

Khandallah Community Response Plan

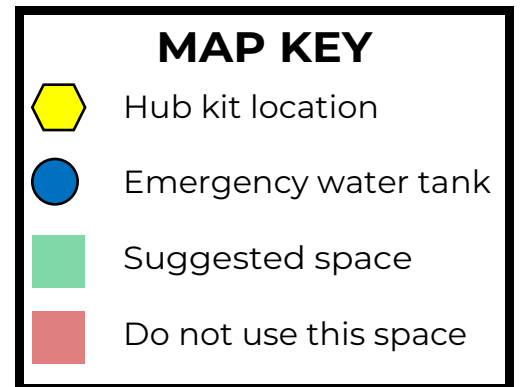
This is a living document that contains a list of information created by your community, for your community. It outlines the local resources, facilities, and people that can help in an emergency.

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



Facility map

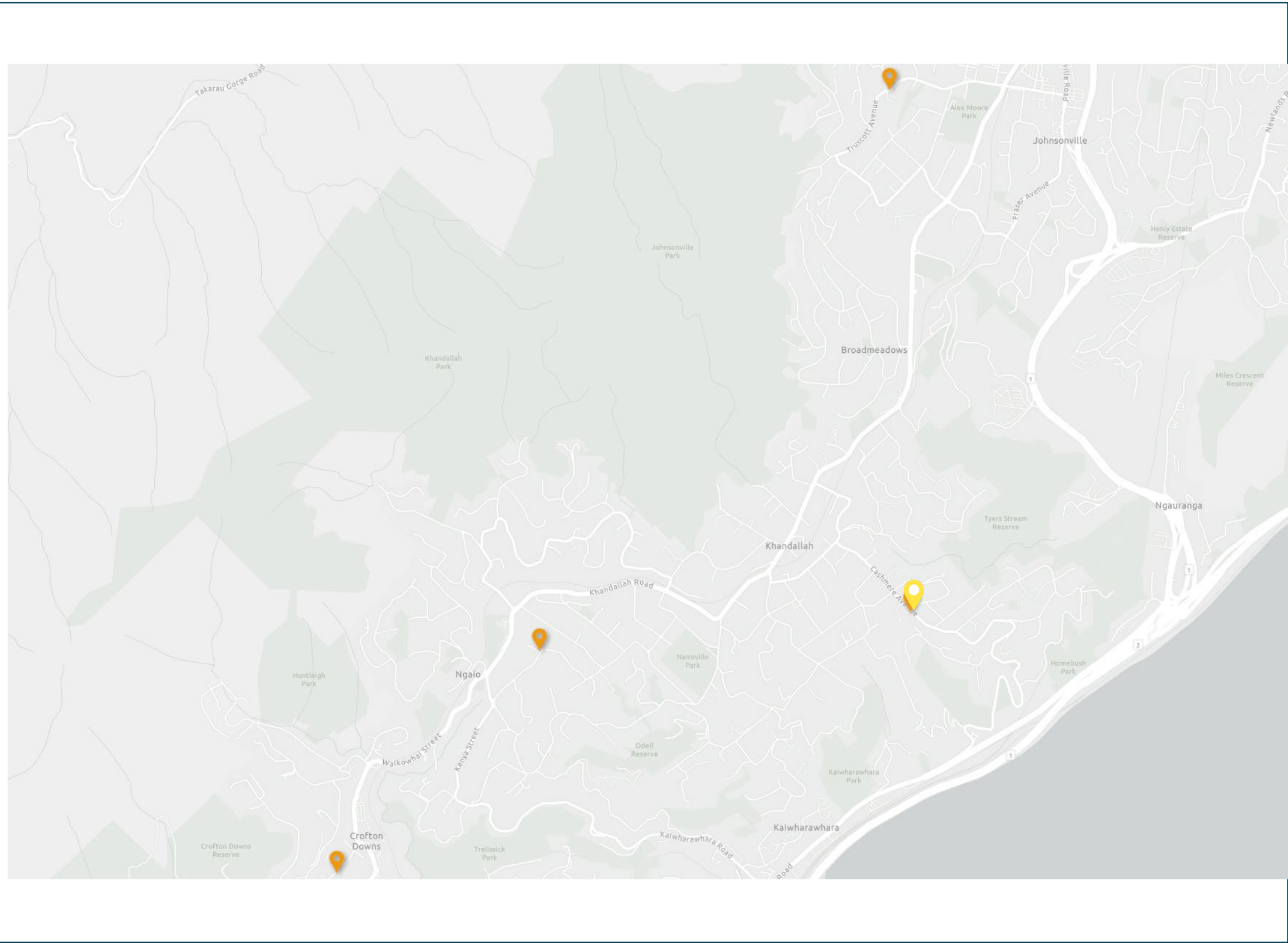
Cashmere Ave School, 110 Cashmere Ave, Khandallah



