

# Crofton Downs Community Response Plan

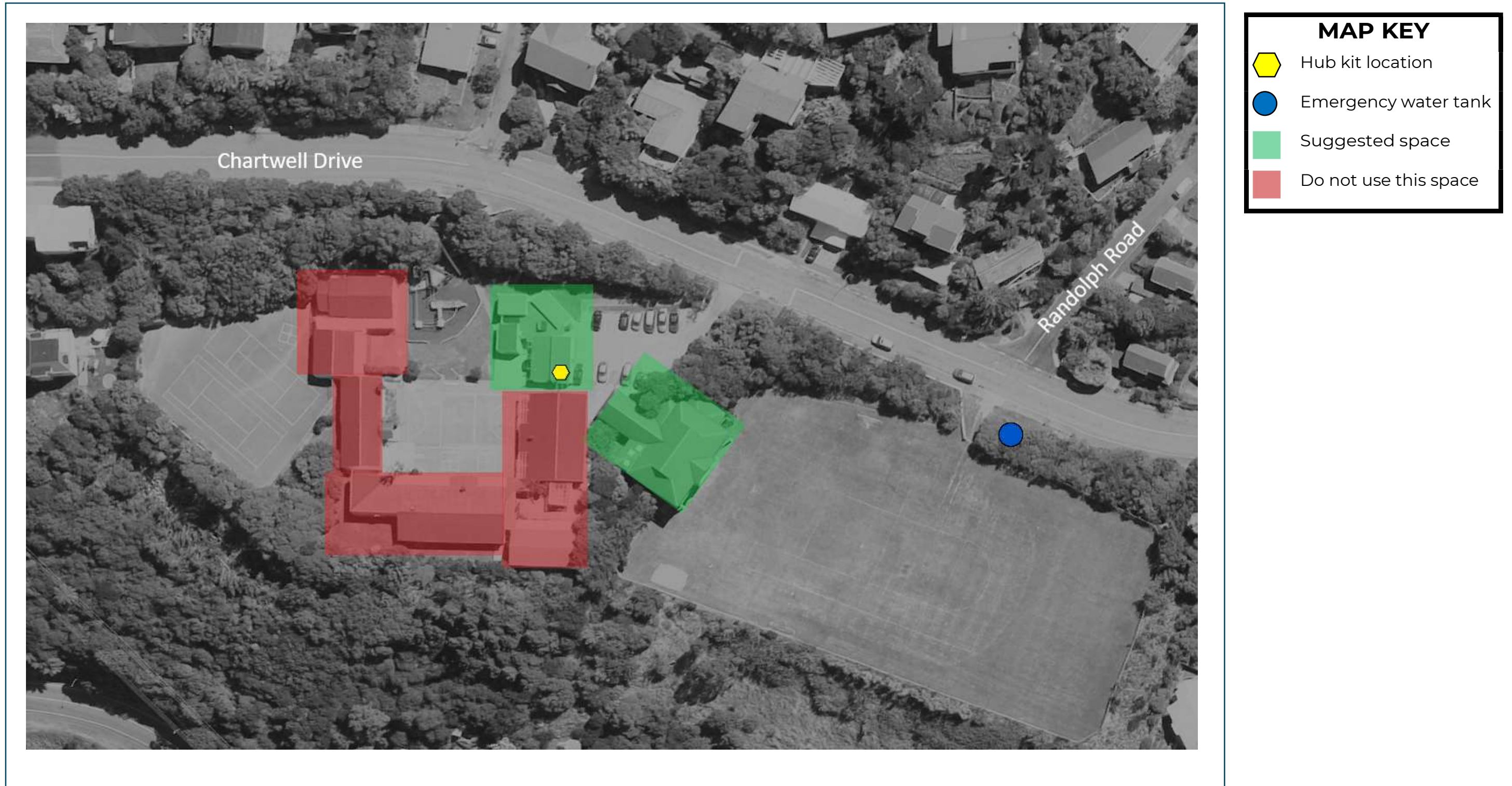
This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

