

# Whitby 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

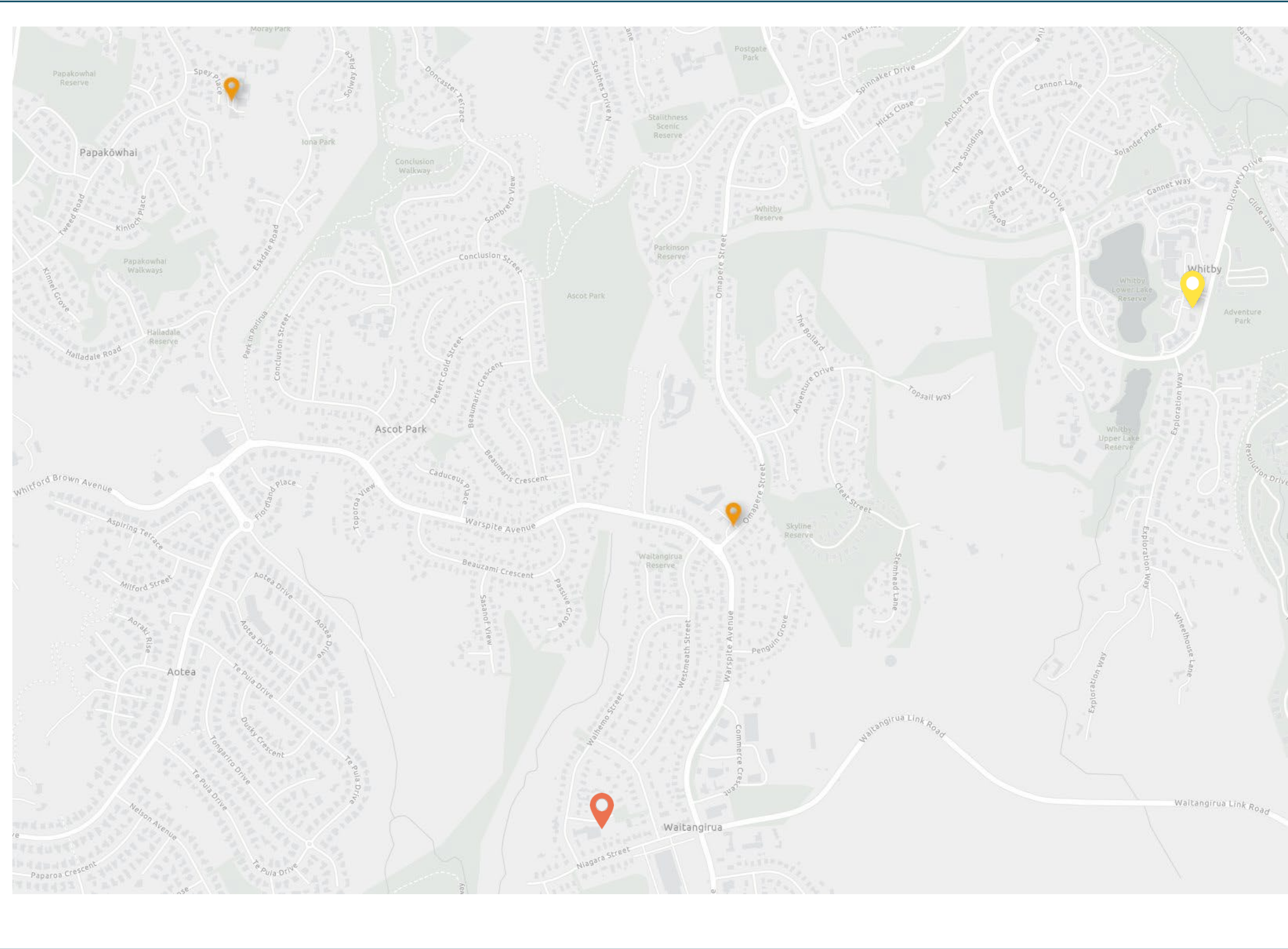
**Saint Mary's Church**, 69D Discovery Drive, Whitby, Porirua




*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.

A map of the Whitby area in Porirua, New Zealand. The map shows various streets, parks, and reserves. A yellow pin marks the location of the Whitby Community Emergency Hub at St Mary's Church, 69D Discovery Drive. Three red pins mark the locations of neighbouring hubs: Pauatahanui School at 12A Paekākāriki Hill Rd, Waitangirua EFKS Church at 2 Louisa Grove, and Papakowhai School at 17 Spey Place. The map also shows other local landmarks like Ascot Park, Whitby Reserve, and various parks and reserves.