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

Khandallah Community Emergency Hub

Cashmere Avenue School,
110 Cashmere Ave,
Khandallah

Neighbouring Hubs

Crofton Downs School,
21 Chartwell Drive, Crofton
Downs

Ngaio School,
45 Abbott Street, Ngaio

West Park School,
97 Broderick Road,
Johnsonville



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

- > Cashmere Ave School (Community Emergency Hub)
- > Club rooms
- > Crofton Downs School (Community Emergency Hub)
- > Khandallah Library
- > Khandallah Presbyterian Church & Hall
- > Khandallah School
- > Khandallah Scouts Hall
- > Khandallah Town Hall
- > Nairnville Rec Centre

- > Ngaio Library
- > Ngaio School (Community Emergency Hub)
- > Ngaio Town Hall
- > Sport fields
- > St Barnabus Church & Hall
- > St Benedict's Church & Hall
- > St Benedict's School

Groups and networks of people

- > Community gardens
- > Croquet Club
- > Facebook pages – Khandallah Community, Ngaio
- > Grace Kindy
- > Khandallah Bowls Club
- > Khandallah Community Centre
- > Khandallah Tennis Club
- > Neighbourhood support groups
- > Ngaio band room (near station)
- > Ngaio Scout Hall
- > Play centre
- > Rebus Khandallah
- > Rest home Crofton Downs
- > Scouts & Guides
- > Swimming pool Khandallah



Church communities

- > Brethren Church
- > Khandallah Presbyterian Church
- > Ngaio Union Church
- > Onslow Community Church
- > St Francis of Assisi, Ohariu
- > St. Barnabus Church

School communities

- > Cashmere Ave School
- > Crofton Downs School
- > Khandallah School
- > Ngaio School
- > St. Benedict's School

Services in the community

- > Bowen Hospital
- > Boxhill Kids Childcare
- > Cafés – Parsons, Bread and butter eatery, The Village Patisserie
- > Crofton Downs Woolworths
- > Gas service station Ngaio
- > Khandallah Dental
- > Khandallah library
- > Khandallah Medical Centre
- > Khandallah New World
- > Khandallah Pharmacy

- > Kohanga reo – Tarikaha St
- > Mitre 10 Crofton Downs
- > Ngaio Kindy
- > Ngaio Medical Centre
- > Ngaio Natural Health
- > Ngaio Pharmacy
- > Physio
- > PlaceMakers Kaiwharawhara
- > Play centre Crofton Downs
- > Plunket
- > Spotlight Kaiwharawhara
- > Vets – Crofton Downs & Khandallah

Infrastructure

- > Bridal track as access
- > Khandallah Town Hall Water Tank
- > Ngauranga water reservoir
- > No bridges between Khandallah & Johnsonville
- > Odell Reserve reservoir
- > Railway line
- > Underground springs in Clark Street
- > Within walking distance of city



Local vulnerabilities

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

Places and spaces

- > Commercial area in Khandallah (South side)
- > Landslips
- > Lots of brick buildings
- > Old brick church in Abbot Street
- > Swimming pool (chemicals)

Groups and networks of people

- > Aged care facilities
- > Elderly living alone
- > Lots of young children
- > Parents work in the city
- > People with disabilities
- > Struggling residents association

