

# Avalon Community Response Plan

This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

Sharing this information will help everyone in the community understand how to support one another when it matters most.



# Facility map

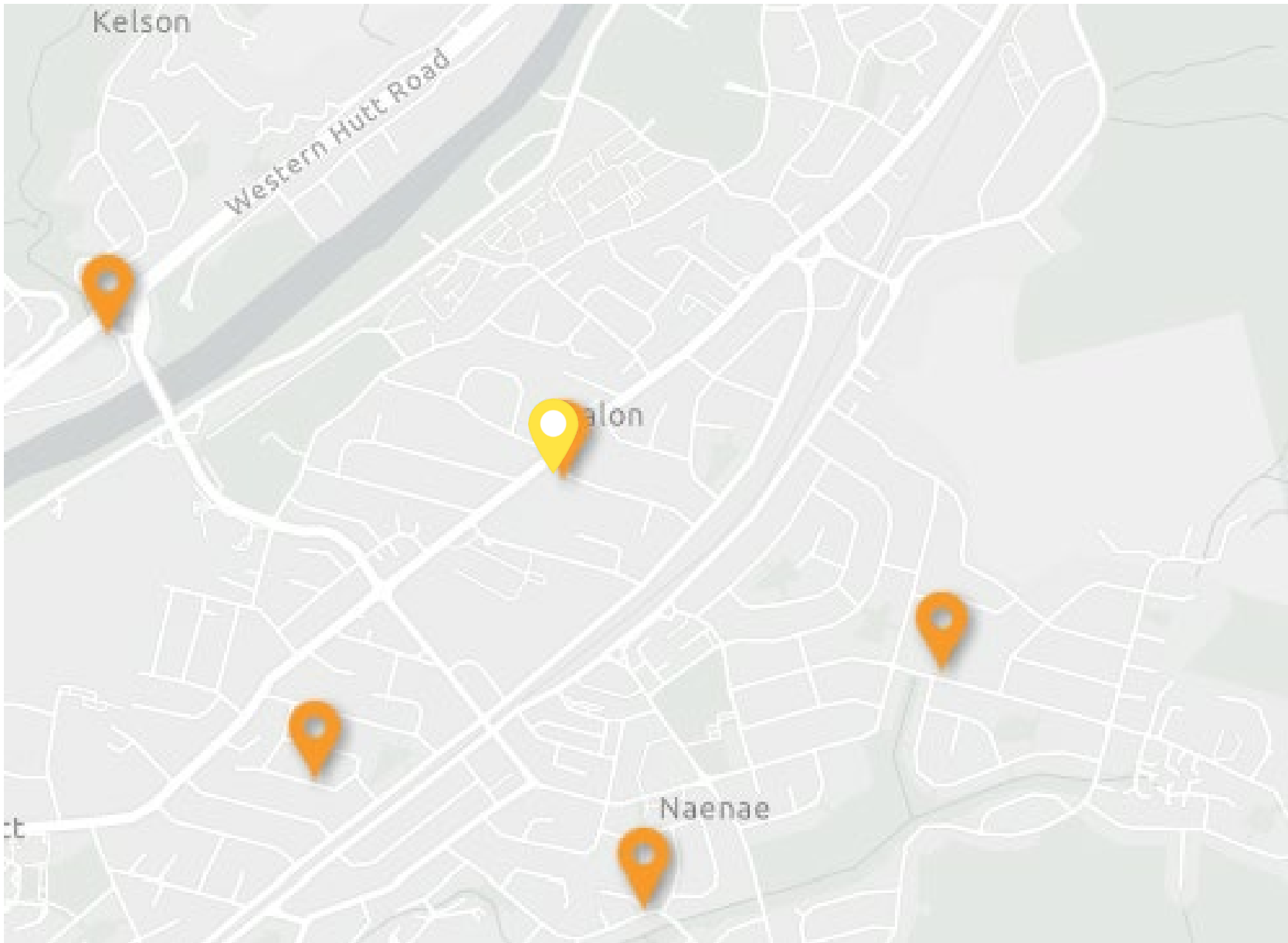
**Avalon School**, 10 Gordon Street, Avalon, Lower Hutt



*Please respect this facility and the contents inside. This is a privately owned property that has been offered to the community for disaster response.*

# Coordinate with neighbouring Community Emergency Hubs

Local resources can be shared with nearby communities, so communicate with your neighbouring hubs to work out the most efficient use of the available resources.