 **Your Hub**

**Whitby Community Emergency Hub**

St Mary's Church, 69D  
Discovery Drive, Whitby,  
Porirua

 **Neighbouring Hubs**

**Pauatahanui**  
Pauatahanui School, 12A  
Paekākāriki Hill Rd,  
Pauatahanui

**Waitangirua**  
EFKS Church 2 Louisa Grove,  
Waitangirua, Porirua

**Papakowhai School,**  
17 Spey Place, Papakowhai





# 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.

- > Adventure Park
- > Bradey's Bay Reserve
- > Browns Bay Reserve
- > Endeavour Park

## Places and spaces

- > Reserve off Lanyon Place
- > Silverwood Park
- > The Crow's Nest lookout
- > The Quarter Deck Reserve
- > The Quarter Deck Reserve

- > Whitby Bowling Club
- > Whitby Scout Hall
- > Whitby Tennis Club

## Groups and networks of people

- > Adventure Kindergarten
- > Bowls club
- > Children's playgroups at Whitby Village
- > Church Networks
- > Club and Community Organisations
- > Discovery Kindergarten
- > Educare Adventure
- > Mana Montessori Pre-school
- > Rotary club members who live in Whitby
- > Senior students from Whitby Collegiate School
- > Tennis club
- > Walking path network
- > Whitby bowling club members
- > Whitby Christian Mens Breakfast Group
- > Whitby Educare
- > Whitby Residents Association
- > Whitby Scouts and Guides



## Services in the community

- > Countdown Aotea
- > Dominos
- > Fish and Chips
- > Hunting and Fishing
- > Lakeside Centre Dairy
- > Lakeside Veterinary
- > New World, Whitby
- > Nirmal Food Market
- > Nish Café
- > Rappaw Veterinary Care
- > The Taj Whitby
- > Whitby Co-op
- > Whitby Doctors
- > Whitby Pharmacy

## Infrastructure

- > Adventure School
- > BP Connect
- > Discovery School
- > Postgate School
- > Water tanks:
- > Whitby Pump Station
- > Whitby Reservoir



# Local vulnerabilities

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

## Places and spaces

- > Damage to Paremata Road/ SH 58 near Plimmerton Boating Club could cut road off completely.
- > Duck Creek culvert to Pauatahanui Inlet capacity
- > Heavy surging run off from bare earth locations on western hills.
- > Low lying pumping station at Brookside could cause sewage problems
- > Many areas are vulnerable to land slips.
- > Possible liquefaction.
- > Rising sea level could impact on access to Whitby.
- > Risk of lake overflow and/or further sedimentation.
- > Significant known areas of localised flooding.
- > Whitby Retirement Village

- > Whitby underground pipes are in poor condition and need a replacement programme.

## Groups and networks of people

- > All preschool centres, if event occurs during their operating hours.
- > All schools ( if event occurs during daylight hours).
- > At risk groups also include elderly residents in their own homes.
- > Bupa Retirement Home and Hospital.
- > House bound people
- > People with disabilities
- > Residents of Lakeside Villas
- > Residents of Whitby Lakes Retirement Village
- > Young families with pre school children – city workers may not be able to return to their homes after an incident leaving families vulnerable.

## Services in the community

- > All services likely to be disrupted for many weeks
- > Broken stormwater services
- > Broken water services



## Infrastructure

- > Low level area will be inundated. No insurance protection may be available.

---

- > Medical centre and pharmacy may be damaged or under-staffed

---

- > No banking or eftpos available

---

- > No electricity or gas.

---

- > No Fire station

---

- > No internet

---

- > No Police station

---

- > No telecommunications

---

- > Only one supermarket

---

- > Roading network damaged, both local and feeder roads.

---

- > Sea level rise from tsunami may also impact access to our residential areas.

---

- > Service stations may be within danger zone





# 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?**

- > Church communities
- > People who turn up to the Hub to help
- > Residents groups and/or neighbours
- > Rotary club members who live in Whitby
- > Senior students from Whitby Collegiate School
- > Whitby bowling club members



- 
- > Whitby Residents Association members
- 
- > Whitby Scouts and Guides

## Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
- > Go to local emergency hub at St Mary's Church to see where help is needed in Whitby.
- 
- > Neighbours property
- 
- > Own property
- 
- > Rescue teams should go to known high risk areas- e.g. residents living at lake edge vicinity, SH58 neighbours, Silverwood Heights, Navigation Heights, Whitby heights -areas exposed to wind, rain and likely to be cut off due to road damage or communications failure.
- 
- > Street neighbours

## 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.
- 
- > Carry first aid equipment, torches, and water.
- 
- > Check immediate neighbours first.
- 
- > Checklist address/people ok/building ok/food, water, pets ok.
- 
- > Identify support groups available nearby.

