

Mt Victoria and Oriental Bay 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

Clyde Quay School, 27 Elizabeth Street Mount Victoria



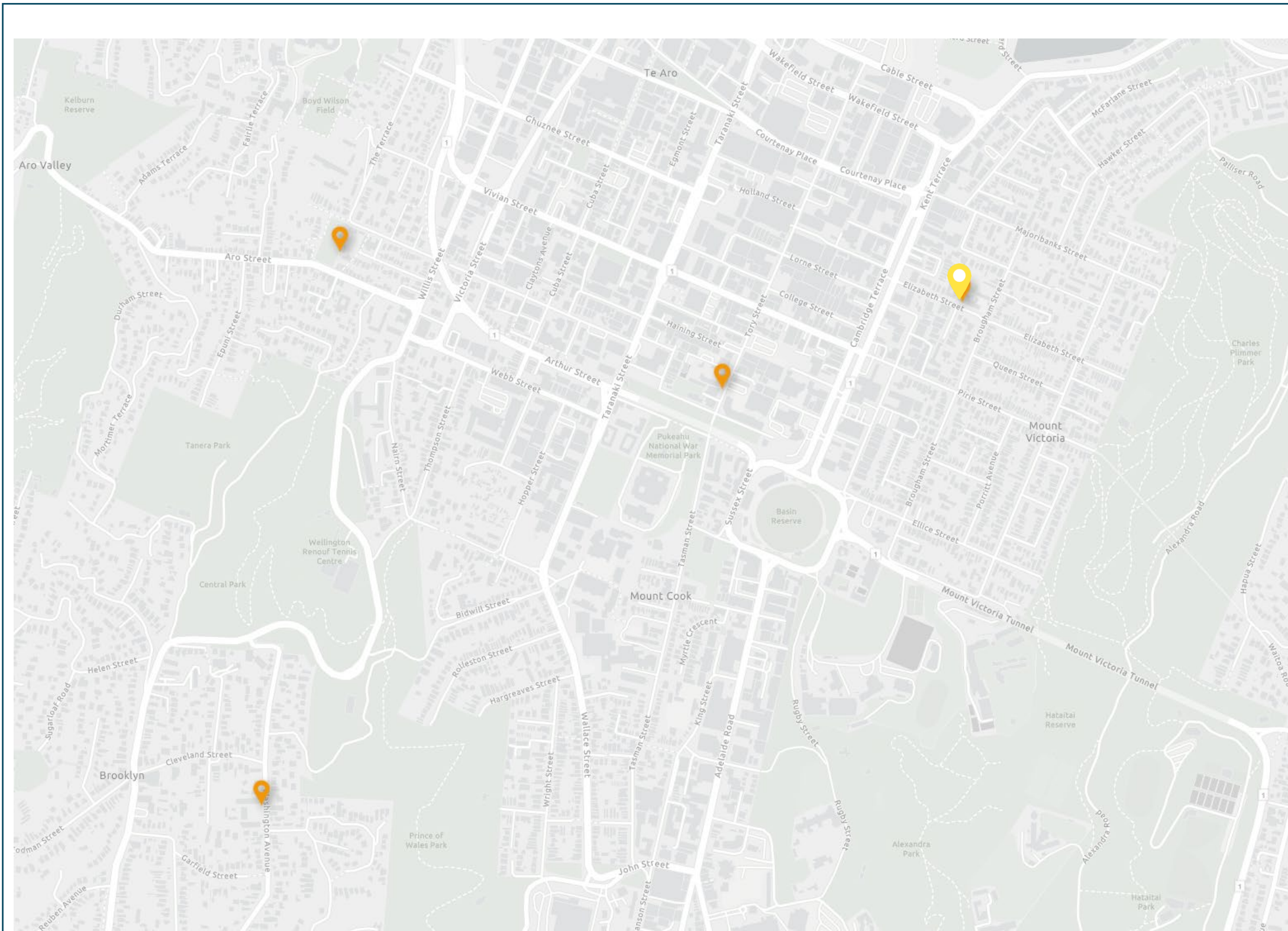
MAP KEY

- 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

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:

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|------------------|----------------------|
| > 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

- > Alexandra Park
- > Basin Reserve
- > Biz Dojo, Tory St
- > Car yards and refurbishing business
- > Crossways Community Creche, Marjoribanks St
- > Encourage people to stay with family and friends
- > Greek Orthodox Church, Hania St
- > Hotels, Hostels and other accommodation facilities
- > Innermost Gardens

