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Your community's response

Local ideas and solutions for challenges you may face

The following pages include prompts, ideas and local resources for assisting with the common needs of communities after an emergency, as listed below.

- › Checking on who and what has been affected
- › Medical assistance
- › Shelter
- › Water
- › Food
- › Sanitation

Community Response Plans

Where a community has gone through a Community Response Planning Process, there are details about the local resources available to help solve these problems.

In communities that have not yet been through that process, there are prompts and questions that may assist you in finding solutions.

Life-threatening situations

- › **Help if you can, but do not put yourself in unnecessary danger to save someone else. You don't want to become a casualty too.**
- › Attempt to contact the emergency services by calling 111 in all life-threatening situations. Sometimes all you can do is keep other people from being harmed. Let people know that there is a hazard, and keep other people away from the hazard if you are able. This may include helping people evacuate an area.
- › Report back to the Community Emergency Hub:
 - What the problem is.
 - What you have done.
 - What still needs to be done, if anything.
- › Information about life-threatening situations should be reported to the Emergency Operation Centre.

Local resources

During Community Response Planning the following local resources were identified that could be useful for various purposes during an emergency. Use this information as a starting point when looking for solutions to community needs. Local resources may need to be shared with nearby communities, so communicate with your neighbouring hubs to work out the most efficient use of the available resources. Check with the owner to coordinate the use of their resources.

Coordinate with neighbouring Community Emergency Hubs

- Clifton Terrace Model School, 15 Clifton Terrace (20 minutes away)
- Wadestown Plunket Clinic, 117 Wadestown Road, Wadestown (30 minutes)
- Kelburn Normal School, 16 Kowhai Road, Kelburn (40 minutes)
- Northland School, 14 Harbour View Road, Northland (40 minutes)
- Cashmere Avenue School, 110 Cashmere Avenue, Khandallah (1 hour)
- Ngaio School, 45 Abbot Street, Ngaio (1 hour)
- Karori Recreation Centre, 251 Karori Road (1¼ hours)
- Karori West Normal School, 19 Allington Road, Karori (1 1/2 hour)

Places and spaces

Large outdoor spaces

- > Botanic Gardens – Anderson Park (suitable for helicopter landing), The Dell,
- > The Magpie Lawn, Salamanca Lawn;
- > The Meadow, top of St Mary Street;
- > Premier House, Tinakori Road;
- > Katherine Mansfield Memorial Park, Fitzherbert Terrace;
- > Queens Park, Grant Road;
- > Goldie's Brae, Grant Road/Wadestown Road;
- > Sky Stadium, Waterloo Quay.
- > Queen Margaret's school hall and gymnasium
- > Parliament grounds
- > Carparks
- > Hungarian Park, Molesworth Street
- > Square in front of Rugby Union House, Molesworth Street
- > Bus station
- > Lawn outside railway station

Large indoor spaces

- › Sacred Heart Cathedral, Hill Street
- › Anglican Cathedral of St Paul, Hill Street
- › Pipitea Marae and Function Centre, Thorndon Quay
- › Victoria University Pipitea campus
- › Wellington Railway Station
- › National Library, Molesworth Street
- › Sky Stadium, Waterloo Quay

Smaller indoor spaces

- › The Catholic Archdiocese, Hill Street
- › St Andrews on the Terrace
- › The Loaves and Fishes Hall, Hill Street
- › Anglican Chinese Mission, Glenmore Street
- › Wellington Potters Association, Grant Road
- › Royal Society, Turnbull Street.
- › Old St Pauls, Mulgrave Street
- › Connolly Hall, 10 Guilford Terrace

Groups and networks of people

- › Hirepool, 243 Thorndon Quay – Equipment, 4WD vehicles, portaloos
- › Victoria Bridge Club, 112 Tinakori Rd., Thorndon
- › Wellington Bridge Club, 17 Tinakori Rd., Thorndon
- › Thorndon Tennis and Squash Club, 4 Katherine Avenue
- › Salamanca Tennis Club, 21 Wesley Road
- › Talavera Tennis Club, 148 Glenmore St., Northland
- › Zip Plumbing Plus, 232 Thorndon Quay
- › NZ Red Cross, 69 Molesworth Street

Community groups:

- › Thorndon Residents Association
- › Thorndon Society
- › Rotary Wellington
- › Body corporates
- › Neighbourly

Embassies:

Although their priority will be assistance to their own nationals, embassies have useful resources that may be available to the community after a few days.

