

Normandale Community Response Plan

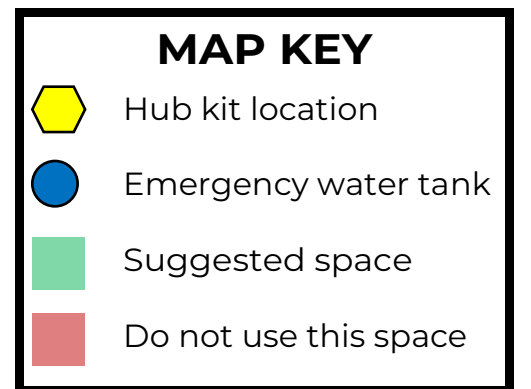
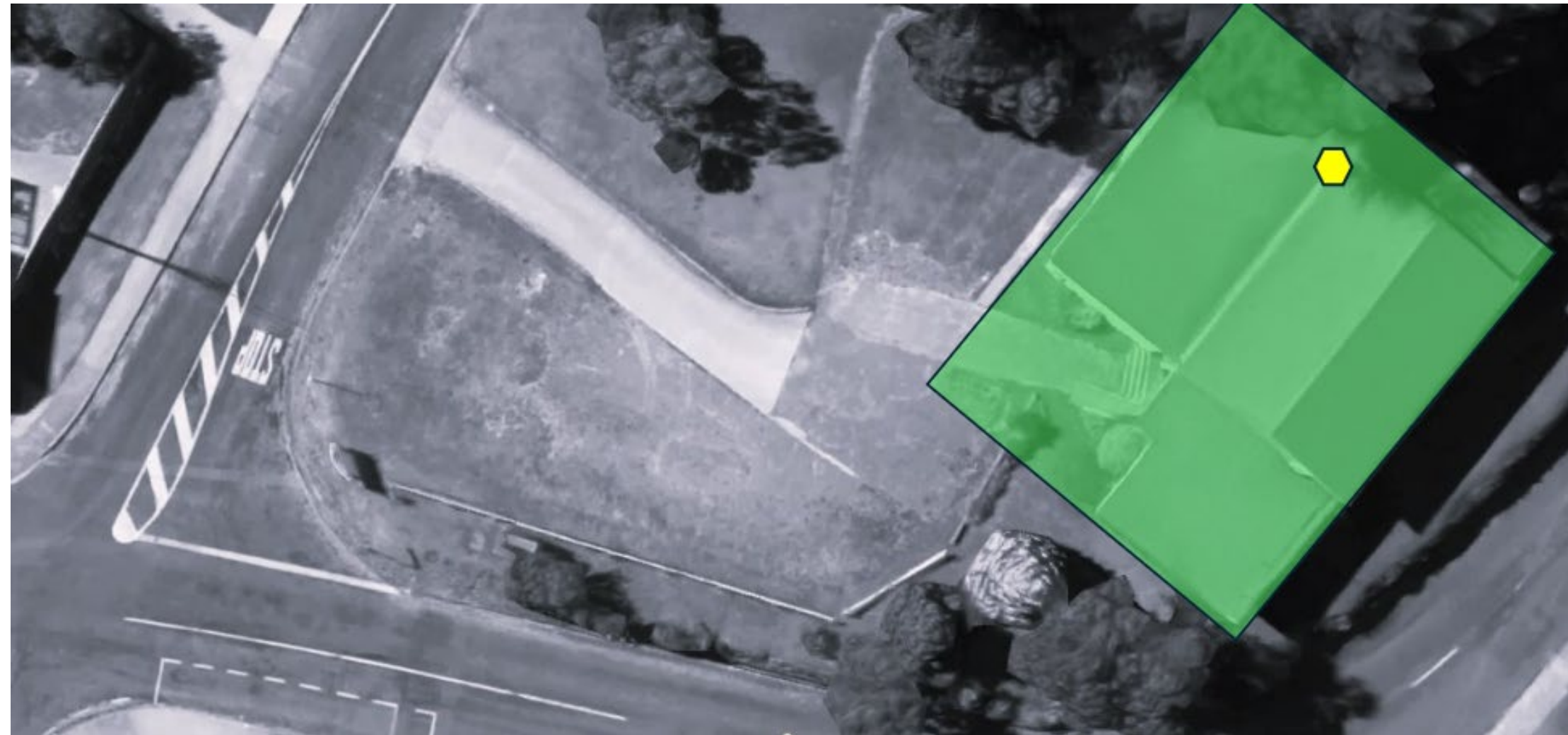
This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

