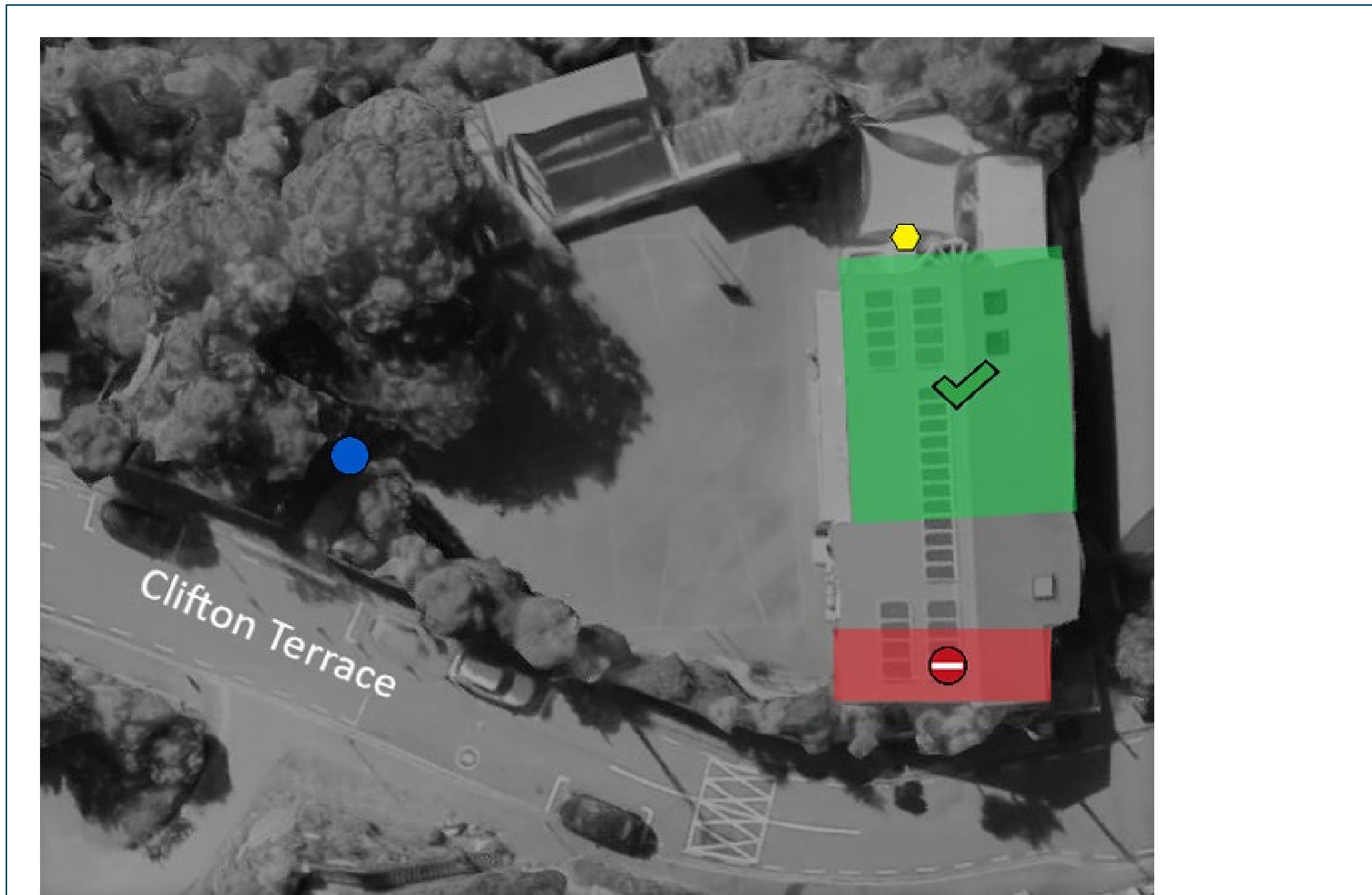# Clifton Terrace Community Response Plan

