN DISASTER ASSIGNMENTS

**Initiate** team assignments.

**Listen** to radio and relay information to teams.

**Report** neighborhood status to the City of Gresham (page 19).

### Team 1 Neighbor Check

**Check** on all neighbors who have not been accounted for.  
**Report** status to Neighborhood Captain.

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

### Team 2 First Aid/Special Needs

**Check** on neighbors who may have special needs. Administer first aid if needed.  
**Report** status to Neighborhood Captain.

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

### Team 3 Neighborhood Damage

**Size** up the neighborhood for damage and fix hazards if it is safe to do so.  
**Report** status to Neighborhood Captain.

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

Name  
Phone  
House #

\*Check the Neighborhood Contact pages for neighbor special skills that would be useful to these teams.

# Make a Plan for Connecting

Talk with your family about why you need to prepare for disasters and emergencies. Explain to children the dangers of fire, severe weather and earthquakes, so they will be better prepared to know what to expect if something should happen.

## Plan ahead for communicating

Ask a friend or relative who lives out of state to be your “family contact.” After a disaster long distance is more reliable than local, especially when everyone is trying to connect in the immediate aftermath. Your family contact is the go-to or relay point to share information with all household members. Your plan depends on everyone knowing your family contact’s phone number.

### Our “family contact” is:

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**Tips:** 1) If your mobile phone can connect to a network, it is possible you will be able to send and receive text messages, even if you can’t make a voice call. 2) Using the same cell service for the whole family will increase your chances of getting text messages through quickly during a crisis. 3) Make sure all important contact information is programmed ahead of time into each family member’s phone.

## Plan where to meet

A hazardous materials spill, police activity or the big quake might make it impossible to get back into your neighborhood. If you are not able to get home, choose a meeting location outside your neighborhood. Make sure everyone knows this location, including your long-distance “family contact.”

### Our outside neighborhood meeting location is:

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Each year fire kills more Americans than all natural disasters combined. Take a moment to access the fire escape routes from each room and identify a meeting location outside your home that everyone knows to go to in case of a house fire.

### Our local neighborhood meeting location is:

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## Sign up for PublicAlerts

[www.publicalerts.org/signup](http://www.publicalerts.org/signup)

PublicAlerts is an emergency notification system that provides residents real-time information when emergencies are happening in their area. You can receive alerts via text message, phone call, email or all when an emergency is happening in areas associated with the address in your profile.

When you register for PublicAlerts you will create a profile designating how you wish to receive alerts, by text message, phone call and/or email—and what locations you want alerts for. This allows you to get emergency information quickly that is most relevant to you.

You must register your phone numbers with PublicAlerts. Only registered phone numbers will receive emergency notifications.

Register now at [PublicAlerts.org](http://PublicAlerts.org) to receive critical information when an emergency is happening in an area that may affect you.

