

# Heretaunga Community Response Plan

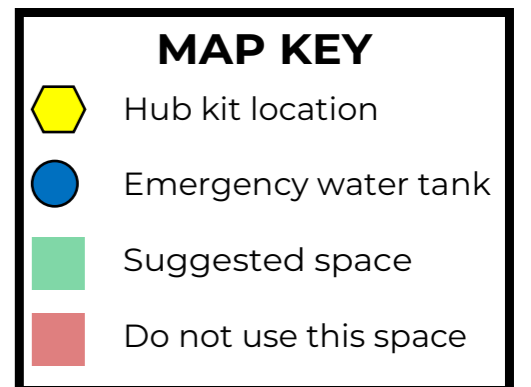
This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

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



# Facility map

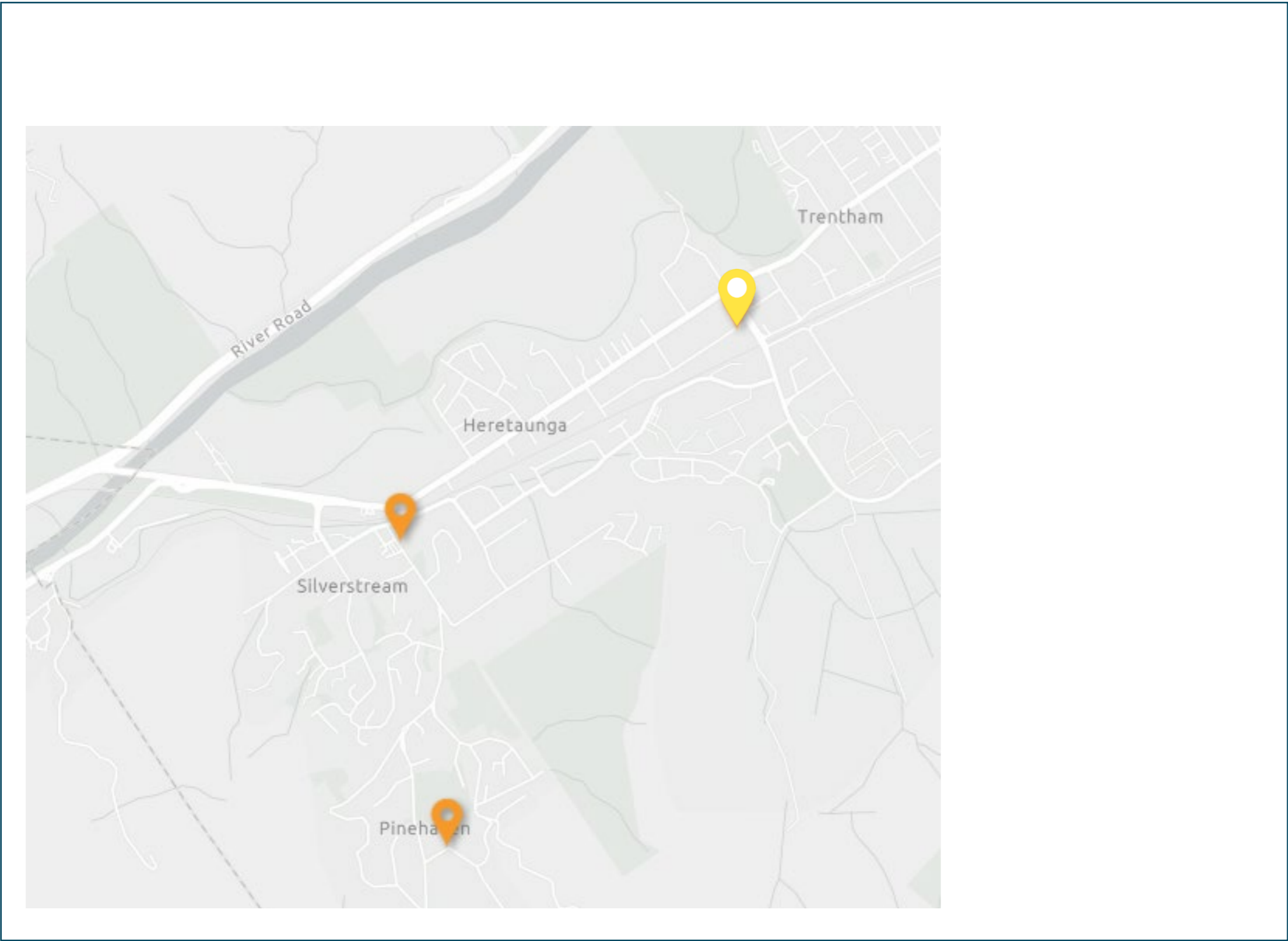
**St Brendan's School**, 56 Palmer Crescent, Heretaunga





