

Greenacres 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

Greenacres Primary School, 60 Raroa Terrace, Tawa



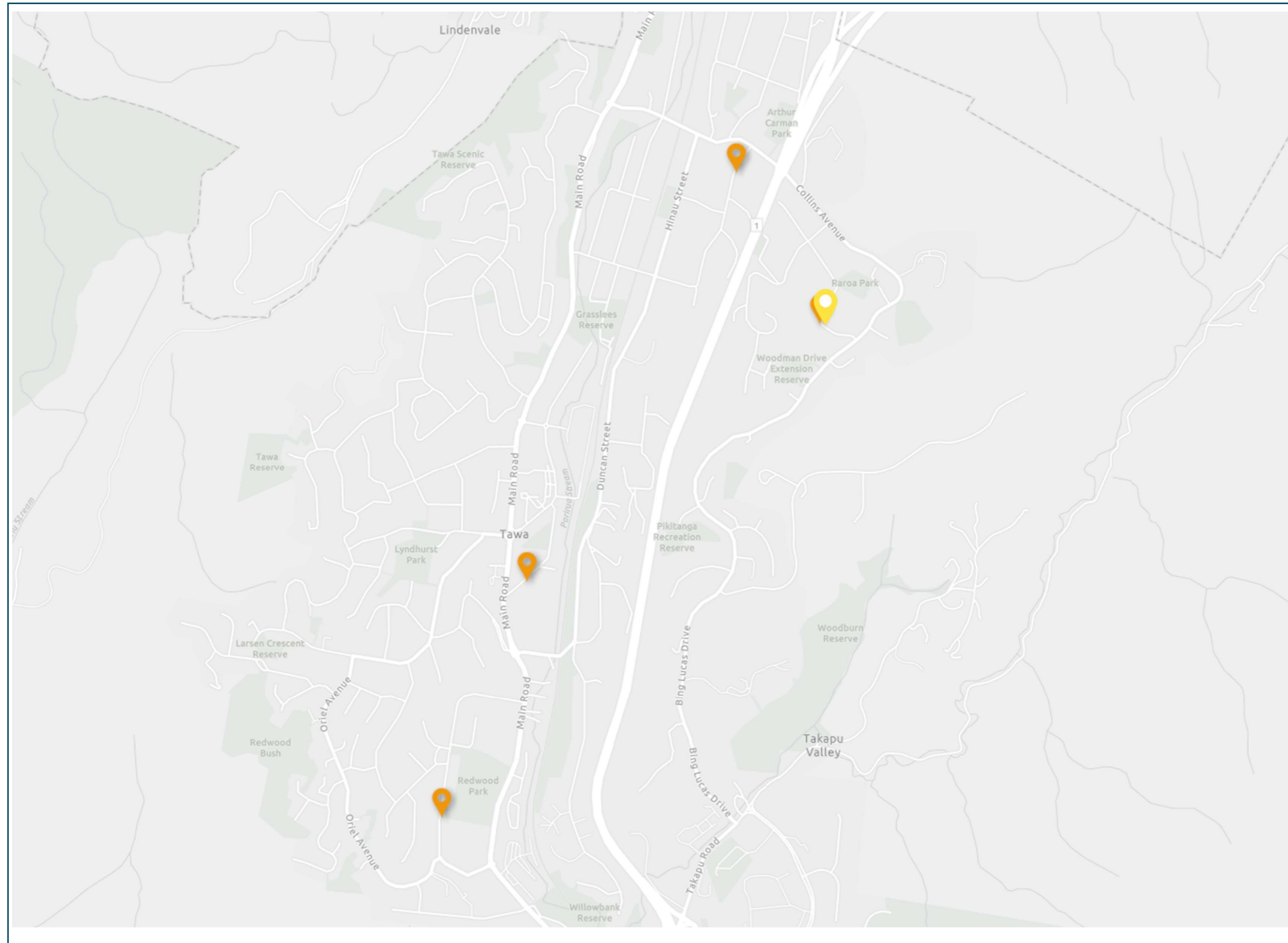
MAP KEY



- 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**
Greenacres Community Emergency Hub
Greenacres School, 60 Raroa Terrace, Tawa
-  **Neighbouring Hubs**
Linden School,
58 Ranui Terrace, Tawa
Redwood School,
71A Redwood Avenue, Tawa
Tawa School,
6A Oxford Street, Tawa



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

- > Arohata Women's Prison
- > BestStart Tawa, 3 Redwood Ave
- > BestStart Tawa South, 54 Redwood Ave
- > Brian Webb Kindy Hampton Hill
- > Bucket Tree Lodge
- > Chipmunks
- > Church of Jesus Christ of Latter-day Saints
- > Connect - New Life Church
- > Coronation Park
- > Grasslees Reserve
- > Greenacres School (Community Emergency Hub)
- > Hampton Hill School