## Your Hub

### **Avalon Community Hub**

Avalon School, 10 Gordon Street, Avalon, Lower Hutt

## Neighbouring Hubs

### **Boulcott School**

21 Boulcott Street, Boulcott

### **Taita Central School**

33 Churton Crescent, Taita

### **Belmont School**

709 Western Hutt Road

### **Naenae School**

27 Wheatly Street, Naenae, Lower Hutt]



# Document overview

The local resources and ideas outlined in this document were identified during community planning workshops. These were grouped into the categories listed below:

- > Local resources
- > Local vulnerabilities
- > Checking on who and what has been affected
- > Medical assistance
- > Shelter
- > Water
- > Food
- > Animal Welfare
- > *For Sanitation refer to Section 5 in the Hub Guide*

## Community Response Plan and Emergency Hub Guide

This Community Response Plan works alongside the Community Emergency Hub Guide. The Hub Guide provides guidance on how your community can organise and support one another during an emergency. Use the Hub Guide and your Community Response Plan together to organise your community response. You will find

the Hub Guide in the Hub kit along with Hub role lanyards, stationery, a map, an AM/FM radio, and a VHF radio.

## Responding as a community

Your community has all the skills, resources, local knowledge and relationships to support one another during an emergency. You can utilise these by working together at your local Community Emergency Hub. Use this document as a starting point for solutions to community needs and your response as a community.

## If you are opening a Hub it might pay to think about bringing some basics, such as:

- |                  |                      |
|------------------|----------------------|
| > First aid kits | > Tea, coffee, milk  |
| > Blankets       | > Food               |
| > Torches        | > Toilet paper       |
| > Batteries      | > Buckets            |
| > Radio          | > Rubbish bags       |
| > Water          | > BBQ/camping cooker |

## Your Local Council

During a major emergency, your local council will coordinate the response from their Emergency Operations Centre. An Emergency Assistance Centre may also be set up to provide access to government and council support services.





# Local resources

Your community has identified the following local resources that could be useful for various purposes during an emergency.

Ensure you have permission from the facility or resource owner before using.

## Places and spaces

### Schools

- > Avalon Intermediate, 1041 High Street, Avalon
- > Avalon Primary School, 10 Gordon Street, Avalon
- > Boulcott School, 21 Boulcott Street, Boulcott
- > Dyer Street School, 9 Dyer Street, Epuni
- > Epuni School, 313 Waiwhetu Road, Epuni
- > Naenae College, 910 High Street, Avalon
- > Naenae Intermediate, 100 Walters Street, Naenae
- > Taita Central School, 33 Churton Crescent, Taita

### Early Childhood Education

- > Avalon Kindergarten, 25 Walters Street
- > Belmont Playcentre, Norfolk Street
- > Discovery Preschool, 3 Waldie Grove, Avalon
- > Dyer Street Kindergarten, 49 Roberts Street
- > Shine Montessori Educare, 870 High Street

### Faith-based Organisations

- > Avalon AoG, 881-895 High Street, Avalon
- > Catholic Church St Martin de Porres. 8 Park Ave, Epuni
- > Church of Jesus Christ of Latter-day Saints, 23 Park Ave, Epuni
- > HCUC – St John’s Avalon Uniting Church, 986 High Street, Avalon
- > Holy Trinity Avalon Church, 4 Gordon Street, Avalon
- > River of Life Church, 774 High Street, Epuni

