# Lansdowne 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**

# Lansdowne Church Hall, la Totara Street, Masterton



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

MAP KEY

Hub kit location

Emergency water tank

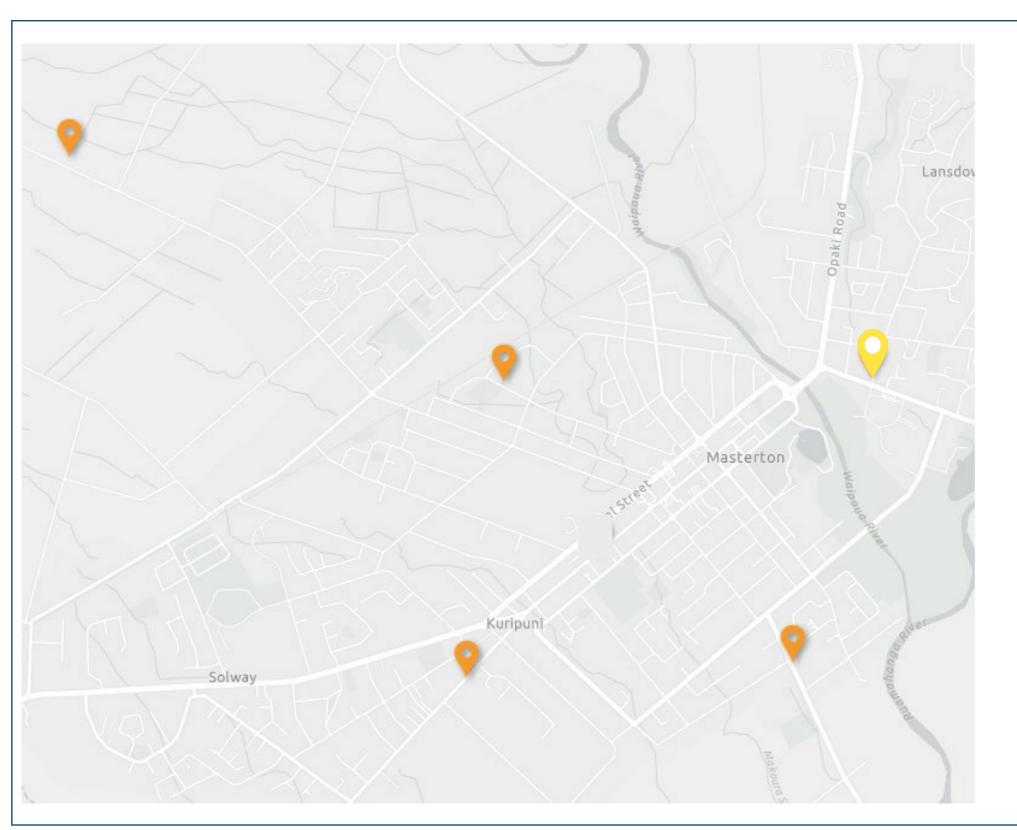
Suggested space

Do not use this space

The hub kit is located in the hall cupboard

# **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**

# **Lansdowne Community Emergency Hub**

Lansdowne Church Hall, 1a Totara St, Lansdowne, Masterton



### **Neighbouring Hubs**

# Te Kura Kaupapa o Wairarapa,

35 Johnstone St, Masterton

### **Masterton Primary School,**

53 South Road, Solway, Masterton

### **Douglas Park School,**

136 Cole St, Masterton 5810



# 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**

- > Burling Park, 20 Roberts Road, Masterton
- > Colin Pugh Sports Bowl
- > Henley Lake Park
- > Lakeview School
- > Lansdowne Shopping Centre
- > Madley Holiday park
- > Mahunga Golf Club, Oxford St, Lansdowne, Masterton
- > Masterton Golf Course, Boltons Road, Masterton
- > Old Lansdowne School Site, Te Ore Ore Road

- > Queen Elizabeth Park
- > Trust House Recreation Centre, 2 Dixon St North, Masterton