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



Facility map

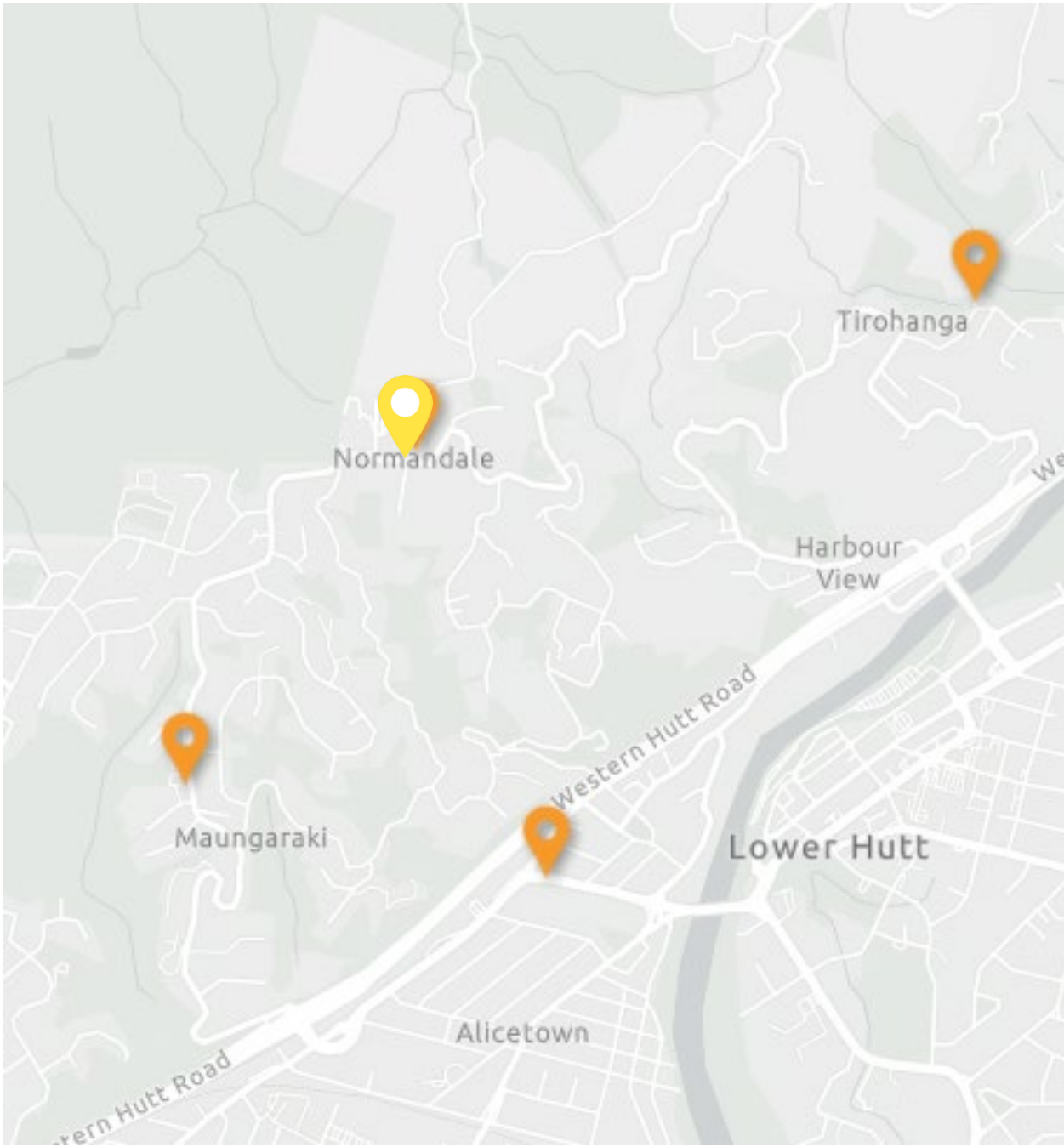
St Aidans Church Cnr Poto Road and Stratten St, Normandale