- 
- > Map where damage is known
- 
- > Meet – needs with resources
- 
- > Mobilise people at hub.
- 
- > Prioritise – needs with resources
- 
- > Refer to aerial maps – mark houses that have been checked.
- 
- > Review – that needs are being met
- 
- > Scope – define needs and resources
- 
- > The Hub can set up street maps and coordinate searches, or checks by door knocks
- 
- > Use communication tools available or physically patrol the streets.
- 
- >



# 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?

- > Physiotherapy,
- > Rappaw Veterinary Care
- > Sarah Lies Audiology,
- > Whitby Doctors



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

- > Whitby Pharmacy
- > Two Retirement Villages

## **Who can help provide medical assistance?**

- > Retired doctors
- > Retired nurses in the community
- > Set up in building foyers- e.g. Whitby Mall, NSG House, Baptist Church foyer, Whitby Co-op
- > St John's First aiders
- > Vets, Physio, dental and pharmacy in village
- > Volunteers with experience

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

- > Communicate by text
- > Use messengers to cycle, walk and run.
- > Vehicles four-wheel drive vehicles, station wagons, scooters, motorbikes
- > Wheelbarrows, stretchers, shopping trolleys, buggies

## **Where can we get extra supplies?**

- > First aid kits in businesses, houses and vehicles
- > Pool resources from the community
- > Rappaw Veterinary Care
- > Whitby Doctors
- > Whitby Pharmacy

## **Where are there Defibrillators?**

- > Adventure School
- > New World Whitby
- > Western Suburbs Soccer Club, Albatross Close
- > Whitby Bowling Club, Discovery Dr



# 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?

- > Handy people/DIYers
- > Hawkins Plumbing
- > Ka Pai plumbing- Kewa McMillan-Parata.
- > Local builders, plumbers, electricians, roofers and other tradespersons
- > Plumbed out – Craig- also drain laying
- > Rob Visser Plumbing
- > Students





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

- > New World
- > Porirua CBD

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

- > New World
- > People's homes

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

- > Bradey Bay Reserve
- > Browns Bay Reserve
- > Endeavour Park, north of bowling club is sheltered.
- > Local churches
- > School grounds and/or assembly halls
- > Whitby bowling club
- > Whitby Scout Hall
- > Whitby Tennis Club

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

- > Local business warehouses
- > Local churches
- > Local community buildings – eg clubs, pubs, scout hall and school halls
- > Local Homestay or Air bnb accommodation.
- > Motor homes / Caravans/Tents
- > Western suburbs football club might open up.
- > Whitby bowling club
- > Whitby tennis club



# 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 are available at North Porirua Baptist Church, Postgate School, Camborne Reservoir.
- > Home water tanks, home water cylinders, and bottled water supplies from supermarket, liquor shops, dairies etc may be available.
- > Whitby has reservoirs in Mercury Way, Bradey Reservoir above Endeavour Drive, James Cook Reservoir, and Navigation Heights Reservoir (to be built at Silverwood).



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

- > Carry in bottles, containers, buckets
- > Cars, bikes, scooters, motorbikes
- > Volunteers walking or cycling around

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

- > Duck Creek,
- > Toilet cisterns, Pauatahanui Inlet, local swimming pool at Discovery School
- > Whitby Lakes and other small local water ways.

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

- > Grey water
- > Pond
- > Pool water
- > Should treat all water before drinking
- > Some streams
- > Springs and waterfalls
- > Stagnant water
- > Stream water
- > Whitby Lake

## What places would be good distribution points?

- > Churches
- > Discovery School
- > Whitby Shopping Centre Carpark



# 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?

- > Dairies
- > Local community members
- > Whitby New World

## Where else could we find food?

- > Community Garden
- > Household supplies – use perishable and frozen food first
- > Neighbours
- > Veggie gardens

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

- > Base out of Community Emergency Hub
- > Cook hangi style
- > Have street shared dinners / communal cooking – take people home and cook a bit extra to minimise gas consumption
- > Set up a volunteer cooking/preparation site
- > Set up communal cooking are using neighbourhood BBQs
- > Use perishable food first

## Where can we get cooking and catering supplies?

- > BBQs
- > Gas at petrol station
- > Locals pooling resources



## **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
- > Use social media if available
- > 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)**

---

---

---

---