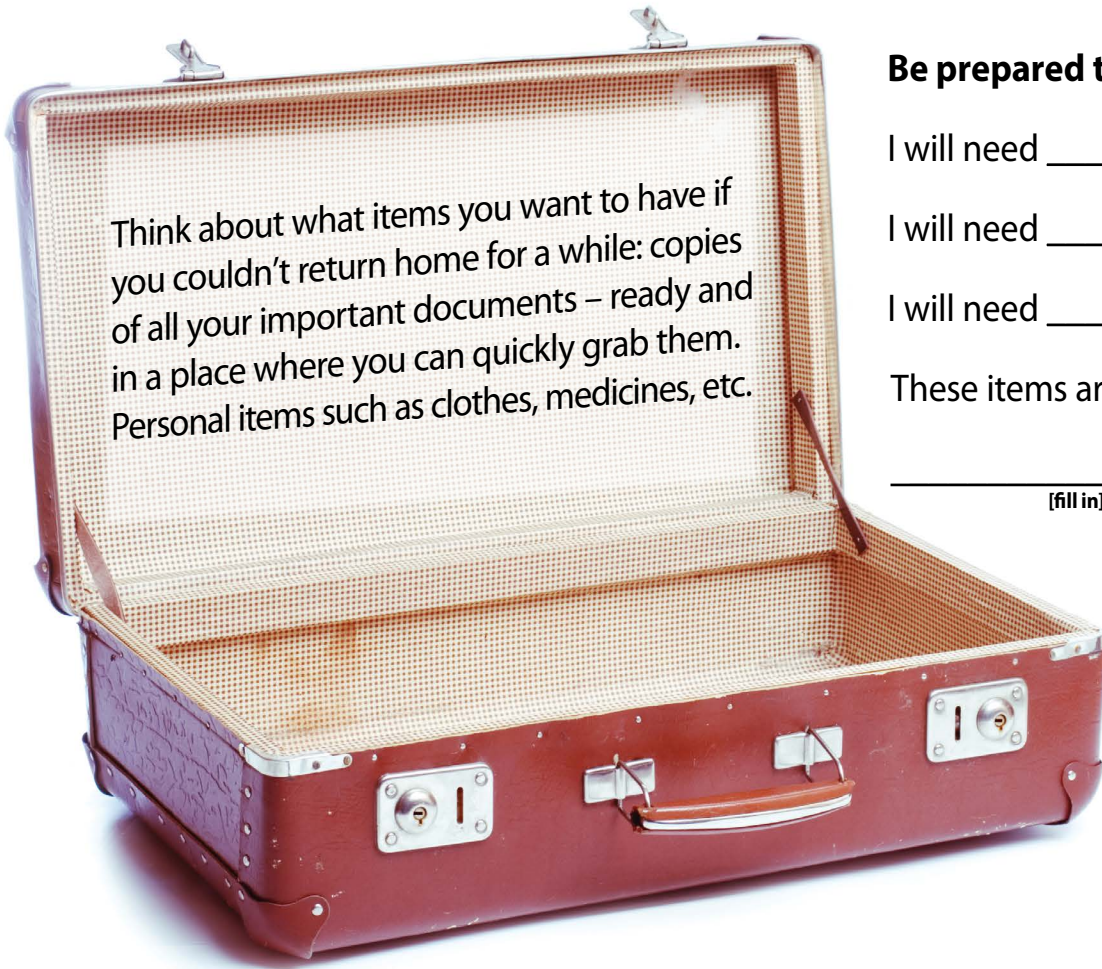
Here are some examples of emergencies that may activate a PublicAlerts message:

- Water main breaks or other service outages
- Major landslide
- Flooding
- Large fire
- Boil water notice
- Public health emergency
- Severe weather event
- Hazardous material spill
- Police activity

For more information about the City of Gresham’s efforts regarding emergency resilience, visit our website at [GreshamOregon.gov/Emergency-Management](http://GreshamOregon.gov/Emergency-Management).

# My Preparedness at Home

There may be a time when you must leave home quickly



## Be prepared to "Go"

I will need \_\_\_\_\_ ready to go.  
[fill in]

I will need \_\_\_\_\_ ready to go.  
[fill in]

I will need \_\_\_\_\_ ready to go.  
[fill in]

These items are stored in the \_\_\_\_\_ at our home.  
[fill in]

## Stay charged



**Buy a device that charges your cell phone when the power is out.** A charging case or spare external battery can extend your phone's battery life, but those devices eventually run out of power too.

Purchase a hand-crank charger, or a device that charges with solar power or a disposable fuel cell.



More emergency preparedness information at [GreshamOregon.gov/Emergency-Preparedness](http://GreshamOregon.gov/Emergency-Preparedness)



# Plan Ahead: Store Supplies

Store enough supplies for at least three days, ideally seven to 10 days

## Supply checklist

**TIP** On a budget? Stock up on supplies a little at a time when shopping, or request items as gifts to help prepare your family for an emergency.

### The top 4 essential items

If you don't have the first four items on the list, get them as soon as possible.



1

Water. One gallon per person, per day.



2

Portable radio. With batteries (or crank for charging).



3

Flashlights. For every member of your household with batteries or other charging device.



4

First aid kit. With a first aid manual.



Medications and doctor information



Cash



Basic tool kit



Food – Choose foods your family will eat and that do not require refrigeration. Examples include dried fruit, nuts, peanut butter, protein and fruit bars, crackers, canned juices and canned food.