- > He Huarahi Tamariki (Teen parent school, Linden)
- > Kindercare Learning Centre
- > Linden Community Centre
- > Linden Park
- > Linden School (Community Emergency Hub)
- > Lyndhurst Park
- > Mervyn Kemp Library
- > Millie's House Kindergarten
- > North City Cricket Club
- > Our Lady of Fatima Catholic Church
- > Redwood School (Community Emergency Hub)
- > Salvation Army
- > St Christopher's Anglican Church
- > St Francis Xavier School
- > Tawa Baptist Church
- > Tawa Central Kindergarten
- > Tawa College
- > Tawa Community Centre
- > Tawa Gospel Hall
- > Tawa Intermediate School
- > Tawa Montessori Preschool
- > Tawa Samon Assembly of God
- > Tawa School (Community Emergency Hub)
- > Tawa Squash Club
- > Tawa Union Church
- > Tawa Wrestling Club
- > Wellington North Badminton Association
- > Willowbank Park



Groups and networks of people

- > Amateur radio operators
- > College students
- > Community Patrol
- > Lions
- > Neighbours Day Street BBQs
- > Rotary
- > Scout and Guide groups
- > Self-reliant rural community
- > Sports clubs
- > Strong church groups & networks
- > Strong presence on Neighbourly
- > Strong school communities
- > Tawa Community Board
- > Tawa Community Garden

Services in the community

- > BestStart Tawa, 3 Redwood Ave
- > BestStart Tawa South, 54 Redwood Ave
- > Brian Webb Kindy Hampton Hill
- > Chipmunks
- > Kenepuru Hospital nearby
- > Driving Miss Daisy
- > Home base for Wellington Response Team (NZRT-8)
- > Home base for Wellington Rural Fire Force
- > Kindercare Learning Centre
- > Kiwi Community Assistance
- > Linden Surgery

- > Mary Potter Hospice shop
- > Mexted Motors car sales yard – lots of vehicles
- > Millie's House Kindergarten
- > Moore Wilsons in Kenepuru
- > New World
- > Pregnancy Help
- > Rappaw Vet
- > Red Cross shop
- > Salvation Army shop
- > Simon's Pharmacy
- > Some farm machinery & earth moving equipment
- > St Vincent de Paul foodbank
- > Survive-It in Grenada North
- > Tawa Central Kindergarten
- > Tawa Community Patrol
- > Tawa Medical Centre
- > Tawa Montessori Preschool
- > Tawa Volunteer Fire Brigade
- > Woolworths

Infrastructure

- > Access to Porirua
- > BP, U-Go, Waitomo
- > Community water stations supplied from water reservoirs from day 8
- > Transmission Gully access via Kenepuru
- > Rural residents have own water supplies



Local vulnerabilities

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

Places and spaces

> Porirua Stream

>

>

>

Groups and networks of people

> Arohata Prison

> Bell St – state housing areas

> Commuters walking along State Highway to get home

> Day vs night population, also weekday vs weekend – workers and people at home, and sports fields & visitors

> IHC care homes

> Large number of local residents working outside the community

> Longview Resthome

> Parents may not be able to get home to children

> People new to the community so unfamiliar with services

> Redwood Village

> Short-term residents (e.g. flatters)

> He Huarahi Tamariki (Teen parent school, Linden)

> Variable levels of preparedness in the community

Services in the community

> People reliant on foodbank

Infrastructure

> Likely to be cut off from the city.

> All services likely to be disrupted for many weeks

o Electricity

o Water supply

o Gas supply

o Sewerage

o Storm water

o Telecommunications

o Internet Banking and eftpos

> Limited emergency water supplies within urban area

> Fuel stations (BP, U-Go, Waitomo) could be a hazard

> Slips expected on Takapu Rd

> Trees/slips on Middleton Rd and at Mclellan St could cut off access to Glenside

> Slips on Main Rd between north & south ends of Redwood Ave

> Sewage (all of Johnsonville's comes through Tawa to Titahi Bay)

> Likely to have commuters trying to get home

> Gas gate at south end of Tawa, near Woolworths



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 tradespeople
- > Local Wellington Emergency Response Team members
- > Local Wellington Rural Fire Force members
- > Neighbourhood Support Groups
- > Neighbours (spontaneous volunteers)
- > Organise something via Neighbourly if internet is working
- > Probus



-
- > Rotary

 - > School management to check on schools

 - > Tawa Community Patrol

 - > Tawa Volunteer Fire Brigade

Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub check on these priority groups
- > All of the locations listed in the strengths and vulnerabilities.

 - > Linden Surgery and Tawa Medical Centre have lists of people who need early assistance.