- › Australian High Commission, 72-76 Hobson Street.
- › British High Commission, 44 Hill Street .
- › Philippines, 50 Hobson Street.
- › United States, 29 Fitzherbert Terrace
- › Italy, 34-38 Grant Road.
- › Germany, 90 Hobson Street.
- › Thailand, 110 Molesworth Street.
- › China, 2-6 Glenmore Street
- › High Commission of India, 72 Pipitea Street
- › China, Consular (Visa) Section, 4 Halswell Street

Services in the community

Food supply – see Food Section

- › Groceries and food/water items for a few days if accessible at all.
- › Stocks will run out very quickly.
- › Expect strict controls as soon as owners can implement these.
- › Medical – see Medical Assistance Section
- › Most medical personnel do not live locally
- › Trained medical staff who live but do not work in Thorndon should make their way to nearest Local Emergency Groups (LEGs). LEG sites have mass casualty kits and radio telephones.
- › To locate defibrillators in Thorndon Pipitea, go to: <https://aedlocations.co.nz/>
An app can also be downloaded from this website to an Android or Apple phone
- › Wellington Free Ambulance, 19 Davis Street, Pipitea, have defibrillators.

Hotels

- › Atura Hotel, 24 Hawkestone St
- › Bolton Hotel, Bolton St.
- › Rydges Hotel, Featherston St.
- › Quest, Thorndon Quay
- › Sofitel, Bolton St.
- › Shepherds Arms Hotel
- › Frame apartments, 111 Molesworth
- › Sebel, Thorndon Quay

Emergency Services

- › Fire and Emergency New Zealand, Thorndon Quay
- › Wellington Free Ambulance 19 Davis Street
- › Police HQ, Molesworth Street
- › Red Cross Centre, Molesworth Street

Schools

- › Students will be top priority until collected by parents.
- › Thorndon Primary School, 20 Turnbull St.
- › Queen Margaret College, 53 Hobson St. Halls and gymnasium for shelter; student accommodation\40 single rooms
- › St Mary's College, Guildford Terrace
- › Sacred Heart Cathedral School, Guildford Terrace

Animals

Wadestown vet clinic and cattery, 1 Grosvenor Terrace Wadestown.

Infrastructure

- > Water – see Water Section
- > Access
- > Motorway
- > Waterloo/Thorndon Quays
- > Molesworth Street
- > Murphy/Mulgrave Streets
- > Hobson Street
- > Bowen Street
- > Tinakori Road/Glenmore Streets
- > Through Botanic Gardens
- > Anderson Park may be suitable for helicopter landing.
- > Emergency Water tank at Thorndon School
- > The port area
- > Hardware supplies along Thorndon Quay
- > Thorndon Quay water pumping station
- > Grant Road

Local vulnerabilities

During Community Response Planning the following potential vulnerabilities were identified. These may need further attention or assistance.

Places and spaces

Mark on map

- › Landslides
- › Fallen trees
- › Flooding
- › Liquefaction
- › Fires
- › Blocked roads
- › Dangerous structures
- › Anywhere in the tsunami zone
- › Tinakori Hill
- › Port area

Services in the community

- › Limited access to the services and keyholders out of hours
- › Absence of staff

Infrastructure

Mark on map

- › Downed power lines
- › Flooding from broken pipes
- › Broken sewage pipes
- › Blocked roads
- › Gas leaks

Other damage to key services

Groups and networks of people

- › Local Community members and volunteers (including interpreters) church groups, university students, sports clubs, equipment and 4WD vehicle owners to conduct door to door house checks.

