

# Boulcott 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

**Boulcott School**, 21 Boulcott Street, 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**  
**Boulcott Community Emergency Hub**  
Boulcott School, 21 Boulcott Street, Lower Hutt
-  **Neighbouring Hubs**  
**Eastern Hutt School**  
(Kings Cres)  
**Epuni School**  
(313 Waiwhetu Rd)  
**Taita Central School**  
33 Churton Crescent, Taita  
**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

- > Community Gardens

## Schools

- > Boulcott School
- > Chilton Saint James
- > Eastern Hutt School
- > Hutt Intermediate School
- > Hutt Valley High

## Religious centres

- > Latter Day Saints
- > Seventh Day Adventist
- > St James
- > St Peter and Paul

- > Hutt Recreation Ground
- > Lower Hutt tennis club
- > Phillip Evans reserve
- > Queensgate Mall
- > Riddiford Gardens

## Groups and networks of people

- > Church Groups
- > Hutt Chamber of commerce
- > Local Marae
- > Neighbourhood support
- > Nurses and other medical professional living locally
- > South End Business Group
- > Sports Groups





## Services in the community

- > 2nd hand/ cash converters
- > Electronics Shops
- > Foodbank
- > Homeware and clothing shops
- > Large number of Cafes and Restaurants
- > Pharmacy
- > Salvation Army

## Fast food restaurants

- > Burger King
- > Dominos
- > Hells
- > KFC
- > McDonalds

## Supermarkets

- > Count Down
- > New World
- > Pak n' Save

## Infrastructure

- > BP
- > Dowse Square Artesian Water
- > Z petrol



# Local vulnerabilities

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

## Places and spaces

- > Hutt River
- > Riverbank carpark
- > Railway Line
- > Waiwhetu Stream
- > Some area may experience liquefaction
- > Possible damage to community facilities

## Groups and networks of people

- > Elderly and house bound
- > Emerge Aotearoa
- > Idea services homes
- > Laura Fergusson Trust

- > Stress and lost pets
- > Young children and babies

## Services in the community

- > Riverleigh Residential Care
- > Barnardo's Lower Hutt
- > Rest homes
- > Sommerset retirement home
- > Foodbanks overwhelmed
- > Women's refuge

## Infrastructure

- > Bridges over the river could be damaged
- > Constrained by railroad- may be impassible
- > Likely to be disrupted for many weeks
- > No Banking or Eftpos
- > No sewage or toilets
- > Roads out of wellington likely to be disrupted



# 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 people's 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 people's 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?**

- > Engineers/Builders who live locally
- > Groups formed by neighbours on the day
- > Neighbourhood Support
- > Salvation Army Hutt Valley Harries
- > Scouts





## Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups

- > Elderly people, and people with mobility issues
- > Families with young children
- > Medical providers- they may know of people who need assistance
- > People with limited English

## 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
  - > Community leaders to organise
  - > Google map

- > Make sure people have Protective gear before they go
- > Meet – needs with resources
- > Mix groups with different skills before sending into community.
- > Neighbourly
- > Organise a street-by-street check
- > Use Hub map to coordinate what has been checked
- > Use online tools if available

# 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

> Kopata

> Ropata

> Boulcott Hospital

> Hutt City Health Centre

> Hutt Hospital



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

- > Animal Health Centre Veterinary Clinic
- > Caci Clinic Lower Hutt
- > Central Hutt Veterinary Clinic
- > Lower Hutt After Hours Medical Centre
- > Lumino Dentists
- > Supreme Dental Concepts

### Who can help provide medical assistance?

- > Individuals with First Aid Certification
- > Local Doctors, Nurses and Paramedics.
- > Those with First Aid certificates

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

- > Organise carpools to transport people to and from medical facilities
- > Wheelbarrows, stretchers, prams
- > Carry or walk people in and out

### Where can we get extra supplies?

- > Ambulance station
- > Fire station

- > First aid kits in homes, workplaces, cars
- > Kopata Pharmacy
- > Life Pharmacy Queensgate
- > Nearby Sporting facilities
- > Unichem High Street Pharmacy
- > Vets

### Where are there Defibrillators?

- >
- >
- >
- >
- >
- >
- >
- >
- >
- >



# 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?

- > DIY people – remove hazards, use a buddy system
- > Fire Service
- > Local builders, plumbers, electricians, roofers and other tradespeople



### **Where can we get resources to make repairs?**

- > Bunnings
- > Local Building sites
- > Local mechanics
- > Mitre 10
- > Outdoor shops
- > Residents
- > Residents – what's in your toolshed?

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

- > Airbnb in local area
- > Camping gear
- > Caravans and mobile homes
- > Farmer's Queensgate
- > Op shops
- > Sharing resources from neighbours

### **What open spaces could accommodate temporary shelter?**

- > Hutt Recreation Ground
- > Mitchell Park
- > Open space by the Hutt City i-Site
- > School Fields

- > Trafalgar Park
- > Wilson Parking

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

- > Church halls
- > Motels
  - o Bellevue Hotel
  - o Boulcott Lodge
  - o Quality Inn Angus
- > Town Hall



# 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?

- > Countdown
- > New World
- > Pak n' Save

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

- > Transport using cars, bikes, and trucks
- > Using clean plastic containers that can be carried by people walking





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

- > Hutt river if it is running clear
- > Local creeks and springs above the highest house
- > Spa pools
- > Swimming pools

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

- > Grey water
- > Hot water cylinders
- > Local creeks and spring waters
- > Pool water
- > Rain water tanks
- > Springs and waterfalls
- > Stagnant water
- > Stream water

## What places would be good distribution points?

### Supermarkets

- > Count Down
- > New World
- > Pak n' Save

### Schools

- > Boulcott School
- > Chilton Saint James
- > Eastern Hutt School
- > Hutt Intermediate School
- > Hutt Valley High

### Religious centres

- > Latter Day Saints
- > Seventh Day Adventist
- > St James
- > St Peter and Paul



# 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.

## What food suppliers and providers are there?

### Supermarkets

- > Countdown
- > New World
- > Pak n' Save

- > Community gardens
- > Fast food restaurants
- > Foodbanks
- > Queensgate food court

## Where else could we find food?

- > Household supplies
- > Restaurants and Cafes in Lower Hutt CBD
- > Veggie gardens

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

- > Promote communal meals to conserve cooking fuel and supplies
- > Use BBQs and establish food kitchens
- > Use perishable food first



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



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

- > Farmer's Queensgate
- > Household supplies
- > Local cafes and restaurants might be willing to cook the ingredients we provide
- > Outdoor shops

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

- > Bicycles
- > Courier companies
- > Salvation Army network
- > Transport- personal vehicles and 4-wheel drive cars
- > Walking groups
- > Wheelbarrows



# 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)**

---

---

---

---