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



# Facility map

**Crofton Downs School**, 21 Chartwell Drive, Crofton Downs

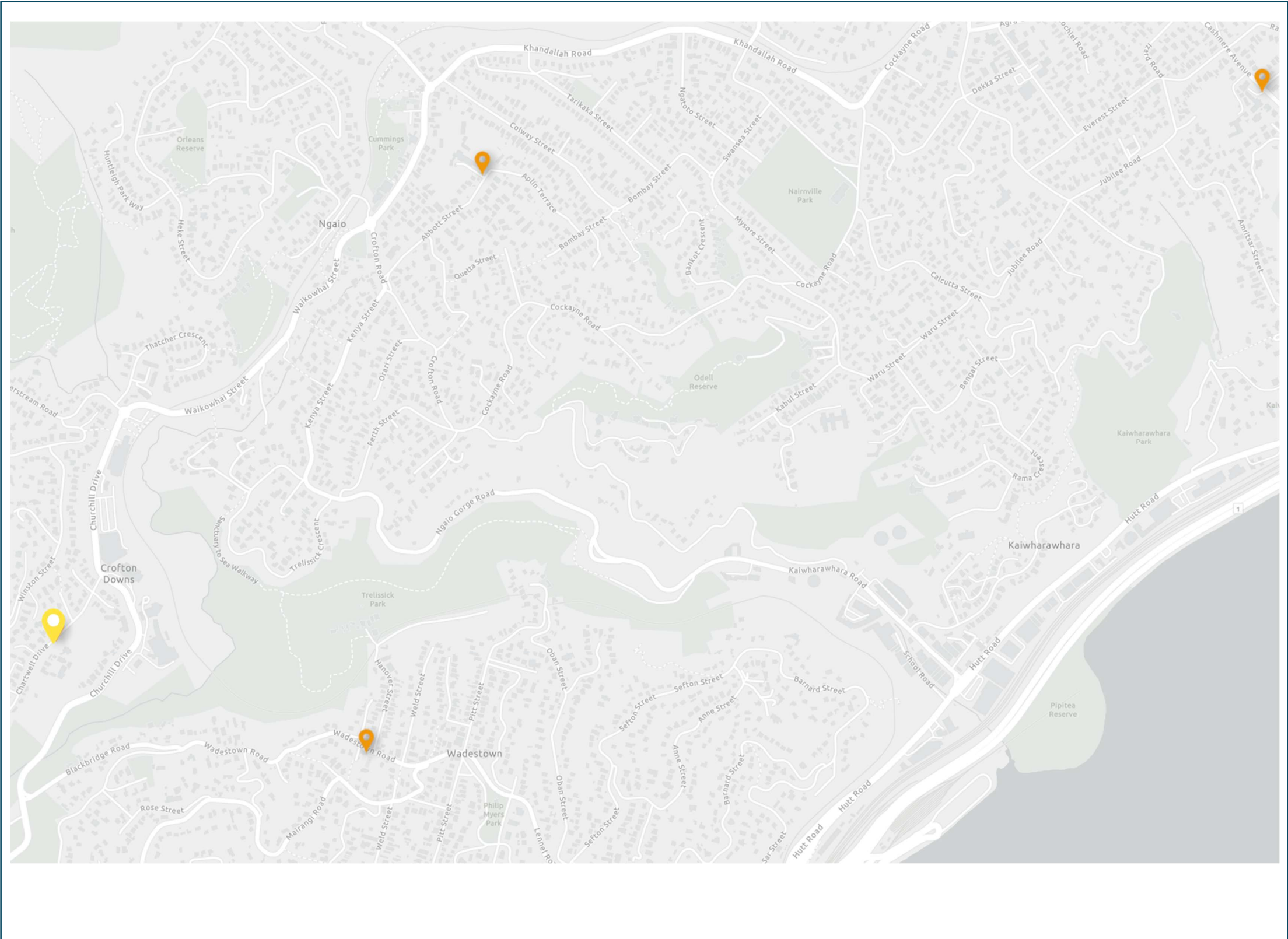


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# Coordinate with neighbouring Community Emergency Hubs