Vulnerable people:

- › Assisted living clients e.g. dependant on Meals on Wheels, Medical deliveries,
- › Medical care
- › Elderly residents
- › Housebound people
- › Migrants with language barriers
- › New residents
- › People living alone
- › People with disabilities
- › Pregnant women
- › Single-parent households
- › Workers employed locally but living elsewhere
- › People separated from their families e.g. children at school or clubs
- › People passing through the area trying to get home.
- › In mental health accommodation
- › Embassy personnel may be able to provide interpreters, see contact details under Local Resources.
- › Apartment dwellers (especially those with mobility issues)
- › Evacuees
- › Commuters to northern suburbs
- › Migrant communities
- › Transient people (students etc)
- › Families not together (kids at school etc)
- › Pet owners

Early Childhood Centres:

- › Queen Margaret Pre-School, Fitzherbert Terrace
- › Kids Reserve, L1 22 Hawkestone Street
- › City Kids Childcare, 21A Tinakori Road
- › Pipitea Childcare Centre, 21 Hobson Crescent
- › A CBD Childcare Centre, 15 Harris Street
- › Te Puna Reo O Nga Kakano Day Care Centre, 238 Thorndon Quay
- › Te Rito Maioha Early Childhood, 191 Thorndon Quay
- › Rudolph Steiner Kindergarten, 10 Davis Street
- › Little Pips Childcare, 1/15 Pipitea Street
- › Hill Street Early Childhood Centre, 66 Hill Street
- › Kids' Environment, 23 Kate Sheppard Place Apartment dwellers (especially those with mobility issues)
- › Co Kids, 170 Thorndon Quay

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 people’s 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?

- › There may be individuals who come together on the day or come from established groups and networks in our area (See list of community groups and networks).
- › Thorndon Residents Association
- › Church groups
- › Tennis clubs
- › Bridge clubs
- › Neighbours – in pairs or threes
- › Supermarket staff

Where should we check first?

- › Neighbours, family, friends
- › Where vulnerable people are known to live (see list of Vulnerable People in Local Vulnerabilities section)
- › Check gas and water
- › Check for fires and wires down
- › Fissures, cracks and liquefaction on roads and open spaces
- › Apartments
- › Schools

How would we coordinate this?

- › Through the Community Emergency Hub.
- › Note teams and areas they are checking
- › Mark streets/areas on the map that have been checked, and record issues found – both those concerning property and services and people/residents.
- › Have vulnerable people leave a note on their door stating where they are or when they were last checked on and report this back to the hub.
- › Use internet if available and link in with Neighbourly and Facebook groups

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 you know to have health issues or disabilities .

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?

- › Wadestown Medical Centre, Wadestown Road
- › Thorndon Medical Centre, 100 Molesworth St (Rugby House) Central
- › Wellington Medical Centre, L 8 111 Customhouse Quay
- › City Medical Centre, L2 190 Lambton Quay (a LEG – see below)
- › Plimmer Steps Medical Centre, L2 AMI Plaza, Lambton Quay
- › The Terrace Medical Centre, L1 50 The Terrace (a LEG – see below)
- › Capital Sports Medicine, L5 187 Featherston Street

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

- › Churches
- › Vet clinic
- › Red Cross HQ

Who can help provide medical assistance?

- › Schools have first aid facilities. Hotels, embassies and some businesses may have also.
- › Paramedics at Free Ambulance and Red Cross
- › Trained first aiders
- › Thorndon fire station

Where can we get extra supplies?

- › Pharmacies
- › Supermarkets
- › Physiotherapies
- › Own personal supplies
- › Hospitals
- › Veterinary Services, Grant Road
- › Business network resources

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

- › Coordinate first aid and street to street surveys from the Community
- › Use a hotel
- › Set up space at Hub for injured people.
- › Use private vehicles.
- › Paramedics at Free Ambulance and Red Cross
- › Trained first aiders
- › Thorndon fire station

Where are there Defibrillators?