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.
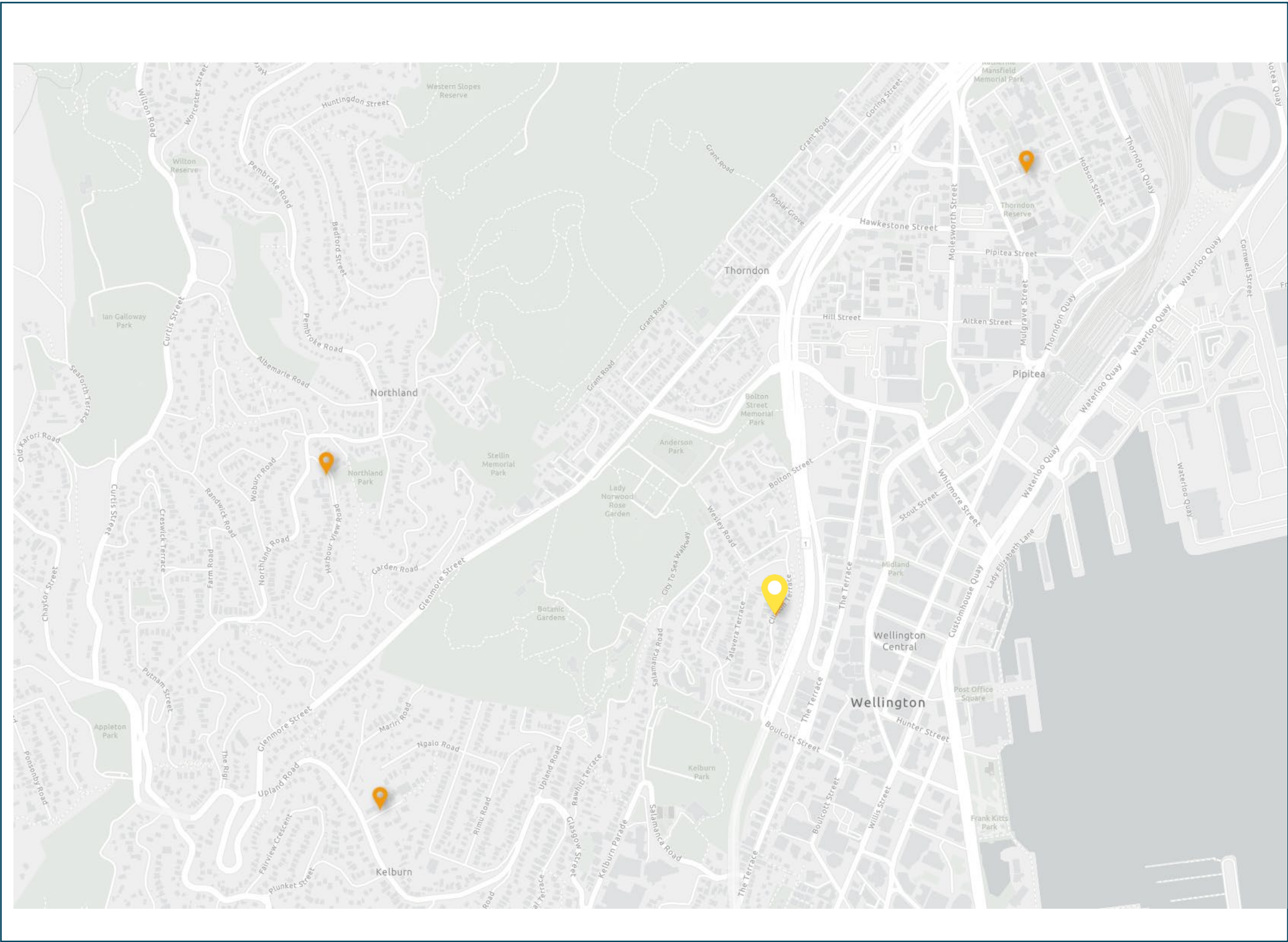
COMMUNITY EMERGENCY HUB

WELLINGTON REGION EMERGENCY MANAGEMENT OFFICE

CIVIL DEFENCE

Facility map

Clifton Terrace Model School, 15 Clifton Terrace

MAP KEY

⬡ Hub kit location

🔵 Emergency water tank

🟩 Suggested space

🟥 Do not use this space

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

Clifton Terrace Community Emergency Hub

Clifton Terrace Model School, 15 Clifton Terrace, Kelburn

Neighbouring Hubs

Kelburn Normal School, 16 Kowhai Road, Kelburn

Northland School, 14 Harbour View Road, Northland

Thorndon School, 20 Turnbull Street, Thorndon

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
> Blankets
> Torches
> Batteries
> Radio
> Water