### Sport and Recreation

- > Avalon Pavillion, Taita Drive, Avalon
- > Avalon Wolves Rugby Club, 28 Percy Cameron Street
- > Boulcott’s Farm Heritage Golf Club, 33 Military Road, Boulcott
- > Fraser Park Sportsville, 237 Taita Drive
- > Hutt Bridge Club, 1 Park Ave, Epuni
- > Hutt Valley Tennis, 10 Mitchell Street, Epuni
- > Naenae Hockey Club, Fraser Park



## Halls and Public Buildings

- > Avalon Hall, Taita Drive
- > Epuni Community Hall, Mitchell Street

## Open Spaces

- > Avalon Park
- > Mitchell Park
- > Hutt River Trail

## Groups and networks of people

- > Church groups – River of Life
- > Local high school students
- > Neighbourhood Support groups
- > Nurses and caregivers living locally
- > Sports groups and Golf Club

## Services in the community

### Medical Centres

- > Avalon Medical Centre, 840 High Street, Avalon
- > BJ's Tavern 25 Tocker Street Taita lower Hutt
- > Boulcott Hospital and Specialist Centre, 666 High Street, Epuni
- > Epuni Medical Centre, 102 Oxford Terrace, Epuni
- > Hutt Hospital, 638 High Street, Epuni

- > Lower Hutt After Hours Medical Centre, 729 High Street, Epuni
- > Avalon Physiotherapy, 11a Park Ave, Epuni

### Pharmacies

- > Len Hooper Pharmacy, 104 Oxford Terrace, Epuni
- > Avalon Medical Centre Pharmacy, 838 High Street, Epuni

### Emergency Services

- > Avalon Fire Station, 955 High Street, Avalon
- > Wellington Free Ambulance, 53 Oxford Terrace, Waterloo

### Businesses

- > Animal Health Centre Vet Clinic, 109 Oxford Terrace, Epuni
- > Anusha Indian Takeaway, 829 High Street
- > Avalon Studios, 41 Percy Cameron Street, Avalon
- > Bella Vita Hairdressing, 704 High Street
- > Brentway Cake Kitchen, 1039 High Street
- > Central Group Forklifts & Trucks, 45 Percy Cameron Street
- > CoverWorks, 24/55 Percy Cameron Street
- > Driven Mechanical Services, 35/55 Percy Cameron Street
- > Epuni Mini Market, 103 Oxford Terrace, Epuni
- > GNS Science, 1 Fairway Drive
- > Great Wall Fast Foods, 808 High Street
- > Heli New Zealand, 45 Percy Cameron Street
- > Janus Bakkerij, 700 High Street, Epuni



- > Kiwi Café, 802/804 High Street, Epuni
- > Lavender Takeaways, 99 Copeland Street, Epuni
- > Mitchell Street Dairy, 702 High Street, Epuni
- > Mobility Centre, 103 Copeland Street, Epuni
- > Moore Wilsons, Eastern Hutt Road, Taita
- > Mr Sparkel, 40/55 Percy Cameron Street
- > Nyx Hair Design, 700 High Street
- > Park Avenue Quality Meats. 829 High Street, Boulcott
- > Pepes Pizza Parlour, 731 High Street, Boulcott
- > Reel Fish, 704B High Street, Boulcott
- > Stellin Street Store and Lotto Shop, 833 High Street, Epuni
- > Taita Fish and Chips, 20 Tanie Street
- > Van Beers Workshops, 834 High Street, Epuni
- > Wah Loong Restaurant, 164 Taita Drive, Avalon
- > Z Service Station, 834 High Street, Epuni

## Infrastructure

- > Epuni, Naenae and Wingate Stations
- > Daysh Street and Wingate Rail Overbridges
- > Hutt River
- > Arterial roads (Fairway Drive, High Street)
- > Emergency water tanks at Dyer Street School and Avalon Primary School
- > Z Service Station, 834 High Street, Epuni



# Local vulnerabilities

Your community has identified the following potential vulnerabilities. These may need further attention or assistance.