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

### Crofton Downs Community Emergency Hub,

Crofton Downs School,  
21 Chartwell Drive,  
Crofton Downs



## Neighbouring Hubs

### Ngaio School

45 Abbott Street, Ngaio

### Wadestown Plunket Rooms

117 Wadestown Road,  
Wadestown

### Cashmere Avenue School

110 Cashmere Avenue,  
Khandallah



# 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

- > Crofton Downs School field – Chartwell Drive
- > Bush tracks – Skyline Track and Ngaio Gorge Track
- > Huntleigh Park – Silverstream Road
- > Countdown Car Park – 124 Churchill Drive
- > Crofton Down Train Station Car Park – Churchill Road
- > Girl Guide Hall – 44 Silverstream Road
- > Ngaio Playcentre – 50 Silverstream Road
- > Otari-Wilton Bush – Wilton Bush Road
- > Streams
- > Horse paddocks
- > Silverstream Road park

## Groups and networks of people

- > Crofton Downs Primary School – Chartwell Drive
- > Hospital staff at Bowen Hospital – 98 Churchill Drive
- > Girl Guides – 44 Silverstream Road
- > Ngaio Crofton Downs Resident Association
- > Crofton Downs Progressive Association
- > Crofton Downs Facebook Group
- > Community watch
- > Predator Free
- > Builders
- > Plumbers
- > Electricians

## Services in the community

- > Countdown Supermarket – 124 Churchill Drive
- > Crofton Downs Pharmacy – 124 Churchill Drive
- > Mitre 10 – 128 Churchill Drive
- > Z Crofton Downs – 110 Churchill Drive
- > Bowen Hospital – 98 Churchill Drive
- > Girl Guides Hall – 44 Silverstream Road
- > Crofton Downs Vet – 4 Thatcher Crescent
- > All About Health and Wellness – 101 Churchill Drive
- > Columbus Coffee – 128 Churchill Drive
- > Chillax Espresso – 124 Churchill Drive
- > Plumber

## Infrastructure

- > Wilton Substation – 56/58 Chartwell Drive



- > Huntleigh Park Community Water Station – 50 Silverstream Road
- > Water tank at Crofton Downs Primary School – Chartwell Drive
- > Water Bore
- > Train tracks
- > Supermarket trolleys
- > Push bikes



# Local vulnerabilities

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

## Places and spaces

- > Wilton Substation – 56/58 Chartwell Drive
- > Train bridge
- > Power pylons
- > New sub-division

## Groups and networks of people

- > Ngaio Playcentre – 50 Silverstream Road
- > Crofton Downs Primary School – Chartwell Drive
- > Pets
- > Elderly
- > People that work out of the area

## Services in the community

- > Bupa Retirement Village

- > Animals at Vet – 4 Thatcher Crescent
- > Z Crofton Downs – 110 Churchill Drive
- > No emergency services, hospital will be over run
- > No fire services
- > Waste
- > Heavy machinery

## Infrastructure

- > Water
- > Road
- > Rail
- > Gas
- > Landslips
- > Routes in and out of town





# 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?

- > Groups of neighbours
- > Organised groups at the hub
- > School networks
- > Play centre networks

## 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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> Our family

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> Neighbours

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> Street

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> Wider community

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> More vulnerable groups, e.g. elderly

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> Worst affected areas & areas where hazards/damage are 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.

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2. Scope – define needs and resources

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3. Prioritise – needs with resources

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4. Meet – needs with resources

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5. Review – that needs are being met

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6. The Hub can set up street maps and coordinate searches, or checks by door knocks

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> Coordinate from the Hub

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

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> 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.

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> Work with what and who we have at the time.

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> Group volunteers with a mix of skills, physical capabilities, and leadership

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> Use text messages to pass information back to the Hub



# 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?

- > Bowen Hospital – 98 Churchill Drive
- > Crofton Downs Vet – 4 Thatcher Crescent
- > Ngaio Medical Centre – 75 Ottawa Road
- > All About Health and Wellness – 101 Churchill Drive

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

- > Girl Guide Hall – 44 Silverstream Road
- > Ngaio Playcentre – 50 Silverstream
- > Carparks – Countdown and Train Station



- 
- > Community Emergency Hub (Crofton Downs School) – Chartwell Drive
- 
- > Converted houses and garages

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

- 
- > Bowen Hospital – 98 Churchill Drive
- 
- > Crofton Downs Vet – 4 Thatcher Crescent
- 
- > First aiders at school or playcentre
- 
- > Doctors and nurses living in Crofton Down