> Tea, coffee, milk
> Food
> Toilet paper
> Buckets
> Rubbish bags
> 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

> AA Auto Centre Kelburn – 182 Glenmore Street

> Botanic Gardens – 101 Glenmore Street

> Cable Car – Upland Road

> Caffe Mode – 86A Upland Road

> Carter Observatory – 40 Salamanca Road

> Glengarry Wines – 85 Upland Road

> Kelburn Café – 87 Upland Road

> Kelburn GPs – 42 Upland Road

> Kelburn Northland Medical – 1 Upland Road

> Kelburn Pharmacy – 1 Upland Road

> Kelburn Plunket Rooms – 5 Kowhai Road

> Kelburn Pub – 87 Upland Road

> Kelburn Tennis Club – 65 Salamanca Road

> MetService office – 30 Salamanca Road

> Paradise Seafoods – 95A Upland Road

> Park on Glen Road

> Picnic Café (Botanic Gardens) – Rose Garden 101 Glenmore Street

> Pratha to Go – 97B Upland Road

> St Michael's Anglican Church – 81 Upland Road

> St Vincent de Paul Op Shop – 99 Upland Road

> Talavera Tennis Club – 148 Glenmore Street

> Te Puni Village – 80 Fairlie Terrace

> University of Victoria Creche – 69 Fairlie Terrace

> Victoria University – Kelburn Parade

> Victoria University, cafes, student halls, bars, etc

> Weir House – 1 Gladstone Terrace

> Wellington Botanic Gardens Treehouse Visitor Centre – 101 Glenmore Street

> Zealandia Ecosanctuary – 53 Waiapu Road

Groups and networks of people

> Clifton Terrace Model School – 15 Clifton Terrace

> Consulate of the People's Republic of Bangladesh – 57 Upland Road

> Embassy of Indonesia – 70 Glen Road

> Kelburn GPs – 42 Upland Road

> Kelburn Normal School – 15 Kowhai Road

> Kelburn Northland Medical – 1 Upland Road

> Kelburn Pharmacy – 1 Upland Road

> Royal Danish Consulate – 27 Cluny Avenue

> Samoa High Commission – 1A Wesley Road

> Scout Hall – Rawhiti Terrace

> St Michael's Anglican Church – 81 Upland Road

> Victoria University Students – Kelburn Parade

> Volunteer Fire Brigade

Services in the community

> Beaute of Kelburn – 87 Upland Road

> Buses

> Caffe Mode – 86A Upland Road

> Cameron Harrison Butcher – 95 Upland Road

> Four Square Kelburn – 97 Upland Road

> Glengarry Wines – 85 Upland Road

> Kelburn Café – 87 Upland Road

> Kelburn GPs – 42 Upland Road

> Kelburn Northland Medical – 1 Upland Road

> Kelburn Pharmacy – 1 Upland Road

> Kelburn Pub – 87 Upland Road

> Kelburn Vets – 44 Upland Road

> Mena's Convenience Store – 2 Mount Street

> Paradise Seafoods – 95A Upland Road

> Pratha to Go – 97B Upland Road

> St Vincent de Paul Op Shop – 99 Upland Road

Infrastructure

> 4WDs

> Cable Car – Upland Road

> Close access to CBD

> Community Emergency Hubs

> Fresh water wells

> Power station - Rinau road

> Power station – Upland Road

> University satellite phones

Local vulnerabilities

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

Places and spaces

> Fallen trees – Pohutukawa on Upland, etc

> High rise buildings in the University

> Landslides

> Not many flat open spaces

> Roads impassable

> Steep hillsides

Groups and networks of people

> Clifton Terrace Model School – 15 Clifton Terrace

> Elderly

> Immigrant families who do not speak English

> Injured people

> Isolated populations

> Kelburn Normal School – 16 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Little School and Preschool – 2 Ngaio Road

> Panicked people

> People who can't leave their houses

> Volatile population – students only here for part of the year

Services in the community

> Bus and cable car disruption

> Cameron Harrison Butcher – 95 Upland Road

> Four Square Kelburn – 97 Upland Road

> No fire services

> No police station

> Overwhelmed emergency services

Infrastructure

> Cable Car – Upland Road

> Cell networks down

> Collapsed roads

> Karori Tunnel

> Kelburn Viaduct

> Old wooden buildings – fire spreading potential

> Only road in and of the Glen is Raroa road and this is prone to slips

> Reliance on CBD

> Utilities – gas, power, water, sewerage, and sanitation

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?