- › Te Aho o Te Kura Pounamu (Correspondence school) – 11 Portland Crescent
- › Ministry of Health (ground floor) – 133 Molesworth Street
- › Police National Headquarters (ground floor) – 180 Molesworth Street
- › New World Thorndon (customer service check out) – 150 Molesworth Street
- › Beca Aorangi House – 88 Molesworth Street
- › ACC Shamrock House – 81 Molesworth Street
- › Red Cross – 66 Molesworth Street
- › WREMO (in hallway through main entrance) – 2 Turnbull Street
- › Royal Society Te Aparangi (wall mounted by reception desk in main foyer) – 11 Turnbull Street
- › The Thorndon Centre (level 3 kitchen, turn right when exiting stairwell and lifts) – 191 Thorndon Quay
- › The Australian High Commission (consular services waiting area) 72/76 Hobson Street
- › Mediterranean Shipping Co (level 1, suite C) – 230 Thorndon Quay
- › Thorndon Summer Pool – 26 Murphy Street
- › Hospitals
- › Pharmacies
- › Veterinary Services, Grant Road
- › Business network resources
- › Old St Pauls (Back Office), 34 Mulgrave Street
- › Wellington Bridge Club, 17 Tinakori 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.



Gas and electricity supplies must be checked as safe to use. Leaks, including water should be investigated. turn gas off at the meter/main if unsure. Turn electricity off at mains/switchboard and water at the toby on the footpath.



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 or family if possible. Ask neighbours or others in their street if they have spare room.

People in the community may have spare beds, air mattresses, and couches available to offer to people without a place to stay.



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, weather proof and comfortable?

- › Local builders, and tradespeople. Recruit from Community Emergency Hub
- › Fit and capable people
- › Neighbours

Where can we get resources to make repairs?

- › Placemakers, Kaiwharawhara
- › Hirepool, Kaiwharawhara
- › Carters
- › Plumbers, e.g. Zip
- › Retailers along Thorndon Quay
- › Neighbours
- › Existing building sites
- › Building sites (if a large disaster)

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

- › Local homes
- › Gateway shops, Thorndon Quay – bed/linen shops
- › Clothes shops, Molesworth Street and Tinakori Village
- › Spotlight (Old Hutt Road)
- › Mary Potter Hospice shop, 95 Thorndon Quay

What open spaces could accommodate temporary shelter?

- › See list under **Local Resources**
- › Encourage people to put up tents in their backyards (weather permitting)
- › Encourage people to stay with family or friends
- › School fields
- › Empty sections
- › Parts of Botanic Gardens near public toilet facilities Premier House
- › Queens Park
- › Goldies Brae
- › Sky Stadium
- › Premier house

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

- › See list under **Local Resources**
- › Botanic Gardens has some public toilet facilities
- › Hotels
- › Schools
- › Embassies
- › Sports clubs
- › Churches and Cathedral
- › Anglican Chinese Mission, 30-50 Glenmore St, Kelburn
- › National Library
- › Pipitea Marae
- › New World carpark
- › Camp on tennis courts

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. Wellington Water 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 it stand for 30 minutes before using, then store in clean containers with covers.

Where can we find drinking water?

- › Home supplies
- › Private water tanks, including emergency tanks (boil first)
- › Hot water cylinders
- › Campervans
- › Hotels
- › Community water tank at Thorndon School (boil before drinking)
- › Thorndon New World, Molesworth Street
- › Railway Station
- › Dairies in Lambton Quay, Molesworth St and Tinakori Village.
- › Water available for purchase but supplies limited
- › Cafe's and restaurants

Where can we find water for washing and cleaning?

- › See above
- › Thorndon Pool
- › The pool is empty during winter, but holds 657,000L during summer; water is chlorinated.
- › Collect rainwater
- › Toilet cisterns
- › Streams and parks
- › Spa pools

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

- › Private water tanks
- › Reticulated supply from taps – get advice before using
- › Community water tank at Thorndon School
- › Anything chlorinated
- › Stream and pool water

What places would be good distribution points?