*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**  
**Heretaunga Community  
Emergency Hub**  
  
St Brendan's School, 56  
Palmer Crescent,  
Heretaunga
- **Neighbouring Hubs**  
**Silverstream School**  
(Whitemans Road)  
  
**Pinehaven School**  
(Forest Road)



# 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 Emergency Hubs in the area:
- > Davis Field
- > Dunns Park
- > Heretaunga Park
- > Hutt River Golf Park
- > Kurth Reserve
- > Orongomai Marae
- > Pinehaven Reserve
- > Pinehaven School (Forest Road)

- > Royal Wellington Golf Club
- > Silverpine Scout Hall (Pinehaven Reserve)
- > Silverstream Kindergarten
- > Silverstream Retreat (Reynold Bach Dr, South of Silverstream)
- > Silverstream School (Whitemans Road)
- > Sorrento Park
- > St Brendan's School (Palmer Crescent, Heretaunga)
- > St Margarets Church
- > St Mary's Church
- > St Patrick's College
- > YMCA Upper Hutt

## Groups and networks of people

- > Church networks (St Margarets Church, St Mary's Church)
- > Lions Club Silverstream
- > Neighbourhood Support Groups
- > Pinehaven Progressive Association
- > Royal Wellington Golf Club
- > Silverstream Scouts
- > Upper Hutt Community Patrol
- > Upper Hutt Community Rescue



## Services in the community

- > New World Silverstream
- > Silverstream Dentist
- > Silverstream Fire station
- > Silverstream Medical Centre
- > Silverstream Pharmacy
- > Silverstream town centre shops
- > Silverstream Vet

## Infrastructure

- > Silverstream Bridge



# Local vulnerabilities

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

## Places and spaces

- > Rimutaka Prison

## Groups and networks of people

- > Children First Early Childhood Centre
- > Early Childhood Centres:
- > Heretaunga Kindergarten
- > Heretaunga Park Early Learning Centre
- > Heretaunga Rest Home and Village (2 Field St, Silverstream)
- > Kids Cottage Childcare Centre
- > Marlborough St Childcare Centre
- > Pinehaven Playcentre
- > Premium Preschool

- > Silverstream Kindergarten
- > St Joseph's Home of Compassion Rest Home & Hospital (237 Fergusson Dr, Heretaunga)

## Services in the community

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

## Infrastructure

- > Silverstream Bridge



# 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 in the community!
- > Emergent volunteers
- > Lions Club
- > Pinehaven Progressive Association
- > St Mary's Church: has contacts with rest homes and has Pastoral role to contact people.



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- > The volunteer fire brigade will respond primarily within Upper Hutt, however, depending on the size of the emergency may be required elsewhere in the region if access permits. They will send a liaison to the Community Emergency Hub with a radio to feed-back information to the depot.
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- > Upper Hutt Community Patrol can help with reconnaissance and security
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- > Upper Hutt Community Rescue will respond initially in Upper Hutt however, depending on the size of the emergency may need to respond in other areas of the Wellington region.

### **Where should we check first?**

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
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- > Neighbours, people with disabilities, elderly, children.
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- > Heretaunga Rest Home and Village (2 Field St, Silverstream)
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- > St Joseph's Home of Compassion Rest Home & Hospital (237 Fergusson Dr, Heretaunga)

### **How would we coordinate this?**

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- > Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
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- > Check on neighbours and give assistance if needed. Most rescues are done by the people around you.