## Places and spaces

- > Some areas may experience liquefaction
- > Possible damage to community facilities
- > Railway line splits suburb in two

## Groups and networks of people

- > Elderly people
- > House bound people
- > Laura Fergusson Trust, 18 Laura Fergusson Grove, Naenae
- > Mothers with young babies
- > People with disabilities and those in supported accommodation
- > Ropata Lodge, 57 Ropata Crescent, Boulcott
- > Stressed & lost pets

## Services in the community

- > Limited access to emergency services
- > Few community-based services in local area

## Infrastructure

- > All services likely to be disrupted for many weeks
  - o No electricity, water or sewage
  - o No telecommunications
  - o No internet
  - o No reticulated gas supply
  - o No banking and Eftpos
  - o Roads out of Wellington likely to be blocked





# Checking on people and damage

Everyone in the community is checked on after an emergency – whether it's for rescue and medical assistance, or just basic support and information.

- > Contact everyone in the community as soon as possible.
- > Record and report information on people and damage back to the Hub.
- > Regularly check everyone in the days following the event as people's circumstances may change.



How can you make sure that everywhere has been checked?

- Start with known affected areas or groups that might need extra assistance.
- Draw upon any local lists and knowledge.
- Coordinate a street-by-street, house-by-house check. Use the area maps in the hub.
- Record any information on the impact to the community. For example, status of roads, building damage, and peoples unresolved needs.

Report the information back to the Information Coordination person at the Hub.

Staying in contact with people as outlined in task one should be done frequently, as peoples circumstances can change after an event.

If you can't give someone immediate assistance, collect information about their needs and bring that back to the Hub. See if you can find an answer to their needs with the resources available in your community.

## **What groups could be available to walk around the community to check on people and look for damage?**

- > Anyone who is mobile
- > Golf Club, 33 Military Road, Boulcott
- > Groups coordinated out of the Hub
- > Naenae College, 910 High Street, Avalon
- > Neighbourhood Support groups
- > University students



## Faith-based Organisations

- > Avalon AoG, 881-895 High Street, Avalon
- > Catholic Church St Martin de Porres. 8 Park Ave, Epuni
- > Church of Jesus Christ of Latter-day Saints, 23 Park Ave, Epuni
- > HCUC – St John’s Avalon Uniting Church, 986 High Street, Avalon
- > Holy Trinity Avalon Church, 4 Gordon Street, Avalon
- > River of Life Church, 774 High Street, Epuni

## Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
- > Elderly and known people with medical issues
  - > Laura Fergusson Trust, 18 Laura Fergusson Grove, Naenae
  - > Neighbours and streets
  - > Ropata Lodge, 57 Ropata Crescent, Boulcott
  - > Worst affected areas and areas where hazards / damage are obvious

## How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker people’s needs with available resources.
2. Scope – define needs and resources
3. Prioritise – needs with resources
4. Meet – needs with resources

---

5. Review – that needs are being met

---

6. The Hub can set up street maps and coordinate searches, or checks by door knocks

---

> Church and school leaders

---

> Coordinate from the Hub

---

> Group volunteers with a mix of skills, physical capabilities, and leadership

---

> Keep a paper trail at the Hub so we know where has been checked, when. Then we know where needs to be rechecked over time.

---

> Leaders to step up

---

> The Hub can set up street maps and coordinate searches, or checks by door knocks

---

> Use text messages to pass information back to the Hub if possible

---

> Work with what and who we have at the time.

---



# Medical Assistance

Community members who need medical assistance are directed to medical assistance.

- > Identify and coordinate community resources that can be used to assist and treat the injured.
- > Identify and check on people with day-to-day medical needs.
- > Direct the community to medical providers that are known to be open.
- > Identify and coordinate people in the community with medical skills who can help.



In all life-threatening situations, attempt to contact the emergency services by calling 111.

Injured and sick people should go to the nearest open medical centre first.

People with first aid skills should go to their nearest open medical centre or go to the Hub.

Check on your neighbours and people who may need extra help.

Look after your hygiene – wear gloves when touching body fluids.



Find out if the local medical providers are open and operational so that you can let the community know where to go.