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

Normandale Community Emergency Hub

St Aidans Church Cnr Poto Road and Stratton St, Normandale

Neighbouring Hubs

Maungaraki School

125 Dowse Dr, Maungaraki

Raphael House Rudolf Steiner

27 Matuhi St, Tirohanga

Hutt Central School

6 Railway Ave, 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

> Maungaraki Community Hall

>

Schools

> Maungaraki School

> Normandale School

Churches

> Maungaraki Baptist Church

> St. Aidan's

- > Belmont Regional Park
- > Maungaraki Scout Hall
- > Maungaraki Tennis Club
- > Minoh House
- > Normandale Kyokushin Karate Hall
- > Normandale Play Centre
- > Woolshed / Education Centre

Groups and networks of people

- > Brownies and Pippens (Parent Network)
- > Brownies, Pippens, Guides, Scouts, Kias and Cubs
- > Hutt Timebank
- > Local exercise groups who use St Aidan's Church
- > Maungaraki Baptist Church
- > Maungaraki Community Association
- > Normandale Facebook Groups
- > Normandale Residents Association
- > Normandale School and Playcentre (Parent Network)
- > Predator Free Normandale Members
- > Regional Park Ranger
- > St Aidan's Church Congregation
- > Student Army
- > Transition Towns Lower Hutt



Services in the community

- > Shops in Maungaraki

Infrastructure

- > Work with the Hill Road Community to leverage off each other's resources

- > Work with the Maungaraki Community to leverage off each other's resources

- > Work with the Sweetacres Community to leverage off each other's resources

- > Identify any fuel storage possibly on rural properties

- > Identify any generators possibly on rural properties.

- > Water Storage at St. Aidan's Church and Kyokushin Hall



Local vulnerabilities

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

Places and spaces

- > Maungaraki Community Hall if damaged
- > St Aidan's Church if damaged

Groups and networks of people

- > Families or parents with young children
- > Older residents
- > People from the valley floor

Services in the community

- > Lack of services in the area means we will have to be self-sufficient until connected with Lower Hutt

Infrastructure

- > Bridges
- > Gas mains and water pipes are vulnerable to landslips
- > General Lifelines are vulnerable after a major earthquake
- > Main roads into the hills
- > Water and sewerage



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?

- > Neighbours checking on each other
- > People who turn up to the Hub to help
- > Senior High school students or University Students who might live locally
- > Using walking groups and community networks



Where should we check first?

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

- > Elderly neighbours
- > Families with young children or babies
- > Neighbours with health issues
- > People with mobility challenges
- > Worst affected areas where damage is 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 knocksCoordinate from the hub as people turn
up

- > If text messages are working- use this to pass information
back to the hub.
- > Keep a paper trail at the Hub so we know where has been
checked and when. Then we know where the next area to
check is.

> Organise groups through social media

- Neighbourly
- Maungaraki School Facebook page
- Facebook messenger groups

> Send teams from the hub to check on defined areas, record on
Hub Map

> Use community notice boards.



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?

- > First aid trained scouts
- > Medically trained personnel in the community

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

- > Maungaraki Pharmacy



Who can help provide medical assistance?