### **Groups and networks of people**

- > Catholic Church, 49 Te Ore Ore Road
- > Church of Jesus Christ of Latter-Day Saints, 27 Opaki Road
- > Lansdowne Presbyterian Church
- > Lansdowne Scouts
- > Mahunga Golf Club
- > Masterton Golf Club
- > Masterton Henley MensShed, Colombo Road
- > Neighbourhood Support Groups
- > Salvation Army

### Services in the community

- > Fire and Emergency New Zealand
- > First Street Shops
- > Lansdowne Nursery, 65 Te Ore Ore Road
- > Masterton Medical Centre
- > Mobil Station, 1/3 Queen Street
- > Red Cross, 30 Church Street
- > Wairarapa Concrete, Te Ore Ore Road
- > Wellington Free Ambulance



# Infrastructure

- > Mobil Station 1/3 Queen Street
- > Ruamahanga River
- > Waipoua River
- > Wairarapa Hospital



# Local vulnerabilities

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

### **Places and spaces**

- > NOT in tsunami zone
- > Opaki Road bridge into city could be damaged
- > Risk of flooding
- > The area has a mix of residential and commercial properties, only one or two-story buildings.

### **Groups and networks of people**

- > Elderly people
- > House bound people
- > Kandahar Court by Enliven, 2 Colombo Road, Lansdowne
- > Kandahar Home by Enliven, 8 Roberts Road, Lansdowne
- > Lakeview School, 74 Te Ore Ore Road
- > Lansdowne Park Lifestyle Village

- > Lansdowne Private Child Care and Pre School, 27 First Street
- > The Busy Bees Early Childhood Centre, 45 Te Ore Ore Road

### Services in the community

> Masterton Medical Centre and Wairarapa Hospital are within walking distance but will be under pressure

#### Infrastructure

- > All services likely to be disrupted for weeks
  - No Electricity
  - No mains water supply
  - No sewerage network
  - o Broken storm water pipes
  - No telecommunications
  - No internet
  - o No banking and eftpos
  - No telecommunications
  - No internet
  - o No banking and eftpos



# 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 asnwer 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?

- > Community Patrol members
- > Cycling groups
- > Lions
- > Motorbike groups
- > Neighbourhood Support Groups
- > People who turn up to the Hub to help



- > Rotary
- > Shuttle/Taxi operators
- > Sports Groups at Queen Elizabeth Park

#### Where should we check first?

- 1. Self 2. Home 3. Neighbours 4. Street 5. Then at the hub check on these priority groups
- > Kandahar Court by Enliven, 2 Colombo Road, Lansdowne
- > Kandahar Home by Enliven, 8 Roberts Road, Lansdowne
- > Lakeview School, 74 Te Ore Ore Road
- > Lansdowne Park Lifestyle Village
- > Lansdowne Private Child Care and Pre School, 27 First Street
- > Neighbours
- > The Cubby House Early Childhood Centre, 45 Te Ore Ore
- > Worst affected areas and areas where the hazards/damage are obvious

### How would we coordinate this?

- > Assess commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
- > Coordinate from the Hub
- > Establish Shifts'
- > 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.
- > Meet needs with resources
- > Prioritise needs with resources
- > Review that needs are being met
- > Scope define needs and resources
- > Send teams from hub to check on defined areas, record on Hub Map
- > Source what people need for support e.g. bikes, cars
- > Source walkie-talkie radios from within the community to help with communications
- > The Hub can set up street maps and coordinate searches, or checks by door knocks
- > Use text messages, if available, to pass information back to the Hub
- > 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?