> Families and individuals

> Groups that run out of local community centres

> Kelburn Tennis Club – 65 Salamanca Road

> Local youth groups

> Meals on wheels

> St Michael's Anglican Church – 81 Upland Road

> Students

> Talavera Tennis Club – 148 Glenmore Street

Where should we check first?

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

> Clifton Terrace Model School – 15 Clifton Terrace

> Kelburn Normal School – 15 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Kelburn Plunket Rooms – 5 Kowhai Road

> Little School and Preschool – 2 Ngaio Road

> Neighbours and surrounding houses

> Refugees at top of the Cable Car and in the Botanic Gardens

> Work down your street

> Vulnerable neighbours

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

> Coordinate from the Hub

> 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.

> Maps of Kelburn and lists of inhabitants in the area would be useful

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

> Signage alerting people where to go (e.g. hub, available shelter, distribution centres, etc)

> Street by street or neighbour by neighbour

> Through a community emergency hub or a centralised location if community emergency hub is inaccessible

> University has large infrastructure to check on people

> Use text messages 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?

> Audiology centre at Kelburn Village

> GP at Victoria University and physiotherapy found at student union building

> Karori

> Kelburn GPs – 42 Upland Road

> Kelburn Northland Medical – 1 Upland Road

> Kelburn Pharmacy – 1 Upland Road

> Kelburn Vets – 44 Upland Road

> Physio at Kelburn Gym

> Podiatrist at St Michaels Church Hall

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

> Community facilities with locals

> Kelburn Plunket Rooms – 5 Kowhai Road

> Kelburn Vets – 44 Upland Road

> Victoria University – Kelburn Parade

Who can help provide medical assistance?

> Anyone with a first aid certificate

> Local doctors and nurses

> Teachers and early childhood educators

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

> House call/Doctors on bikes

> Runners

> Wheelbarrows

> Wheelie bins

Where can we get extra supplies?

> Four Square Kelburn – 97 Upland Road

> Kelburn Pharmacy – 1 Upland Road

> Local businesses/public buildings

> Local first aid kits

> Local supermarkets and dairies

Where are there Defibrillators?

> 101 Salamanca Road – Student Health Services, Victoria University, Room 114, Level 1, Student Union Building

> 35 North Terrace – In a secure alarmed cabinet by front door

> 61 Salamanca Road – Lower Cab Cable Car 1 (Mobile)

> 80 Salamanca Road – Orange in colour, 24/7 access via external cabinet

> Kelburn Medical Centre, 1 Upland Road

> Lower Cab Cable Car 2 (Mobile) – 1 Upland Road

> Malaghan Institute of Medical Research, Victoria University – Central services building, level 2

> MetService Kelburn – 30 Salamanca Road

> Victoria University Campus Security, 65 Kelburn Parade – Level 1 of Cotton Building

> Weir House, 1 Gladstone Terrace – In alarmed cabinet by main office

> Zealandia Visitors Centre – 57 Waiapu Road

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?

> Individuals and families who have DIY knowledge and ability

> Local handyman

> Locals – retirees, community tradies, etc

> Students

Where can we get resources to make repairs?

> Any build sites (new builds or renovations)

> Beaute of Kelburn – 87 Upland Road

> Botanic Gardens – 101 Glenmore Street

> Cable car maintenance sheds – Upland Road

> Carter Observatory – 40 Salamanca Road

> CBD

> Kelburn viaduct service station

> MetService office – 30 Salamanca Road

> Residents tools

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

> Cerise Clothing – 93 Upland Road

> Clifton Terrace Model School – 15 Clifton Terrace

> Decorator Exchange – 88 Upland Road

> Household spares

> Kelburn Normal School – 15 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Little School and Preschool – 2 Ngaio Road

> Paperswan Bride – 94b Upland Road

> St Vincent de Paul Op Shop – 99 Upland Road

> Trend-style shop "La Maison"

What open spaces could accommodate temporary shelter?