- > Doctors and Nurses within the community
- > People with first aid certificates
- > Vets in the community

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

- > Bicycles with trailers
- > Communicate via text message
- > Four-wheel drive vehicles
- > Improvised stretchers
- > Use children on bikes as messengers
- > Vehicles, station wagons, motorbikes, e-bikes, quad bikes and scooters
- > Volunteers walking and carrying people
- > Wheelbarrows
- > Wheelbarrows, stretchers, shopping trolleys etc.

Where can we get extra supplies?

- > Community members
- > First aid kits in local businesses, households and vehicles
- > Maungaraki Pharmacy
- > Supermarket (if we have access) down the hill

Where are there Defibrillators?

- > Mitre 10 Mega
- > Pak n Save
- > Wilford School



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.

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?

- > Community member volunteers
- > Handy people/ DIYers/ the able bodies
- > Hutt Time Bank members
- > Local builders, tradespersons, electricians and plumbers
- > Skilled tradesman living in the suburb



Where can we get resources to make repairs?

- > Garages and sheds
- > Hutt Time Bank members
- > Local groups
- > Neighbours lending supplies from home
- > Neighbours lending what they have on hand
- > Remains from broken buildings (recycling building materials that can be used)
- > Transition Town members

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

- > People donating from home
- > Sleeping bags and camping gear

What open spaces could accommodate temporary shelter?

- > Banksia Grove
- > Belmont Regional Park green areas
- > Encourage people to put up a tent in their own back yards or neighbours yards
- > Lime Grove Field
- > Maungaraki Baptist Church lawn
- > Old Otanga School field
- > Old skate park on Normandale Road

- > School fields - Maungaraki and Normandale schools
- > St Aidan's Church open spaces outside.
- > Stratten Street – picnic park
- > Tennis Courts
- > Village green

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

- > Karate Hall
- > Maungaraki Baptist Church
- > Maungaraki Community Centre
- > Maungaraki Tennis Club
- > Neighbours with extra rooms
- > Normandale Playcentre
- > Normandale School
- > Residents with Motor homes, caravans etc
- > Scout Hall
- > St Aidan's Church
- > Stratton Street Woolshed
- > Tents



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?

- > 200L rainwater tanks
- > Home stored water
- > Home water tanks
- > Hot water cylinders
- > Local Streams (but will need to be treated first)
- > St Aidan's Water storage
- > Swimming pools
- > Water tank at Maungaraki Community Centre



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

- > Bikes and cargo trailers
- > Carry in bottles, containers, buckets
- > Cars, bikes, scooters, motorbikes
- > Four-wheel drive vehicles
- > Volunteers walking or cycling around
- > Wheelbarrows

Where can we find water for washing and cleaning?

- > Korokoro Dam
- > People's pools or spas
- > Seasonal streams
- > Swamp on Mulberry St
- > Swimming pools

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

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

What places would be good distribution points?

- > Jubilee park exercise area
- > Maungaraki Baptist Church
- > Maungaraki School or Maungaraki Community Centre
- > Normandale Playcentre
- > St Aidan's Church



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?

- > Four Square
- > Local Dairy
- > Local takeaway shops/ restaurants at Maungaraki shops

Where else could we find food?

- > Down in Lower Hutt if road access is available
- > Foraging for edible plants (only with an expert or guide to identify correctly)
- > Fridge and freezers
- > Gardens
- > People sharing from home gardens and supplies

How could we organise to feed large groups of people?

- > Create teams to help cook food at the community hub
- > Eat and cook together (out of the community emergency hub)
- > Restaurant and bakery facilities
- > Set up a volunteer cooking/ preparation site
- > Use perishable food first
- > Using BBQs to cook for groups



Where can we get cooking and catering supplies?

- > Camping equipment
- > People lending BBQs from home
- > Scouting Groups

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

- > Bringing meals via bicycle or walking
- > Carry in boxes, containers, buckets
- > Cars, bikes, scooters, motorbikes
- > Check up on neighbours
- > Four-wheel drive vehicles
- > Organise teams to distribute
- > 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)

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)