 - > Tawa Volunteer Fire Brigade will:
 - Check gas mains at the gates to Tawa (State Highway 1 interchange) for rupture
 - Will concentrate on risk to life
 - Check all bridges and major roads in Tawa to make sure they are passable - Rough check of water reservoirs (is it still there?) Wellington Water will conduct a more detailed technical inspection, but probably not until a week later.

How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker peoples' needs with available resources

2. Scope – define needs and resources

3. Prioritise – needs with resources

4. Meet – needs with resources

5. Review – that needs are being met

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

- > Amateur radio network could help with radios

- > Ask people who can help to report to their local Community Emergency Hub

- > Communicate between the local Hubs

- > Encourage people to check their own streets and report to their local Hub to report damage or that they are okay

- > Help get people a way to charge their phone (generator, solar, usb chargers) to keep communication going

- > Organise childcare/playcentre to free up parents to help

- > Plunket could check known new mums – pop-in networks & playcentre

- > Send out people to check areas we haven't heard from yet

- > Tawa Volunteer Fire Brigade will use own radio network to get a better region-wide overview

- > Use check sheets and maps for streets to be checked

- > Use local social group contacts

- > Use social media (if available)

- > Use Tawa Community Patrol & other community handheld walky-talkies to talk to groups out checking on things



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?

- > Kenepuru Hospital - go to medical centres instead of hospital so that patients can be triaged, and only sent to hospital if absolutely necessary
- > Linden Surgery – Duncan St
- > Tawa Medical Centre – Rewa Terrace

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

- > Rappaw Vet - Clean room for minor surgery (Small surgical table – large dog size)



-
- > Samoan Assembly of God - extra space for Tawa Medical Centre to use
-
- > Simon's Pharmacy – Main Rd

Who can help provide medical assistance?

- > Dentists
-
- > First aiders should assist in their local street, and offer their assistance at their local Community Emergency Hub. If the medical centres need additional help, that's where they will ask for it
-
- > Medical professionals (doctors, nurses, paramedics, pharmacists etc) should go to their nearest medical centre if they cannot get to their normal place of work.
-
- > Nursing staff from aged care facility
-
- > Vet staff
-
- > Workplace first aiders

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

- > 4WD if access is difficult
-
- > Motorbikes
-
- > Mountain bikes and backpacks or tramping packs with first aid gear
-
- > People may still need in home care – wound dressing, dialysis etc
-
- > Personal vehicles
-
- > School owned vans - Teen Parent School has a large van - OSCAR (afterschool care) van
-
- > Tawa Baptist bus (20-21 people)

-
- > Vehicles e.g. vans from Mexted Motors

Where can we get extra supplies?

- > Building supply stores may have generators
-
- > First aid kits from workplaces, schools, and homes
-
- > First aid section of supermarkets, some over the counter medicines too
-
- > Kenepuru Hospital
-
- > Mass Casualty Incident kit at Kenepuru Hospital
-
- > Mass Casualty Incident kit at Tawa Medical Centre. None at Linden Surgery
-
- > Pharmacies - Simon's Pharmacy
-
- > Tradespeople for generators

Where are there Defibrillators?

- > 24/7 Keep Fit – Oxford St
-
- > Baptist Church
-
- > Download the App and locate them all
-
- > Holyoak Industries, 89 Main Rd
-
- > Outlet City – Main Rd
-
- > Power Systems Consultancy, L2 210 Main Rd
-
- > Redwood Club
-
- > Rugby club?
-
- > Tawa Bowling Club – Davies St
-
- > Tawa college staff room - Duncan St
-
- > Tawa Community Centre – Cambridge St
-
- > Tawa Fire Station – Lyndhurst Rd (on trucks)
-
- > Tawa Fitness Centre – Main Rd



- > Tawa Football club, Redwood park (outside building)
- > Tawa Library (Mervyn Kemp Library) – Cnr Main Rd & Cambridge St
- > Tawa Medical Centre – Rewa Tce and Linden
- > Tawa Pool – Davies St
- > Tawa squash club
- > Z Tawa – Main Rd



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.

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



Where can we get resources to make repairs?

- > Ablaze
- > Carters
- > Donations
- > Salvage from damaged buildings (ask first and ensure safety)

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

- > Ask people to bring spares from home
- > Hotels and Motels
- > Mary Potter Hospice shop,
- > Pregnancy Help – resources for young children
- > Red Cross shop
- > Remind people to take bedding with them if possible if they must evacuate
- > Salvation Army shop
- > Woolworths

What open spaces could accommodate temporary shelter?

- > Any of the parks in Tawa (see list of places and spaces)
- > Encourage people to put up a tent in their own yards.

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

- > Arohata Women's Prison self-care units?