Coordinate transportation for those who are in need and cannot get to the medical centre.

## Where are the nearest medical providers?

- > Avalon Medical Centre, 840 High Street, Avalon
- > Boulcott Hospital and Specialist Centre, 666 High Street, Epuni
- > Epuni Medical Centre, 102 Oxford Terrace, Epuni
- > Hutt Hospital, 638 High Street, Epuni
- > Lower Hutt After Hours Medical Centre, 729 High Street, Epuni
- > Naenae Medical Centre, 39 Treadwell Street, Naenae



## Where else could we provide medical assistance if the above facilities are not available?

- > Animal Health Centre Vet Clinic, 109 Oxford Terrace, Epuni
- > Avalon Medical Centre Pharmacy, 838 High Street, Epuni
- > Avalon Physiotherapy, 11a Park Ave, Epuni
- > Len Hooper Pharmacy, 104 Oxford Terrace, Epuni
- > Local Community Emergency Hubs

## Who can help provide medical assistance?

- > Doctors and Nurses in the community
- > Fire Station
- > People with First Aid certificates
- > Vets and vet nurses

## How do we get people to medical assistance or medical assistance to people?

- > Carry or walk people in and out
- > Cars and other vehicles
- > Communicate using text messages if available
- > Use people on bikes as messengers
- > Wheelbarrows, stretchers, prams

## Where can we get extra supplies?

- > Fire Station
- > First aid kits in businesses, houses and vehicles
- > Hospital
- > Medical Centres
- > Nearby sporting facilities
- > Pharmacies
- > Vets

## Where are there Defibrillators?

- > 41 Percy Cameron Street
- > 45 Percy Cameron Street
- > 6 Mabey Road, Avalon
- > 62 Taita Drive, Avalon
- > 70 Mabey Road, Avalon
- > Avalon Film & Television Studios (ground floor kitchen, main office),  
41 Percy Cameron Street
- > Avalon Medical Centre, 840 High Street, Epuni
- > Avalon Park Pavilion (wall-mounted yellow cabinet next to dance floor),
- > Fraser Park Sportsville (Secure cabinet on fence – between softball and rugby turf), 1005 Taita Dr
- > GNS Science – Reception, 1 Fairway Drive, Avalon
- > Greater Wellington – Flood Protection Dept (storeroom), 6



- 
- > Greater Wellington Regional Council (main reception entrance),
- 
- > Kordia (Shared kitchenette by first aid cabinet, level 3),
- 
- > Naenae College (corridor past reception and gym), 910 High Street, Avalon
- 
- > NZ Rescue Coordination Centre (Avalon Studios, Level 1),
- 
- > Pacific Radiology, 67 Pilmuir Street, Boulcott
- 
- > Rembrandt – In First Aid Room, 226 Cambridge Terrace, Naenae
- 
- > Z High Street, 834 High Street, Boulcott





# Shelter

Ensure everyone in our community has somewhere safe and comfortable to stay.

- > Find places where people can shelter from the weather if they can't stay at home.
- > Find comfortable places where people can rest and sleep.



Small repairs may make homes safe enough to stay in.

If people need to leave their homes, encourage them to take as much bedding as possible.

Encourage people to stay with friends and family if possible. Ask neighbours or others in their street if they have a spare room.

People in the community may have spare beds, air mattresses, and couches available to offer people without a place to stay.

Check gas and electricity supplies are safe to use. Turn gas off at the meter/main if unsure. Turn electricity off at mains/switchboard and water at the tap on the footpath. Leaks including water, should be investigated.



Many people will be able to stay in their own homes, and this is ideal as people are much more comfortable in a home environment. Are there simple repairs that could be done to make a home safe enough for people to stay there.

You may have visitors to your community who don't live locally – commuters, shoppers, employees etc. These are the people most likely to need accommodation in your community.

Encourage people to make their spare beds and guest rooms available.

Don't wait for the perfect solution, shelter from the weather is a priority over comfort. Bad weather means the need for shelter is much more urgent than on a warm, sunny day.