- › Sites on both sides of motorway
- › Schools and church car parks
- › New World supermarket, Thorndon
- › Sites in Botanic Gardens
- › Churches
- › Pipitea Marae
- › Car parks
- › Katherine Mansfield Park
- › Queen's park

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

- › Use information from street checks
- › Prioritise bottled water supply
- › Carry water to neighbours, disabled, housebound, etc.
- › Carry bottled water in shopping trolleys or wheelbarrows

Food

People in our community have enough food to sustain them.

- › Encourage people to share food with those who don't have access to it.
- › 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 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 dry goods from the pantry.

Pool community resources to feed everyone

- Street BBQs
- Have places where excess food can be coordinated

What food suppliers and providers are there?

- › Thorndon New World, Molesworth Street.
- › Dairies.
- › Groceries and food/water items for a few days if accessible at all. Stocks will run out very quickly. Expect strict controls as soon as owners can implement these
- › Various restaurants, hotels, cafes and pubs throughout Thorndon
- › Immediate food on hand, however no large stores
- › Pipitea Marae - Function facility and large kitchen; will also be trying to help their own people throughout the region
- › Farmers market (Saturday mornings)

Where else could we find food?

- › Homes
- › Schools
- › Community gardens
- › The town belt
- › Forage

How could we organise to feed large groups of people?

- › Facilities with kitchens include:
- › Wellington Cathedral
- › St Andrews Centre (on The Terrace)
- › Catholic Centre, Hill Street
- › Thorndon Tennis and Squash Club, 4 Katherine Avenue
- › Pipitea Marae – see above
- › Hotels
- › Barbeques in the Botanical Gardens

Where can we get cooking and catering supplies?

- › Barbecues
- › Supermarkets
- › Cafes and restaurants
- › Pipitea Marae
- › Workplace kitchens
- › Church halls
- › Placemakers, Kaiwharawhara
- › Schools
- › Hotels and pubs

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

- › Use information from street checks
- › Takeaway containers
- › Neighbours

Sanitation

Ensure everyone has access to an appropriate place to go to the toilet.

- › Organise long drops throughout the community and in locations close to groups who might not have the ability to organise one themselves.
- › Identify and source sanitation supplies and tools from within your community to build emergency toilets.
- › Identify and coordinate people who can help dig or build toilet facilities.
- › Identify a suitable space for a long drop toilet at the Hub.

Wash your hands regularly – use hand sanitiser, boiled water with soap or gloves if clean water is unavailable.

Could you organise long drops throughout the community and close to groups who might not have the ability to organise one themselves?

Where are suitable locations for facilities that won't cause problems?
. Could you build a private space for a long drop toilet at the Hub or other open space?

When digging a long drop dig a hole up to one metre deep and 30 to 40 cm wide. After each use, cover the waste with soil or other mulch. When the hole is full to about 30cm below the surface, fill with soil and dig a new long drop.

Alternatively, use a two bucket system – one for liquids and one for solid waste. Mix with sawdust. Can be used indoors and then emptied in a hole in the ground.

Key resource statements

New Zealand Police

During an emergency, Police across the region will focus on assessing the situation and will be tasked by their Central Communications Centre.

Fire and Emergency New Zealand

The focus of Fire and Emergency New Zealand after a significant earthquake will be lifesaving activities and suppression of fire, as allowed by limited water supply.

Wellington Water

All Wellington Water Reservoirs have seismic valves to retain water after an earthquake. Technicians must inspect the reservoirs and alter the valve systems before the water inside can then be made available for people to manually collect. It will take a number of days to complete this process. Community water stations may be available from day 8.

Supermarkets

Supermarkets are likely to be closed immediately after an earthquake due to the mess and danger caused by stock falling from shelves.

They will try to make available whatever supplies they can, in coordination with the Hub to make sure these resources are efficiently used.

While supermarkets appear to hold a lot of stock, in reality if they cannot be restocked this will not go far for a whole community.

Medical Centres and Hospitals

People needing medical assistance, and anyone able to assist in the provision of medical assistance should go to their nearest medical centre, **not the hospital**.

Each hospital has their current patients to look after, as well as the most severely injured following an emergency event.

The medical centre will assess who needs to go to the hospital, if they can get there.