Services in the community

- > Lack of fuel resources once supply runs out
- > No local fire brigade
- > No Police station
- > Petrol stations could be a hazard
- > Resupply of supermarkets
- > Young children in childcare & at school

Infrastructure

- > Bottom of Onslow Rd
- > Churchill Drive
- > Delhi Cres
- > Flooding in Station Rd
- > Fox & Awarua Floods easily
- > Gas supply
- > Hard to access houses because of up/down driveways
- > Madras St., Rangoon St. & Cashmere Ave
- > Ngaio Gorge Road & Wadestown Road
- > Ngauranga Gorge
- > Rail bridges over roads e.g. Collingwood & Awarua
- > Railway line
- > Roads can be cut off – lack of access to the suburbs
- > Sewage overflow





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 members
- > Lions
- > Local engineers or trades people
- > Local structural engineers
- > Neighbourhood support groups
- > Onslow Anglicans



- > PTAs & school community groups
- > Retail team
- > Rotary
- > School management to check schools
- > Scout & guides for door knocking
- > Spontaneous volunteers (neighbours)
- > Students

Where should we check first?

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

- > Help your neighbours turn off gas and electricity
- > Medical providers may have lists of people who need early assistance.
- > Own homes and families, then neighbours, then streets
- > Use lists of Places and Spaces

How would we coordinate this?

- > Ask people who can help to report to local Community Emergency Hub
- > Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
- > Could use personal drones coordinated through the Hub
- > Divide streets into sections, 2-3 coordinators per street (informal)

- > Meet – needs with resources
- > 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
- > Use social media if available (e.g. Ngaio Facebook page)



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?

Medical centres:

- > Bowen Hospital
Johnsonville Medical Centre, Moorefield Street
- > Khandallah Medical Centre
- > Ngaio Medical Centre
- > Onslow Medical Centre

Pharmacies:



- > Crofton Downs Pharmacy
- > Khandallah Pharmacy
- > Khandallah Physio
- > Ngaio Natural Health Centre
- > Ngaio Pharmacy

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

- > Community/church halls nearest medical facility
- > Khandallah Dental
- > Khandallah Physio
- > Plunket rooms
- > School sick bays
- > Vets – Crofton Downs Vet & Khandallah Vet

Who can help provide medical assistance?

- > Are there any known doctors, nurses, paramedics or first aiders in the community?
- > At least two First Aid staff during daytime at Countdown
- > Health staff are all trained in First Aid
- > Individuals with First Aid certifications
- > Khandallah Dentists
- > Librarians, Recreation Centre staff, afterschool care staff
- > Ngaio Natural Health staff,
- > Staff from Mitre 10 are trained in First Aid

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

- > Bikes
- > By personal transport –cars, bikes, trucks, 4-wheel drives, motorbikes
- > Homemade stretchers
- > Horses
- > Shopping trolleys
- > Trollies at Mitre 10
- > Wheelbarrows
- > Wheelchairs

Where can we get extra supplies?

- > Bowen Hospital
- > First aid kits at Mitre 10
- > First aid kits in homes and/or cars
- > First aid kits in schools
- > First aid section of supermarket
- > Natural herbs
- > Pharmacies – generator, first aid supplies, prescriptions items etc.
- > Physiotherapists
- > The bush (Rongoa)
- > Vet



Where are there Defibrillators?

- > Khandallah New World
- > Khandallah Town Hall, Library
- > Ngaio Medical



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?

- > Anyone with DIY skills
- > Local tradespeople



Where can we get resources to make repairs?

- > Blankets & other camping equipment, gas heaters, gas bottles etc. from Mitre 10
- > Build/organize toilet facilities – help people make long drops (spades, buckets etc)
- > Building & repair materials/tools at Mitre 10
- > Hardware outlets down on Old Hutt Road
- > Use tarpaulins

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

- > Ask people to bring spare from home
- > Mitre 10
- > Supermarkets

What open spaces could accommodate temporary shelter?