Tell the Emergency Operations Centre (through the Communication desk) the number of people who need accommodation.

## Who could help make people's homes safe, weatherproof, and comfortable?

- > Local builders, plumbers, electricians, roofers and other tradespeople
- > DIY people – remove hazards, use a buddy system
- > Fire and Emergency NZ (FENZ)



## Where can we get resources to make repairs?

- > Around your home and neighbours
- > Bunnings Trade, 235 Cambridge Terrace, Naenae
- > Local building sites
- > Residents – what's in your toolshed?

## Where could we get bedding and clothing supplies to keep people warm and comfortable?

- > Airbnb and accommodation providers
- > Caravans and mobile homes
- > Neighbours with extra supplies
- > Op shops in central Lower Hutt
- > Residents' camping gear

## What open spaces could accommodate temporary shelter?

- > Avalon Park
- > Fraser Park
- > Mitchell Park

### Schools

- > Avalon Intermediate, 1041 High Street, Avalon
- > Avalon Primary School, 10 Gordon Street, Avalon
- > Boulcott School, 21 Boulcott Street, Boulcott
- > Dyer Street School, 9 Dyer Street, Epuni

- > Epuni School, 313 Waiwhetu Road, Epuni
- > Naenae College, 910 High Street, Avalon
- > Naenae Intermediate, 100 Walters Street, Naenae
- > Taita Central School, 33 Churton Crescent, Taita

## What facilities could be used for temporary shelter if people can't stay at homes or with friends?

- > Avalon Studios
- > MCA Pilmuir House, 67 Pilmuir Street

### Faith-based Organisations

- > Avalon AoG, 881-895 High Street, Avalon
- > Catholic Church St Martin de Porres, 8 Park Ave, Epuni
- > Church of Jesus Christ of Latter-day Saints, 23 Park Ave, Epuni
- > HCUC – St John's Avalon Uniting Church, 986 High Street, Avalon
- > Holy Trinity Avalon Church, 4 Gordon Street, Avalon
- > River of Life Church, 774 High Street, Epuni

### Sport and Recreation

- > Avalon Pavillion, Taita Drive, Avalon
- > Avalon Wolves Rugby Club, 28 Percy Cameron Street
- > Boulcott's Farm Heritage Golf Club, 33 Military Road, Boulcott
- > Fraser Park Sportsville, 237 Taita Drive
- > Hutt Bridge Club, 1 Park Ave, Epuni



---

> Hutt Valley Tennis, 10 Mitchell Street, Epuni

---

> Naenae Hockey Club, Fraser Park

### **Halls and Public Buildings**

---

> Avalon Hall, Taita Drive

---

> Epuni Community Hall, Mitchell Street



# Water

Our community has access to clean water for drinking and water for cooking and hygiene purposes.

- > Ensure everyone knows how to treat drinking water.
- > Coordinate community water sources for drinking, cooking and hygiene.
- > Arrange a place in the community where water can be distributed if needed.



Water reservoirs are all around the region but automatically seal if lines are damaged. Technicians must manually attend to the valves. This will take time so look for other sources of water within the community right away.

Some schools and community centres have large water tanks installed. If there is one in your community check to see what their plan is for using the water.



Local streams and open bodies of water are not reliable sources of clean water. Chemical pollution and heavy metal contamination is not removed by boiling water or adding bleach.

Treat any non-bottled water. Boil it if you can, if not use bleach to treat.

**BEST CHOICE: BOIL.** Boiling water will kill most types of disease-causing organisms. If water is cloudy, filter it through a clean cloth. Boil water for one minute, let it cool, and store it in clean containers with covers.

**IF YOU CAN'T BOIL: ADD BLEACH.** Bleach will kill some (not all) types of disease-causing organisms. Just like boiling, filter cloudy water through a clean cloth first. Use only regular, unscented, liquid household bleach. Add two drops of bleach per litre of water. Stir well, let stand for 30 minutes before using, then store in clean containers with covers.

