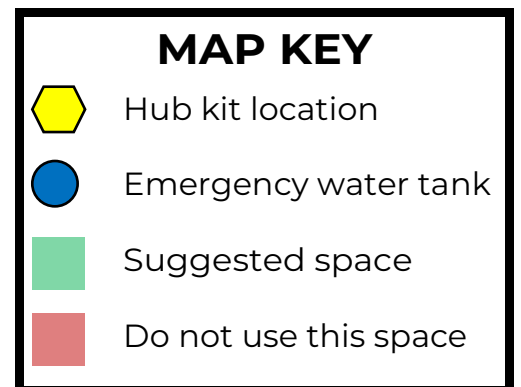# Mount Cook Community Response Plan

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.

WELLINGTON REGION EMERGENCY MANAGEMENT OFFICE

CIVIL DEFENCE

COMMUNITY EMERGENCY HUB

Facility map

Mount Cook School, 160 Tory Street, Te Aro, Wellington

MAP KEY

⬡ (yellow)	Hub kit location
● (blue)	Emergency water tank
◼ (green)	Suggested space
◼ (red)	Do not use this space

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.
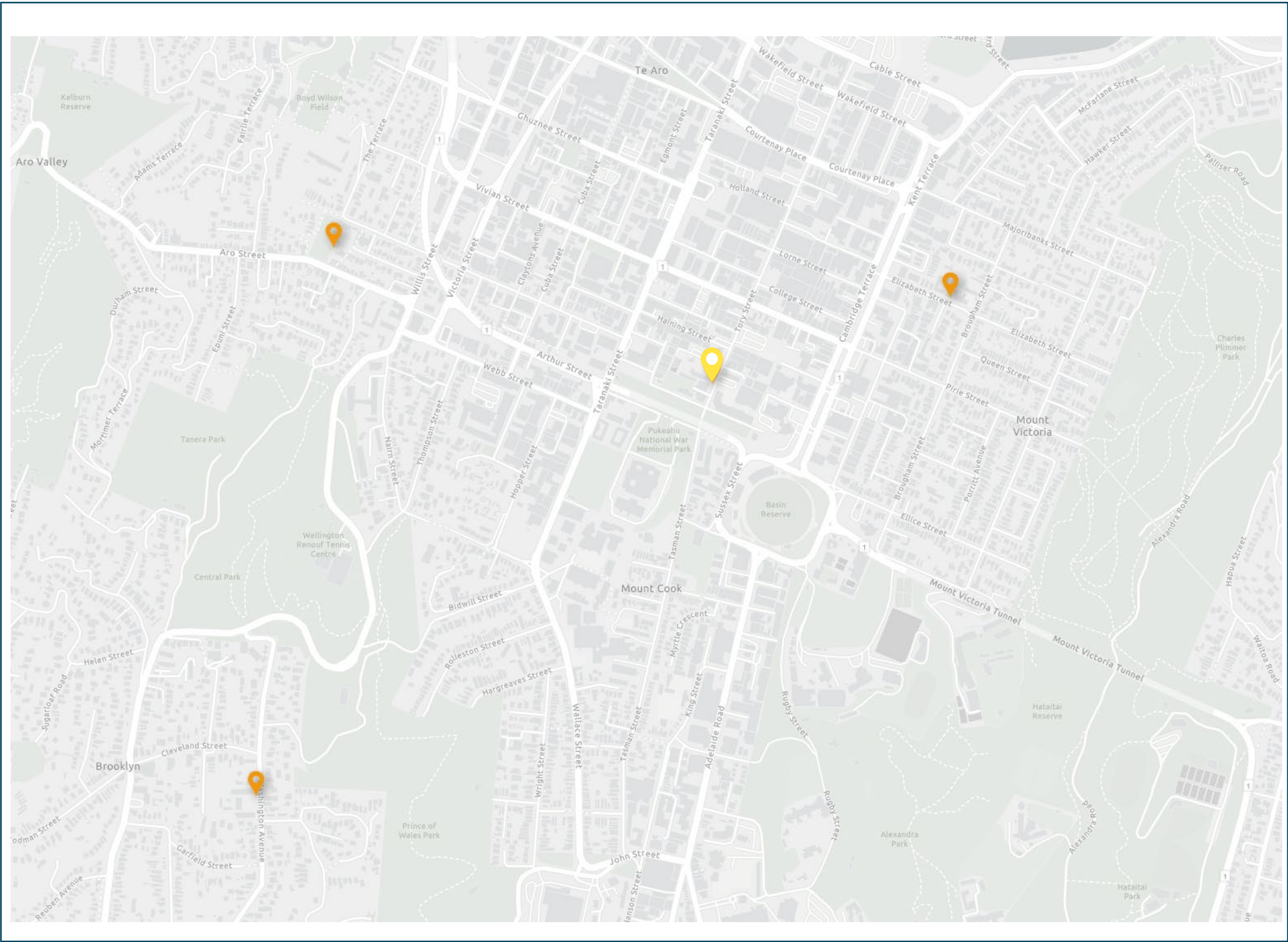
Your Hub