Can opener

Special needs items – Baby items, foods for special diets (diabetics), denture supplies and contact lenses, mobility devices.



Sanitation supplies – Large plastic trash bags, household bleach, rubber gloves, dust masks.



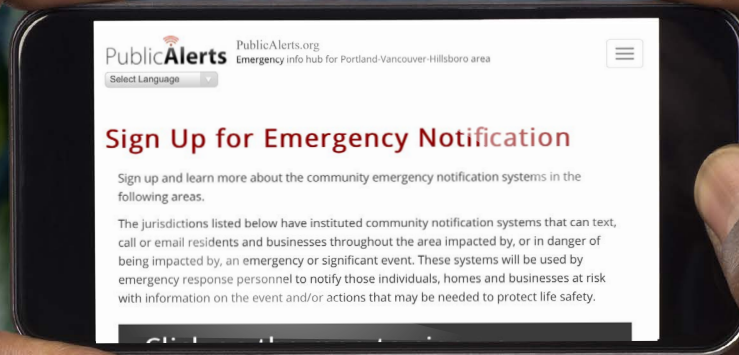
Documents that you should have copies of include: insurance policies, driver's license or other photo ID, bank account information, credit card information, financial records, an inventory of your home possessions.



Pet supplies – Pet food and water, carrier, collar, leash and ID, medicine.

# CONNECTION IS PROTECTION

Emergency notifications as mobile as you are



## If we can't reach you, we can't alert you

PublicAlerts is designed to provide emergency notifications as mobile as you are – at home, school, work and everywhere in between. When there's a flood, hazardous material spill, boil water notice, or other urgent safety issue, you will get a text, call, or email with information about the incident and what to do next. You decide how and where you'd like to receive your PublicAlerts.

**Yes, you may get other alerts from other sources.** But, only PublicAlerts are sent when emergency responders want you to take urgent action to keep you and your family safe. Find out more about PublicAlerts and other types of alerts at [www.PublicAlerts.org](http://www.PublicAlerts.org).