- > Innermost Gardens
- > Irish Society, Fifeshire Ave
- > Mt Vic Community Hub, Elizabeth St
- > Oriental Parade and Beach
- > Other religious centres
- > People's Cars, Campervans and Garages
- > Pukeahu War Memorial Grounds
- > Quaker House, Moncrieff St
- > School fields
- > St Gerard's, Hawker St
- > St Joseph's, Brougham St
- > Supermarkets, restaurants and cafes
- > Tararua Tramping Club, Moncrieff St
- > The Embassy Theatre, Kent Tce
- > The Street Church, Hania St
- > Town Belt
- > Victoria Bowling Club, Pirie St
- > Victoria Bowling Club, Pirie St
- > Waitangi Park
- > Yoga Schools, fitness centres

Groups and networks of people

- > Ace House
- > Any other local clubs and networks of people
- > Childcare Centre and Crèche staff and parents
- > Mt Vic Hub and Newsletter



- > Mt Victoria Resident's Association
- > Oriental Bay Resident's Association
- > Other volunteers
- > Religious organisations and Church groups
- > Rotary or Lions members
- > School staff, students, parents and Board of Trustees
- > Scouts or Guides groups
- > Staff from restaurants, cafes and local businesses
- > Tararua Tramping Club members
- > University Students and flat groups

Services in the community

- > Defibrillators
- > Freyberg and School Pools
- > Hospital and Urgent Pharmacy within walking distance
- > Hotels, Hostels and other accommodation facilities
- > Restaurants, cafes and shops
- > Schools, Childcare Centres and Crèches
- > Supermarkets and Dairies

Infrastructure

- > Alexandra Water Reservoir, Alexandra Rd
- > Emergency Water Tank at Clyde Quay School, Elizabeth St
- > Mt Victoria and Bus Tunnels
- > Mt Victoria Radio Tower, Alexandra Rd
- > Utilities infrastructure
- > Waterfront, boat sheds and ramps



Local vulnerabilities

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

Places and spaces

- > Apartments
- > Landslides
- > Monastery and Churches
- > Other houses and buildings
- > School, Childcare Centre and Crèche buildings
- > Significant areas in the tsunami evacuation zone, everyone needs to evacuate these areas after every long or strong earthquake, including aftershocks
- > Some areas may experience liquefaction
- > Town Belt

Groups and networks of people

- > Ace House

- > Elderly people
- > House bound people
- > Mothers with young babies
- > People with disabilities in supported accommodation
- > Renters
- > Stressed & lost pets
- > Tourists and freedom campers
- > University Students

Services in the community

- > Lack of medical providers in the immediate area
- > Schools, Childcare centres and Crèches

Infrastructure

- > Boat Sheds on Oriental Parade
- > Houses and other buildings on hillsides
- > Mt Victoria and Bus Tunnels
- > Oriental Beach area
- > All services likely to be disrupted for many weeks
 - o No Electricity
 - o No mains water supply
 - o No reticulated gas supply
 - o No sewerage network
 - o Broken storm water pipes
 - o No telecommunications



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- o No internet
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- o No banking and eftpos



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?

- > Any other local clubs and networks of people
- > High School students
- > Mt Vic Hub staff and volunteers
- > Mt Victoria Resident's Association
- > Oriental Bay Resident's Association
- > Parent groups from schools, childcare centres and crèches

- > Religious Groups
- > Rotary or Lions members
- > Scouts or Guides groups
- > Staff from restaurants, cafes and local businesses
- > Tararua Tramping Club members
- > University students and flat groups

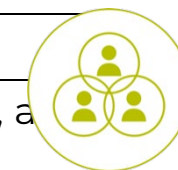
Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub
check on these priority groups
- > Apartments
- > Elderly residents
- > Mt Victoria and Bus tunnels
- > Neighbours
- > People with mobility issues
- > Playgrounds and Parks
- > Residents with young kids
- > Schools, Early Childhood Centres and Crèches
- > Worst affected areas & areas where hazards/damage are obvious

How would we coordinate this?

- > Appoint a coordinator

- > Assess – commission teams to assess in priority order to needs and resources available and then broker people's needs with available resources.
- > 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, and when so we know where needs to be rechecked over time
- > Meet – needs with resources
- > Prioritise – needs with resources
- > Review – that needs are being met
- > Scope – define needs and resources
- > Send teams from hub to check on defined areas, record on Hub Map
- > The Hub can set up street maps and coordinate searches, or checks by door knocks
- > Use Facebook and Neighbourly if available
- > 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?

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

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Who can help provide medical assistance?

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

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Where can we get extra supplies?

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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 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?

- > Handy people/DIYers
- > Local builders, plumbers, electricians, roofers and other tradespersons
- > Scouts and Guides
- > Students
- > Volunteers



Where can we get resources to make repairs?