Mount Cook Community Emergency Hub

Mount Cook School, 152 Tory Street, Te Aro

Neighbouring Hubs

Clyde Quay School,
27 Elizabeth Street, Mount Victoria

Aro Valley Community Centre,
48 Aro Street, Aro Valley

Brooklyn School,
58 Washington Avenue, Brooklyn

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

> Basin Reserve

> Dominion Museum Building

> Mount Cook Police Barracks

> Nairn Street Park

> Pukeahu National War Memorial Park

Groups and networks of people

> Massey University Student's Association
   Massey University Wellington Campus

> Mt Cook Mobilised

> Mt Cook Preschool

> Poly High Community child Care Centre

> Te Kainganui Child Care Centre

> Wellington High School

> Wellington Seventh Day Adventist Church

Services in the community

> AA Auto Centre, Taranaki Street

> After-hours Pharmacy, Adelaide Road

> Arlington Motors

> BnB at Bidwill

> Bridgestone Select Tyre & Auto Service

> Curizza Base Reserve

> Extreme Automotive Parts Distributors

> Hankey Street Food Market

> Hiakai, Wallace Street

> Marksman Motor Inn

> McDonald's Basin Reserve

> Mount Cook Kitchen & Takeaways, Wallace Street

> Salvation Coffee and Granny Ruby's Kitchen

> Tasman Vet Centre

> The Warehouse, Tory Street

> Tussock Bar & Café, at Massey University

Infrastructure

> BP Service Station, Adelaide Road

> Countdown Newtown

> Z Station, Taranaki Street

Local vulnerabilities

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

Places and spaces

> Considering the proximity to high fire risk areas, this could impact Mount Cook, with a few businesses in the area that carry with, high risk resources i.e. service stations, vehicle mechanic.

> Mount Cook Hub is located on the fringe of the CBD, this location will be on the receiving end of residents and visitors of the CBD should a long or strong earthquake be felt, and evacuation is required.

> There is a number of education providers from early childhood centres through to the university, that may be at risk for a high level of displaced people who don't live in Mount Cook

Groups and networks of people

> Childcare centres

> Elderly residents

> Social housing flats

Services in the community

> Education providers may require support with ongoing care of their learners.

> Massey University may not be available due to their own plans to support staff and students first.

> No emergency services located directly in Mt Cook, apart from the after-hours medical centre.

> The nearest supermarket is in the neighbouring suburb.

Infrastructure

> All services likely to be disrupted for many weeks
  o Broken stormwater services
  o Broken water services
  o No banking or eftpos available
  o No electricity or gas
  o No internet
  o No telecommunications
> Limited spaces for displaced people
> Roading network damaged

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?

> Church communities

> Mt Cook Mobilised network

> People who turn up to the Hub to help

> Residents groups and/or neighbours

> Senior students from Wellington High School

> Support from Massey University if available

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 Mt Cook School to see where help is needed.

> Helpers at the hub should go to known high risk areas- e.g., residents living in flat complexes, check in on nearby child centres, contact Massey University, check areas exposed to wind, rain and likely to be cut off due to road damage or communications failure.

> Neighbours property

> Own property

> 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 the 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?

> After-hours Pharmacy, Adelaide Road

> Tasman Vet Centre

> Wellington Accident & Urgent Medical Centre

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

> Neighbouring suburbs that have similar services

Who can help provide medical assistance?

> Residents who have first aid certificates

> Retired doctors

> Retired nurses in the community

> Set up a triage area within one of the classrooms at the school

> Volunteers with experience

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

> 4x wheel drive vehicles

> buggies

> Communicate by text

> shopping trolleys

> station wagons

> Use messengers to cycle, walk and run

> Vehicles

> Wheelbarrows

Where can we get extra supplies?

> First aid kits in businesses, households and vehicle

> Source supplies from the community

Where are there Defibrillators?

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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?

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Where can we get resources to make repairs?

> Residents – what's in your toolshed?

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

> City Mission, Taranaki St ›

> Cuba › Visitors to Hubs (personal donations, e.g. duvets

> Mary Potter Hospice shop,

> Salvation Army, Webb St ›

What open spaces could accommodate temporary shelter?

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

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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 water station – 80 Hanson St

> Massey water tanks ›

> Te Whaea water tanks ›

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

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Where can we find water for washing and cleaning?

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

> Grey water

> Pool water

> Springs and waterfalls

> Stagnant water

> Stream water

What places would be good distribution points?

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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 ›

> Home of Compassion Soup Kitchen ›

> Hopper refillery

> Kaibosh (Hopper home)

> Kaicycle Community Garden

> McDonalds › Personal Donations ›

> Mt Cook Kitchen ›

> Tussock Café › Basin Noodle House ›

> Wellington High School Café ›

Where else could we find food?

> Yan's Supermarket

How could we organise to feed large groups of people?

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Where can we get cooking and catering supplies?

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

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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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