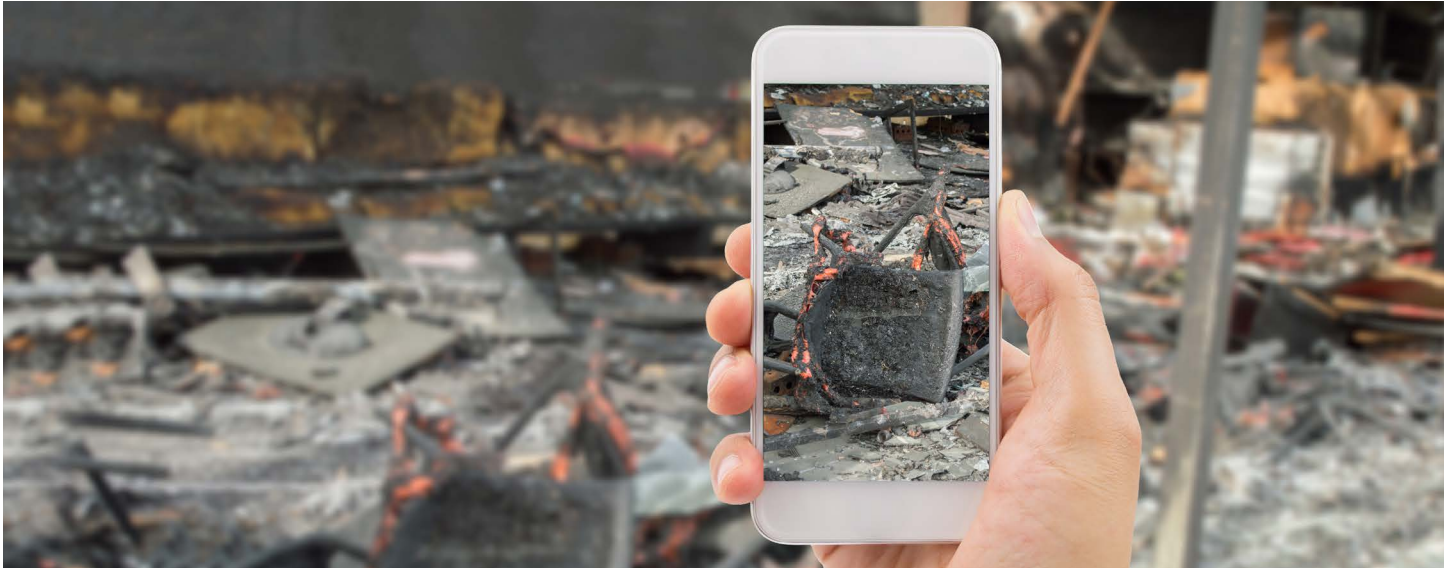
### **Sign up for PublicAlerts today**

They are immediate, local and may save your life.

CITY OF GRESHAM GOING BEYOND

# Assessing Damage

In a significant disaster, the City needs damage reports from all of its neighborhoods to assist with developing an overall assessment of the city



**When connectivity is available**, neighborhoods should submit this assessment using the City's My Gresham information-reporting tool, which is available to the public by computer, smartphone or tablet. Use My Gresham to share photos of the damage with City staff (details at [GreshamOregon.gov/My-Gresham](http://GreshamOregon.gov/My-Gresham)).

**When connectivity is not available**, use this form and deliver the information to your nearest fire station, if possible.

## NEIGHBORHOOD DAMAGE ASSESSMENT

Date: \_\_\_\_\_

Address of person submitting report: \_\_\_\_\_

Number of households included in this assessment: \_\_\_\_\_

Number of households: \_\_\_\_\_

- Showing minor damage \_\_\_\_\_
- Showing major damage \_\_\_\_\_
- Destroyed \_\_\_\_\_
- Inaccessible for assessment \_\_\_\_\_

**GRESHAM AREA FIRE STATIONS\***

1. Station 71  
1331 NW Eastman Parkway  
Gresham, OR 97030
2. Station 72  
500 NE Kane Drive  
Gresham, OR 97030
3. Station 73  
2301 SW Pleasant View Drive  
Gresham, OR 97080
4. Station 31  
1927 SE 174th Ave.  
Portland, OR 97233
5. Station 75  
600 SE Cherry Park Road  
Troutdale, OR 97060
6. Station 74  
1520 NE 192nd Ave.  
Portland, OR 97230
7. Station 76  
30300 SE Dodge Park Blvd.  
Gresham, OR 97080

\*Locations are approximate

**Location of road blockages and other notable hazards (broken water mains, downed power lines, fallen trees, landslides, etc.):**

Road Blockages \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Other Hazards \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# My Crime Prevention

## Working with neighbors is one of the best ways to make your neighborhood safe

We encourage residents and neighbors to be Neighborhood Ready and to use the City's My Gresham app to report general neighborhood issues. To fight crime in our neighborhoods, we must work together to limit opportunities for it to happen.

### How to report a crime

- To report a crime happening right now, dial 911.
- To report a crime that has already happened, dial 503-823-3333. Select option 3 for Gresham incidents.
- File a non-emergency police report online at [GreshamOregon.gov/Police](http://GreshamOregon.gov/Police)  
Includes vandalism, theft, theft from a vehicle, identity theft, etc.

### Tip lines

- Non-emergency: 503-823-3333
- Stolen vehicles: 503-823-3333
- Neighborhood Enforcement Team (NET): 503-618-2638
- Neighborhood nuisance: 503-618-2463 or use the My Gresham app on your mobile device or home computer
- Crime tips: 503-618-2719 or 888-989-3505
- Drug tips: 503-661-3784
- Gang activity: 503-666-1844
- Abandoned vehicles: Report using the My Gresham app on your mobile device or home computer at [GreshamOregon.gov/My-Gresham](http://GreshamOregon.gov/My-Gresham).

### Crime prevention resources

#### My Gresham: Report an issue

If you see something that needs fixed, whether it's graffiti, a streetlight out or damaged sign, easily tell us using My Gresham, our reporting tool for non-emergency service requests, general Police and Fire information and disaster damage reports.