## Where can we find drinking water?

- > Emergency water tanks @ Dyer Street School, Avalon School, Boulcott School and Epuni School
- > Home water cylinders
- > Home water tanks
- > Rain collection
- > Stored water (bottles)



## **How do we get water to people who are unable to leave their homes?**

- > Carry in bottles, containers, buckets
- > Groups gather and distribute
- > Volunteers walking or cycling around
- > Wheelbarrows, buggies, strollers, wheelie bins

## **Where can we find water for washing and cleaning?**

- > Fish tanks
- > Hutt River
- > School pools
- > Spa pools
- > Swimming pools
- > Toilet cisterns

## **What water supplies should be avoided or need treatment before drinking?**

- > Grey water
- > Pool water
- > River and creek water
- > Should treat all water before drinking
- > Springs and waterfalls
- > Stagnant water
- > Stream water

## **What places would be good distribution points?**

- > Dyer Street and Avalon School Community Emergency Hubs
- > Epuni Community Centre
- > Shopping centres





# Food

People in our community have enough food to sustain them.

- > Organise a way to feed large groups of people who are displaced or do not have food of their own.
- > Coordinate food supplies in the community.



Assist with the coordination of food supplies in the community where necessary.

Encourage people to share food with those who don't have access to it.

Tell people to use foods in the refrigerator first, then those in the freezer, and finally dried goods from the pantry.

Pool community resources to feed everyone

- Street BBQs
- Have places where excess food can be coordinated from

## What food suppliers and providers are there?

- > Anusha Indian Takeaway, 829 High Street
- > Brentway Cake Kitchen, 1039 High Street
- > Churches
- > Epuni Mini Market, 103 Oxford Terrace, Epuni
- > Golf Club
- > Great Wall Fast Foods, 808 High Street
- > Janus Bakkerij, 700 High Street, Epuni
- > Kiwi Café, 802/804 High Street, Epuni
- > Lavender Takeaways, 99 Copeland Street, Epuni
- > Mitchell Street Dairy, 702 High Street, Epuni
- > Moore Wilsons, Eastern Hutt Road, Taita
- > Park Avenue Quality Meats. 829 High Street, Boulcott
- > Pepes Pizza Parlour, 731 High Street, Boulcott
- > Reel Fish, 704B High Street, Boulcott
- > Residents
- > Stellin Street Store and Lotto Shop, 833 High Street, Epuni
- > Taita shopping centre
- > Wah Loong Restaurant, 164 Taita Drive, Avalon

## Where else could we find food?

- > Hen houses
- > Household supplies
- > People's fridges and freezers
- > Vege gardens / Koha Sheds



## **How could we organise to feed large groups of people?**

- > Camp kitchen in the park or Eponi Community Centre
- > Campervans / caravans
- > Have street shared dinners / communal cooking – take people home and cook a bit extra to minimise gas consumption
- > Local cafes
- > Use perishable food first
- > Work with Te Mangungu Marae, 7 Rata Street, Naenae

## **Where can we get cooking and catering supplies?**

- > BBQs, Gas Stoves
- > Community halls and schools
- > Moore Wilsons, Eastern Hutt Road, Taita
- > Solar cooker

## **How do we get food to people who are unable to leave their homes?**

- > Neighbourhood Support meals on wheels
- > Organise teams to distribute
- > Use social media if available
- > Use vehicles
- > Walk or cycle around
- > Wheelbarrows, buggies, strollers, wheelie bins



# Animal Welfare

Animals in our community have access to medical assistance, shelter, water, and food.

- > Identify and coordinate locations and people for medical assistance for animals
- > Identify locations for animal shelter
- > Identify potential sources of food and water
- > Keep a record of lost and found pets

**What animal services are in the area? (e.g., veterinary clinics, animal control, shelters, stock agents, stock truck companies)**

---

---

---

---

---

**What facilities could be used for temporary shelter for animals?**

---

---

---

---

**Where could we find drinking water for animals?**

---

---

---

---

**Where could we find food for animals? (companion animals & production animals)**

---

---

---

---