- > Bowling clubs
- > Car parks – train station, supermarkets
- > Chelmsford Park
- > Crofton Down
- > Cummings Park
- > Encourage people to put up a tent in their own yards.
- > Khandallah Park
- > Khandallah Swimming Pool and car park

- > Nairnville Park
- > School fields
- > Tarikaka Street
- > Tennis courts – Khandallah & Ngaio

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

- > Bowling club
- > Camping gear at Khandallah & Ngaio Scout halls and Ngaio Guide Centre
- > Crofton Guide Centre
- > Khandallah Pool
- > Khandallah Squash Club
- > Khandallah Town Hall
- > Library space
- > Nairnville Recreation Centre
- > Ngaio band rooms
- > Ngaio Scout Hall
- > Ngaio Town hall
- > School halls
- > Using spare beds in houses of your community – ask people if they have any space to share – couches, garages, etc



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?

- > Bottom of Delhi Crescent
- > Home stored rainwater tanks – 200L
- > Junction of Bannister Avenue and Broderick Road
- > Pharmacies, Mitre 10 and supermarket may have chemicals for treating water
- > Spring water (above highest houses)
- > Water tank at Khandallah Town Hall
- > Woolworths and New World – bottles of water (limited)



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

- > Delivery by truck (Mitre 10) or other vehicles
- > Forklift at Woolworths & Mitre 10 to move pallets
- > Prams & water canisters
- > Water containers at Mitre 10
- > Wheelbarrows

Where can we find water for washing and cleaning?

- > Delhi Cres stream
- > Kaiwharawhara stream
- > Khandallah school pool (winter & summer)
- > Khandallah stream
- > Khandallah summer pool & Ngaio school pool (only summer)
- > Spring water top of Heke Street – but probably contaminated
- > Stream along Makererua Street
- > Stream at 17 Alpin Ice

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

- > Boil all water
- > Don't use swimming pool water for drinking
- > Grey water
- > Pool water
- > Springs and waterfalls

- > Stagnant water
- > Stream water
- > Streams - warn people that streams could be contaminated with wastewater

What places would be good distribution points?

- > Alex Moore Park
- > Churches
- > Community Emergency Hubs
- > Khandallah Town Hall
- > Nairnville Park
- > Onslow College
- > Schools



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?

- > Cameron Harrison Butchers
- > Gas Service station Ngaio
- > Grocery store on Station Rd/Ganges Rd.
- > Khandallah Trading Company (Pub)
- > Meat Direct – Ganges Road
- > Restaurants, takeaways, bakeries & cafes (limited stock)
- > Supermarkets – Woolworths Crofton Downs, New World Khandallah

Where else could we find food?

- > Eggs from backyard chickens
- > Farms – sheep
- > Fruit trees in Tarikaka, Heke street, Mandalay Tce
- > Individuals having food stored at home – freezer etc.
- > Khandallah Town Hall – limited prepared meals?
- > Leftover school and kindergarten supplies
- > Mitre 10
- > People's gardens
- > The bush

How could we organise to feed large groups of people?

- > Cafés and other takeaway kitchens
- > Communal cooking – BBQS



- > Community Centres & halls have small kitchens
- > Use perishable food first
- > Using kitchens in schools and childcare centre
- > Volunteers keen to help those in need

Where can we get cooking and catering supplies?

- > Camping supply & BBQ section Mitre 10 – Gas bottles
- > Catering business in Khandallah – Nosh
- > Childcare centres
- > Church halls – eg St. Barnabas Church
- > Guide hall
- > Khandallah club halls – scouting, squash, tennis etc.
- > Khandallah town hall
- > Local schools
- > Ngaio school has BBQs
- > Ngaio Scouts – BBQs
- > Taste Khandallah, 2 Ganges Road
- > Using household supplies – BBQS, camping equipment etc.

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

- > Bikes, scooters, wheelbarrows
- > Roster to coordinate meals
- > Takeaway containers
- > Using vehicles to deliver food – 4-wheel drive, cars, trucks etc.



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)