> Anderson Park – Bowen Street

> Botanic Gardens – 101 Glenmore Street

> Boyd Wilson Field – Waiteata Roa

> Croquet Club – Salamanca Road

> Kelburn Park (near the cable car in the university) – Salamanca Road

> Magpie Lawn – Botanic Gardens

> School fields

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

> Carter Observatory – 40 Salamanca Road

> Clifton Terrace Model School – 15 Clifton Terrace

> Kelburn Croquet Club – Salamanca Road

> Kelburn Normal School – 15 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Kelburn Squash Club – 65 Salamanca Road

> Kelburn Tennis Club – 65 Salamanca Road

> Little School and Preschool – 2 Ngaio Road

> MetService Office – 30 Salamanca Road

> Scout Hall – Rawhiti Terrace

> St Michael's Anglican Church – 81 Upland Road

> Talavera Tennis Club – 148 Glenmore Street

> Te Puni Village – 80 Fairlie Terrace

> Victoria University – Kelburn Parade

> Weir House – 1 Gladstone Terrace

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?

> Community Hub tank

> Hot water cylinder

> Individual home tanks

> Stream at the bottom of Glen Road in the Botanic Gardens

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

> Personal vehicles

> Student army

> Trolley/wheelbarrows

> Use containers

> Walking door to door

> Wheelie bins

Where can we find water for washing and cleaning?

> Botanic garden streams – 101 Glenmore Street

> People's own tanks

> Toilet water (cisterns)

> Zealandia Ecosanctuary – 53 Waiapu Road

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

> Grey water

> Pool water

> Possibly rainwater tanks, in case they are old or contaminated

> Springs and waterfalls

> Stagnant water

> Storm water systems

> Stream water

> Toilet water

What places would be good distribution points?

> Botanic Gardens – 101 Glenmore Street

> Carter Observatory – 40 Salamanca Road

> Clifton Terrace Model School – 15 Clifton Terrace

> Kelburn Normal School – 15 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Kelburn Viaduct

> Kelburn Village – Upland Road

> Little School and Preschool – 2 Ngaio Road

> Picnic Café (Botanic Gardens) – Rose Garden 101 Glenmore Street

> St Michael's Anglican Church – 81 Upland Road

> Top of the Cable Car – Upland Road

> Victoria University – Kelburn Parade

> Wellington Botanic Gardens Treehouse Visitor Centre – 101 Glenmore Street

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?

> Brezelmania (German Bakery) – 90 Upland Road

> Café at Cable Car – Upland Road

> Caffe Mode – 86A Upland Road

> Cameron Harrison Butcher – 95 Upland Road

> Four Square Kelburn – 97 Upland Road

> Glengarry Wines – 85 Upland Road

> Holy Cow – 92 Upland Road

> Kelburn Café – 87 Upland Road

> Kelburn Pub – 87 Upland Road

> Paradise Seafoods – 95A Upland Road

> Picnic Café (Botanic Gardens) – Rose Garden 101 Glenmore Street

> Pratha to Go – 97B Upland Road

> Wellington Botanic Gardens Treehouse Visitor Centre – 101 Glenmore Street

Where else could we find food?

> Gardens

> If on a Wednesday Victoria University has a fruit and vegetable market from 10am-12:30pm

> Local church – kitchen St Michaels

> People own supply at home

> Scout Hall – Rawhiti Terrace

> Te Puni Village – 80 Fairlie Terrace

> Thorndon Supermarket – 150 Molesworth Street

> Victoria University – Kelburn Parade

> Weir House – 1 Gladstone Terrace

How could we organise to feed large groups of people?

> BBQs at hub

> Kitchens in Church

> Plunket rooms

> Te Puni Village – 80 Fairlie Terrace

Where can we get cooking and catering supplies?

> BBQs and camping supplies

> Caffe Mode – 86A Upland Road

> Clifton Terrace Model School – 15 Clifton Terrace

> Glengarry Wines – 85 Upland Road

> Kelburn Café – 87 Upland Road

> Kelburn Normal School – 16 Kowhai Road

> Kelburn Playcentre – 17 Kowhai Road

> Kelburn Pub – 87 Upland Road

> Little School and Preschool – 2 Ngaio Road

> Paradise Seafoods – 95A Upland Road

> Peoples own supply at home

> Pratha to Go – 97B Upland Road

> St Michael's Anglican Church – 81 Upland Road

> St Vincent de Paul Op Shop – 99 Upland Road

> Te Puni Village – 80 Fairlie Terrace

> Victoria University – Kelburn Parade

> Weir House – 1 Gladstone Terrace

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

> Able bodied people walking to people's homes, knocking on doors

> Student Army

> Wheelie bins

> Word of mouth

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)

> _____

> _____

> _____

>