- > Bucket Tree Lodge – Boscobel Lane
- > Caravans & Tents owned by individuals
- > Church buildings
- > Encourage people to go to family, friends, and neighbours.
- > Encourage people to open their homes (spare beds, couches etc)
- > School buildings
- > Scout Hall - tents
- > Tawa Cricket Club – Gee St
- > Tawa New World mall – Oxford St
- > Tawa Rugby Club
- > Tawa Squash Club – Main Rd
- > Tawa Wrestling Club – Gee St
- > Wellington North Badminton Association – Taylor Park



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?

- > Bottled water and other drinks from all usual sources
- > Cafes, restaurants and shops
- > Community water stations
- > Emergency Water tank @ Linden Community Centre
- > Emergency Water tank @ Tawa College (after students have left)
- > Emergency Water tank @ Tawa Community Centre
- > Emergency Water tank @ Tawa Depot, Oxford St
- > Home water cylinders
- > Home water tanks
- > Rural properties with own wells / tanks
- > Supermarket (Bottled supplies)
- > Takapu Rd has springs in some gullies



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

- > Delivery by community groups with vehicles
- > Fire fighters may be busy elsewhere
- > Tawa Volunteer Fire Brigade - Stand pipes and hose - Pumps
- > Trailers from petrol station to transport water in containers.
- > Trucks from building supply stores or New World and Woolworths?
- > Water containers from Moore Wilsons – Kenepuru Dr
- > Wellington Rural Fire Force – Davies St - 2800L water tanker - 14000L water tanker (sometimes) - Stand pipes & hose - Pumps

Where can we find water for washing and cleaning?

- > Local streams
- > Private swimming pools
- > Tawa Pool – Davies St

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

- > Collect water from local streams coming out of bush areas (above the highest house near the stream in urban areas)
- > Don't drink water from Porirua Stream, contaminated by heavy metals.
- > Fire brigade /force water will not be potable, but may be ok for washing / cleaning.
- > Grey water
- > Pool water

- > Springs and waterfalls
- > Stagnant water
- > Stream water
- > Water treatment tablets available from pharmacies
- > Water treatment tablets, Life Straws etc available from Survive-It

What places would be good distribution points?

- > Churches
- > New World or Woolworths car parks
- > Places with emergency water tanks that could be filled by tanker
- > 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?

- > Bidfoods NZ – Jamaica Dr, Grenada North
- > Cafes, bakeries, restaurants, takeaway shops on Main Rd, Collins Ave
- > Dairies
- > Moore Wilsons - Kenepuru Dr
- > Nada Bakery
- > New World – Oxford St
- > Woolworths

Where else could we find food?

- > Community garden
- > Gardens – vegies & fruit trees
- > Grenada North wholesale fruit/veg markets
- > Kiwi Community Assistance foodbank
- > Residents sharing stored food
- > Salvation Army food bank
- > Schools & ECEs may have leftover supplies once children are with families again
- > St Vincent de Paul foodbank
- > Vet & supermarkets for pet food

How could we organise to feed large groups of people?

- > Arohata Prison kitchen?
- > Communal cooking (stone soup or pot luck) – neighbours combining resources



-
- > Fritz Weiner guy – has BBQ trailer
-
- > Restaurants & takeaways
-
- > SSC Hospitality Experiences catering – Collins Ave– used to cooking large amount – use community volunteers for assistance
-
- > Send people home with families for a feed
-
- > Use kitchens at schools for bulk food prep
-
- > Use perishable food first - Supermarket is unlikely to be able to distribute any perishable goods (public health reasons)

Where can we get cooking and catering supplies?

- > BBQs from community groups and households
-
- > Cafes, bakeries, restaurants & takeaway shops
-
- > Catering companies
-
- > Churches may have some large kitchen equipment
-
- > Moore Wilsons – Kenepuru Dr

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

- > Frozen meals from Kiwi Community Assistance foodbank
-
- > Meals on Wheels (St Christophers)
-
- > New World and Woolworths – delivery trucks
-
- > Services such as Driving Miss Daisy
-
- > Takeaway containers (Moore Wilson)



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)

- > Rappaw Vet
- > Rachel's KittyCat Rescue NZ
- >
- >
- >

What facilities could be used for temporary shelter for animals?

- > School halls/grounds
- > Scout hall
- >
- >

Where could we find drinking water for animals?

- > Bottled water and other drinks from all usual sources
- > Cafes, restaurants and shops
- > Community water stations
- > Emergency Water tank @ Linden Community Centre
- > Emergency Water tank @ Tawa College (after students have left)
- > Emergency Water tank @ Tawa Community Centre
- > Emergency Water tank @ Tawa Depot, Oxford St
- > Home water cylinders
- > Home water tanks
- > Rural properties with own wells / tanks
- > Supermarket (Bottled supplies)
- > Takapu Rd has springs in some gullies

Where could we find food for animals? (companion animals & production animals)

- > Supermarkets and dairies
- > Foodbanks
- > Vets
- > Moore Wilsons