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

- 
- > Vehicles, 4-Wheel Drives, station wagons, scooters, motorbikes.
- 
- > Wheelbarrows, stretchers, shopping trolleys, buggies, strollers.
- 
- > Communicate using Text messages.
- 
- > Use kids on bike as messengers

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

- 
- > Chemist at supermarket – 124 Churchill Drive
- 
- > Countdown Supermarket – 124 Churchill Drive
- 
- > Ngaio Village Pharmacy – 57 Ottawa Road
- 
- > Crofton Downs Vet – 4 Thatcher Crescent
- 
- > Z Crofton Downs – 110 Churchill Drive
- 
- > Bowen Hospital – 98 Churchill Drive
- 
- >

### **Where are there Defibrillators?**

- 
- > Z Crofton Downs – 110 Church Drive
- 
- > Crofton Downs Countdown (by checkouts and fire extinguisher) – 124 Churchill Drive
- 
- > Crofton Downs Primary School (outside main office) – 20-22 Chartwell Drive
- 
- > Pacific Radiology Limited, Bowen Centre – 98 Churchill Drive



# 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?

- > Neighbours
- > Tradespeople
- > Able bodied people
- > DIYers





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

- > Mitre 10 – 128 Churchill Drive
- > Home
- > Neighbours
- > Building sites

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

- > Hospital – 98 Churchill Drive
- > Home
- > Neighbours
- > Clothing bins at the supermarket and train stations

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

- > Crofton Downs School field – Chartwell Drive
- > Huntleigh Park – Silverstream Road
- > Countdown Supermarket carpark – 124 Churchill Drive
- > Otari-Wilton Bush – Wilton Bush Road
- > Train station car park – Churchill Drive
- > Paddocks

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

- > Churton Park School Hall – Chartwell Drive

- > Girl Guides Hall – 44 Silverstream Road
- > Ngaio Playcentre – 50 Silverstream Road
- > Bowen Hospital – 98 Churchill Drive
- > Garages
- > Caravan
- > Tents
- > Cars



# 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?

- > Huntleigh Park Community Water Station (after 7 days) – 50 Silverstream Road
- > Countdown Supermarket – 124 Churchill Drive
- > Water Bore
- > Stream above the new sub-division
- > Stored water at homes

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

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



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- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins

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

- 
- > Streams
  - > Rainwater collection
  - > School Pools
  - > Sea water
  - > Toilet cisterns

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

- 
- > Stagnant water
  - > Grey water
  - > Stream water
  - > Pool water
  - > Springs and waterfalls
  - > Old bottled water
  - > Tank water

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

- 
- > Huntleigh park – 50 Silverstream Road
  - > Crofton Downs School – Chartwell Drive
  - > Ngaio Playcentre – 50 Silverstream Road
  - > Countdown Supermarket – 124 Churchill Drive
  - > Train Station – Churchill Drive
  - > Water Bore
  - > Street junctions



# 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?

- > Countdown Supermarket – 124 Churchill Drive
- > Z Crofton Downs – 110 Churchill Drive
- > Mitre 10 – 128 Churchill Drive
- > Columbus Coffee – 128 Churchill Drive
- > Chillax Espresso – 124 Churchill Drive

## Where else could we find food?

- > Local gardens
- > Foraging in the bush
- > Neighbours

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

- > Crofton Downs School kitchen – Chartwell Drive
- > Bowen Hospital – 98 Churchill Drive
- > Hangi
- > Picnic in the park
- > Coordinate at hub
- > BBQs at home
- > Eat together, cook together
- > Work with the local caterers who are used to feeding large groups
- > Use perishable food first
- > Set up a volunteer cooking/preparation site
- > Chefs from local restaurants

## Where can we get cooking and catering supplies?





- > Mitre 10 – 128 Churchill Drive
- > Countdown Supermarket – 124 Churchill Drive
- > Z Crofton Downs – 110 Churchill Drive
- > BBQ at Otari-Wilton Bush – Wilton Bush Road
- > Khandallah town hall

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

- > Rosters
- > Food train
- > Walk it to them
- > Wheelbarrow
- > Supermarket trolleys
- > 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)**

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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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