- > Boat sheds, Oriental Pde
- > Bunnings, Tory St
- > Car yards and refurbishing companies on Kent Tce and Hania St
- > People's own supplies
- > The Warehouse, Tory St

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

- > Briscoes, Taranaki St
- > Churches
- > Hotels, Hostels and B&B's
- > People sharing their surplus supplies
- > The Warehouse, Tory St

What open spaces could accommodate temporary shelter?

- > Alexandra Park
- > Basin Reserve
- > Carparks
- > Encourage people to put up tents in their yards
- > Innermost Gardens
- > Oriental Parade and Beach
- > Pukeahu War Memorial Grounds

- > School fields
- > Town Belt
- > Victoria Bowling Club, Pirie St
- > Waitangi Park

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

- > Biz Dojo, Tory St
- > Crossways Community Creche, Marjoribanks St
- > Encourage people to stay with family and friends
- > Greek Orthodox Church, Hania St
- > Hotels, Hostels and other accommodation facilities
- > Innermost Gardens
- > Irish Society, Fifeshire Ave
- > Mt Vic Community Hub, Elizabeth St
- > People's Cars, Campervans and Garages
- > Quaker House, Moncrieff St
- > St Gerard's, Hawker St
- > St Joseph's, Brougham St
- > Tararua Tramping Club, Moncrieff St
- > The Embassy Theatre, Kent Tce
- > The Street Church, Hania St
- > Vacant rental space in the area
- > Victoria Bowling Club, Pirie St
- > Yoga Schools, fitness centres



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?

- > Dairies and Bottle Shops
- > Emergency Water tank at Clyde Quay School, Elizabeth St
- > Home water cylinders
- > Home water tanks
- > Hotels and Hostels
- > Restaurants, cafes and other shops
- > Supermarket (Bottled supplies)



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

- > Carry in bottles, containers, buckets
- > Cars, bikes, scooters, motorbikes
- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins
- > Volunteers walking or cycling around

Where can we find water for washing and cleaning?

- > Copthorne Hotel Pool, Oriental Pde
- > Freyberg Pool, Oriental Pde
- > Rivers & Streams
- > Sea water
- > Te Papa Lagoon
- > Toilet cisterns, Hot water cylinders
- > Wellington Girls East Swimming Pool, Austin St

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?

- > Basin reserve, Waitangi Park, Pirie St Playground, Ellice St Park, Moeller Meadows Park
- > Clyde Quay School, Elizabeth St
- > Freyberg Pool carpark, Oriental Pde
- > Greek Orthodox Church carpark, Hania St
- > Innermost Gardens
- > KFC carpark, Pirie St
- > Moore Wilsons, Tory St
- > New World, Cable St
- > Regional Wines and Spirits carpark, Ellice St
- > Royal Port Nicholson Yacht Club, Oriental Pde
- > St Gerard's, Hawker St
- > St Joseph's Church, Brougham St
- > The Street Church carpark, Hania St
- > Victoria Bowling Club, Pirie St
- > Wellington College, Ellice, St
- > Wellington East Girls, Austin St



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?

- > Asian Supermarket, Tennyson St
- > Commonsense Organics, Wakefield St
- > Local dairies
- > Moore Wilson, Tory St
- > New World, New World Supermarket, Cable St
- > Restaurants, Cafes, Pubs and Hotels.
- > Wellington Food Market, Waterfront

Where else could we find food?

- > Fishing on Oriental Parade
- > Foraging in town belt
- > Innermost Gardens and other gardens
- > People's own supplies
- > Soup Kitchens and foodbanks

How could we organise to feed large groups of people?

- > Cook together and eat together
- > Hangi
- > Set up a volunteer cooking/preparation site
- > Soup kitchen facilities, Tory St
- > Use perishable food first
- > Using simple, easy to cook recipes
- > Work from Food Trucks



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- > Work with local chefs, caterers and others who are used to feeding large groups
-
- > Working from Church halls

Where can we get cooking and catering supplies?

-
- > Asiana Cookery School, Tennyson St
-
- > BBQs and camping stoves
-
- > Bunnings, Tory St
-
- > Hotel and Hostel kitchens
-
- > Household cooking equipment and utensils
-
- > Irish Society, Fifeshire Ave
-
- > The Warehouse, Tory St
-
- > Victoria Bowling Club kitchen, Pirie St
-
- > Wellington College Tuck Shop
-
- > Wellington East College Tuck Shop
-
- > Cafés, restaurants, church and clubroom kitchens

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

-
- > Carry in boxes, containers, buckets
-
- > Cars, bikes, scooters, motorbikes
-
- > Organise teams to distribute
-
- > Supermarket trolleys, wheelbarrows, buggies, strollers, wheelie bins
-
- > 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)

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)