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- > Communicate through local papers, radio, flyers, social media e.g. community Facebook page
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- > Gather information in the neighbourhood and share/coordinate from the Community Emergency Hub (St Brendan's School)
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- > Meet – needs with resources
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- > Prioritise – needs with resources
- 
- > 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
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- > Using signal systems like indication stickers on houses, making list of vulnerable people & who is already checked on etc.



# 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?

- > For minor injuries, go to Silverstream Medical Centre for immediate triage before going straight to the hospital
- > Hutt Hospital (High St, Lower Hutt)
- > Silverstream Medical Centre (Shop 1, Silverstream Village Shops)



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

- > Churches
- > Club halls
- > Schools

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

- > Check neighbours who might have health needs to look out for them
- > Community first aiders: go to nearest Hub if you can help
- > Silverstream Medical Centre: Will provide medical treatment prehospital if there are medical staff available. Medical staff will first check on their family and provided the building is ok will treat patients. Will liaise with Hub to provide information of where people can go for medical assistance.
- > Silverstream Pharmacy: will liaise with Silverstream Medical Centre/ and the Hub as a possible back-up if required. Queen Street Pharmacy in Upper Hutt is also an alternative option if everything in the area is inaccessible.
- > Teachers with first aid certification

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

- > Door knock and check on neighbours
- > If you can help with first aid, help in your street, and once everyone there is okay go to the school (Community

Emergency Hub) or wherever other people are gathering and offer to help

- > Use vehicles – 4-wheel drive cars, personal cars, bikes etc.

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

- > First aid kits in houses/cars/halls
- > New World
- > Silverstream Pharmacy

## **Where are there Defibrillators?**

- > Defibrillators & first aid kits in public buildings:



# 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?

- > Encourage people to go to family, friends, and neighbours
- > If you have to evacuate your home, bring bedding if you can
- > Key messages:
- > Local volunteers
- > Open your home to people in need if you can help.
- > Stay at home if you are able to



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

- > Homes,
- > Neighbours
- > New World
- > residents – what's in your toolshed?

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

- > Homes
- > Neighbours
- > New World

### What open spaces could accommodate temporary shelter?

- > Davis Field
- > Dunns Park
- > Encourage people to put up a tent in their own yards.
- > Heretaunga Park
- > Hutt River Golf Park
- > Kurth Reserve
- > Pinehaven Reserve
- > Royal Wellington Golf Club
- > Sorrento Park

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

- > Orongomai Marae (1 Railway Ave, Wallaceville)
- > Pinehaven School (Forest Road)
- > Silverpine Scout Hall (Pinehaven Reserve)
- > Silverstream Kindergarten (51/53 Kiln St)
- > Silverstream Retreat (Reynold Bach Dr, South of Silverstream)
- > Silverstream School (Whitemans Road)
- > St Brendan's School (Palmer Crescent, Heretaunga)
- > St Margarets Presbyterian Church (Dunns St, Silverstream)
- > St Mary's Anglican Church (13 Terminus St, Silverstream)
- > St Patrick's College (207 Fergusson Dr, Heretaunga)
- > The facilities will liaise with Community Emergency Hub to provide temporary accommodation if possible/needed.



# 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?

- > Household supplies
- > Pinehaven Progressive Association Hall 1000L water tank (7A Forest Rd)
- > Silverstream School, St Brendan's and Pinehaven School have large water tanks



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

- > Use vehicles – 4-wheel drive cars, personal cars, bikes

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

- > River & streams

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

- > Avoid drinking river/stream water

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- > Grey water

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- > Pool water

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- > Springs and waterfalls

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- > Stagnant water

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- > Stream water

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

- > Schools

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- > Silverstream town centre



# 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?

- > New World (limited supply)
- > Silverstream town centre shops (limited supply)

## Where else could we find food?

- > Freezers and cupboards)
- > Household supplies- use perishable and frozen food first
- > Vegie gardens

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

- > Use vehicles – 4-wheel drive cars, personal cars, bikes

## Where can we get cooking and catering supplies?

- > Household equipment's – BBQs, gas cooker, camping cook equipment etc.
- > School kitchen
- > Scout Hall has mobile kitchen

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

- > Use vehicles – 4-wheel drive cars, personal cars, bikes



# 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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