- > Masterton Medical Centre, 4 Colombo Rd
- > Wairarapa Hospital, Te Ore Ore Rd, Lansdowne

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

> Keinzley Agvet, 127 Te Ore Ore Road



### Who can help provide medical assistance?

- > Doctors and nurses in the community
- > Fire and Emergency New Zealand (FENZ)
- > Keinzley Agvet, 127 Te Ore Ore Road
- > People with first aid certificates Consider asking Radio stations for people to come forward or putting a notice on public info board.
- > Red Cross
- > Rest Home Staff
- > Sports Coaches

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

- > Communicate using text messages./ Walkie talkies if available
- > Fire and Emergency New Zealand
- > New World Supermarket
- > Supermarket and The Warehouse First Aid Kids
- > Use kids on bike as messengers
- > Vehicles, 4-Wheel Drives, station wagons, scooters, motorbikes.
- > Wheelbarrows, stretchers, shopping trolleys, buggies, strollers.
- > Where can First Aid kits in businesses, houses and vehicles

### Where are there Defibrillators?

- > First Street, Lansdowne on wall beside Dish Café
- > Mahunga Golf Club, 55-59 Oxford Street, Lansdowne
- > Masterton Golf Club, Lansdowne Golf Course, Pro Shop, 7 Boltons Road, Lansdowne
- > Masterton Henley MensShed, inside front door, Colombo Road
- > Wairarapa Hospital, 35 Te Ore Ore Road, Lansdowne



# 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 toby 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.

Youmay 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?

- > Handy people/DIYers
- > Local builders, plumbers, electricians, roofers and other trades people
- > Masterton Henley MensShed, Colombo Road



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

- > Farmlands, 203 Chapel St
- > Idea Electrical, 306 Queen St
- > Masterton Henley MensShed, Colombo Road
- > New World Supermarket
- > Plumbing World, 421 Queen St
- > The Warehouse, Cnr of Chapel and Russell St

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

- > People's homes
- > Red Cross
- > Salvation Army
- > Te Ore Ore Marae, 85 Te Ore Ore Bideford Road, Lansdowne

# What open spaces could accommodate temporary shelter?

- > Burling Park
- > Encourage people to put up tents in their own back yard or a neighbour's
- > Golf Clubs
- > Henley Lake
- > Old Lansdowne School Field

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

- > Catholic Church, 49 Te Ore Ore Road
- > Church of Jesus Christ of Latter-Day Saints, 27 Opaki Road
- > Kandahar Rest home
- > Lakeview School
- > Motor homes/caravans/tents
- > Neighbours
- > Scout Den, Roberts Road
- > Te Ore Ore Marae, 85 Te Ore Ore Bideford Road, Lansdowne



# 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 reserviours 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 though 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?

- > Home water tanks
- > Home water cylinders
- > New World Supermarket

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

- > Carry in bottles, containers, buckets
- > Cars, bikes, scooters, motorbikes



- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins
- > Volunteers walking or cycling around

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

- > Rainwater
- > Ruamahanga River
- > Toilet cisterns
- > Waipoua River

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

- > Grey water
- > Pool water
- > Springs and waterfalls
- > Stagnant water/
- > Stream water
- > Tank water

# What places would be good distribution points?

- > Church of Jesus Christ of Latter-Day Saints, 27 Opaki Road
- > Lansdowne Presbyterian Church
- > Lansdowne Shops Carpark
- > Masterton Golf Club



# 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?

- > First Street Shops
- > Lakeview Dairy
- > New World Supermarket
- > Opaki Road Dairy
- > Roberts Road Dairy
- > Te Ore Ore Dairy

#### Where else could we find food?

- > Fridges and freezers
- > Gardens
- > Pantries
- > Volunteers pick up and drop off

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

- > Cook together and eat together
- > Restaurants, café, church, clubroom kitchens
- > Set up a volunteer cooking and preparation
- > Te Ore Ore Marae, 85 Te Ore Ore Road
- > Use perishable foods first



# Where can we get cooking and catering supplies?

- > Churches
- > School
- > Te Ore Ore Marae

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

- > Carry in boxes, containers, buckets
- > Cars, bikes, scooters, motorbikes
- > Organise teams to distribute
- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins
- > Volunteers walking or cycling around



# 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)

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What facilities could be used for temporary shelter
for animals?
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Where could we find drinking water for animals?
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Where could we find food for animals? (companion
animals & production animals)
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