My Gresham allows neighbors to quickly report issues from abandoned vehicles to pothole repair. Download the mobile app free from the Apple App Store and Google



Play, or report an issue online at [GreshamOregon.gov/My-Gresham](http://GreshamOregon.gov/My-Gresham).

### Neighborhood Enforcement Team (NET): Partners in the fight against crime

The City's Neighborhood Enforcement Team tackles the most complex cases on behalf of our residents, including responding to neighborhood complaints about transients, drug dealing, abandoned properties, chronic noise and issues that have a significant, negative effect on quality of life.

### Neighborhood Ready: Reducing opportunities for crime

Neighborhood Ready is the City's crime prevention and disaster preparedness program for neighborhoods. We provide training workshops on first aid and emergency preparedness, plus reducing opportunities for crime. We install Neighborhood Watch signs upon completion. In return, Neighborhood Ready groups agree to work with neighbors to make their neighborhood more resilient to crime and emergencies, to hold an annual event for neighbors, and to participate in their Neighborhood Association.

For more information visit [GreshamOregon.gov/Neighborhood-Ready](http://GreshamOregon.gov/Neighborhood-Ready). To see if your street has an existing program, call the Office of Neighborhoods and Community Enhancement, 503-618-2213.

# Stay in Touch

Connect in real time and online



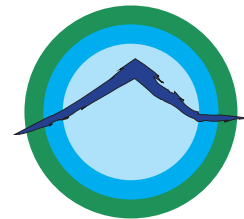
## Facebook

Keep in touch daily with your City. Real-time updates on emergency road closures, etc. Like us at **Facebook.com/CityofGresham**



## Twitter

City news in real-time, including updates on emergency road closures, etc. Follow us at **Twitter.com/CityofGresham**



## My Gresham

City reporting app for non-emergency service requests, issues, general Police and Fire information and disaster damage reports. Report an issue at **GreshamOregon.gov/My-Gresham**



## Neighborhood Connections

Sign up for the City's monthly e-newsletter so you can stay informed by email on public meetings, projects, programs, events and tips from Gresham City Hall. Sign up at **GreshamOregon.gov/City-Publications** or call 503-618-2420.



## PublicAlerts

Community notification system that sends you a text, call or email. Sign up at **PublicAlerts.org/Signup**



## Nextdoor

Connect directly with your neighbors; it's the free, private social network for neighborhoods. Sign up at **Nextdoor.com**

## My Important Phone Numbers

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# Inside Gresham City Hall

## Resource Guide

City of Gresham Main Line . . . . .	503-661-3000
Animal Services (Multnomah County) . . . . .	503-988-7387
Backyard Burning Information . . . . .	503-618-3083
Building Permits . . . . .	503-618-2845
City Council Office . . . . .	503-618-2871
Code Compliance (abandoned vehicles, grafitti, general nuisance) . . . . .	503-618-2463
Drug Tip Line . . . . .	503-661-3784
East Metro Mediation . . . . .	503-618-3247
Emergency Preparedness . . . . .	503-618-2567
Fire Department (non-emergency) . . . . .	503-618-2355
Garbage and Recycling . . . . .	503-618-2525
Graffiti Info and Reporting . . . . .	503-618-3089
Homeless Services Tip Line . . . . .	503-618-2441
Neighborhood Associations . . . . .	503-618-2482
Neighborhood Enforcement Team (NET) . . . . .	503-618-2638
Neighborhood Watch/Ready . . . . .	503-618-2213
Parks Reservations . . . . .	503-618-2300
Passports . . . . .	503-618-2619
Planner on Duty . . . . .	503-618-2780
Police Department (non-emergency) . . . . .	503-618-2318
Rental Housing Inspections . . . . .	503-618-2248
Utility Billing . . . . .	503-618-2373

# CITY OF GRESHAM

Office of Neighborhoods and Community Enhancement  
1333 NW Eastman Parkway | Gresham, OR 97030 | 503-618-2469 | [GreshamOregon.gov/ONCE](http://GreshamOregon.gov/ONCE)