

Enhancing Community Resilience to Emergencies



Dan Neely
Manager Community Resilience

BIG PHILOSOPHICAL QUESTION...

Why do we exist?

(as Emergency Managers...)

Emergency Manager



What my friends think I do



What my mom thinks I do



What my boss thinks I do



What the world thinks I do



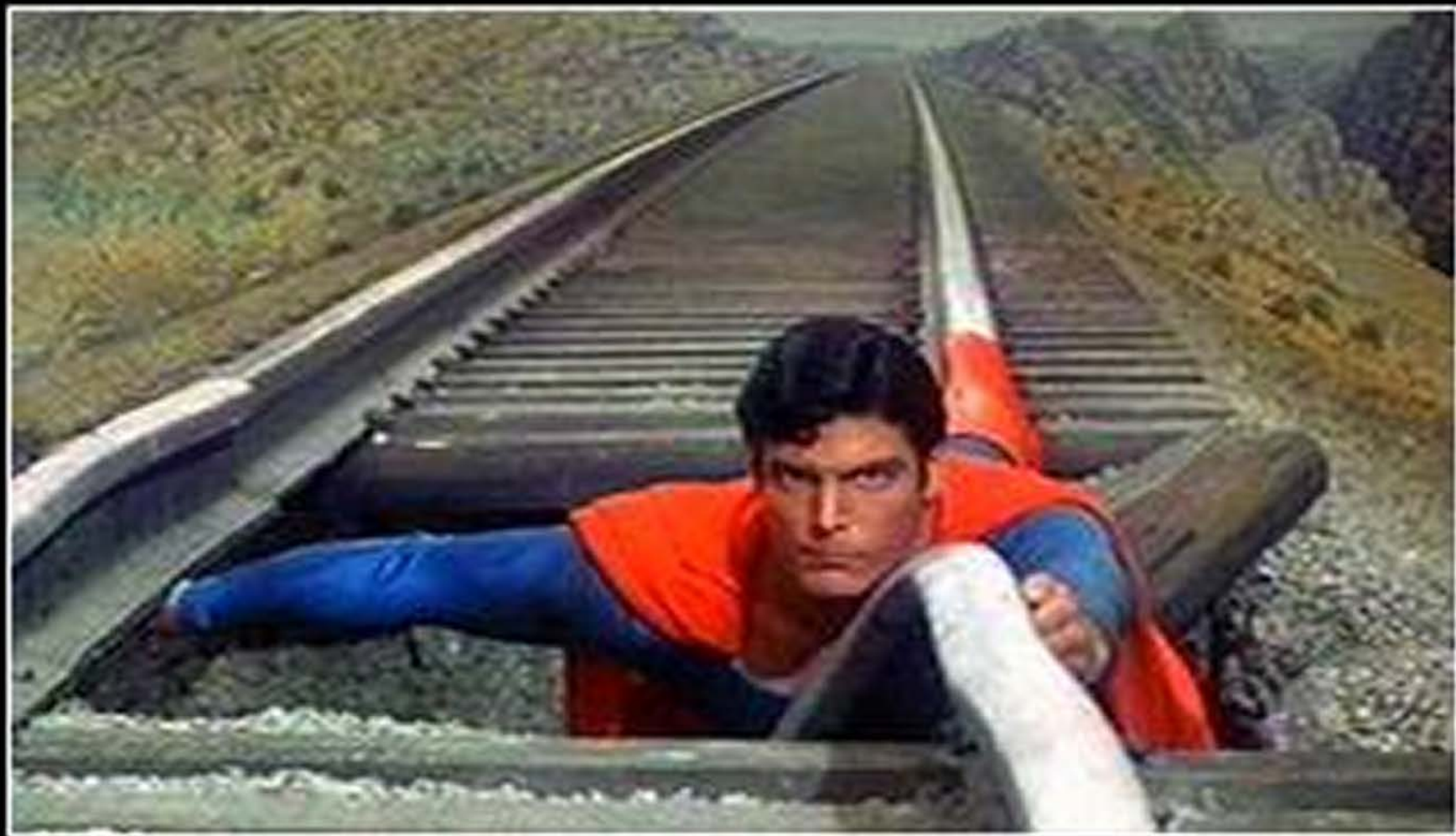
What I think I do



What I actually do



What my friends think I do



What my mom thinks I do



What my boss thinks I do



What the world thinks I do



What I think I do



What I actually do

Emergency Manager



What my friends think I do



What my mom thinks I do



What my boss thinks I do



What the world thinks I do



What I think I do



What I actually do

What communities do...



“We are living through
the most immense
transfer of power from
institutions to
individuals in history”

Nancy Gibbs, Editor at TIME

How do we better
enable & support
this?



When we train and
are perceived like
this?

Emergency Manager



What my friends think I do



What my mom thinks I do



What my boss thinks I do



What the world thinks I do



What I think I do



What I actually do

What we should do...





HOW WE ENGAGE MATTERS

Wellington Region Emergency Management Office

Community Resilience Strategy

Second Edition

Building Capacity - Increasing Connectedness - Fostering Cooperation



What do you mean by, *resilient*?

1. Communities are connected and work together toward shared goals
2. People are engaged and empowered to make a difference
3. Communities have clear channels to link into physical and social resources
4. Communities have realistic expectations of impacts and the levels of support available during an event
5. Communities take actions to reduce the impacts of hazards
6. Communities have strong and trusting partnerships with Emergency Services
7. Private and community sectors are prepared to respond effectively and return to business quickly
8. People feel a sense of place and belonging in their community. In times of stress people can and want to stay.

Community Engagement Principles

- Listen first
- Support local ideas
- Encourage ownership
- Focus on end-users
- Be informed by evidence
- Innovate
- Engage proactively
- Be inclusive
- Be transparent
- Be hospitable
- Collaborate
- HAVE FUN!



HOW WE ENGAGE MATTERS

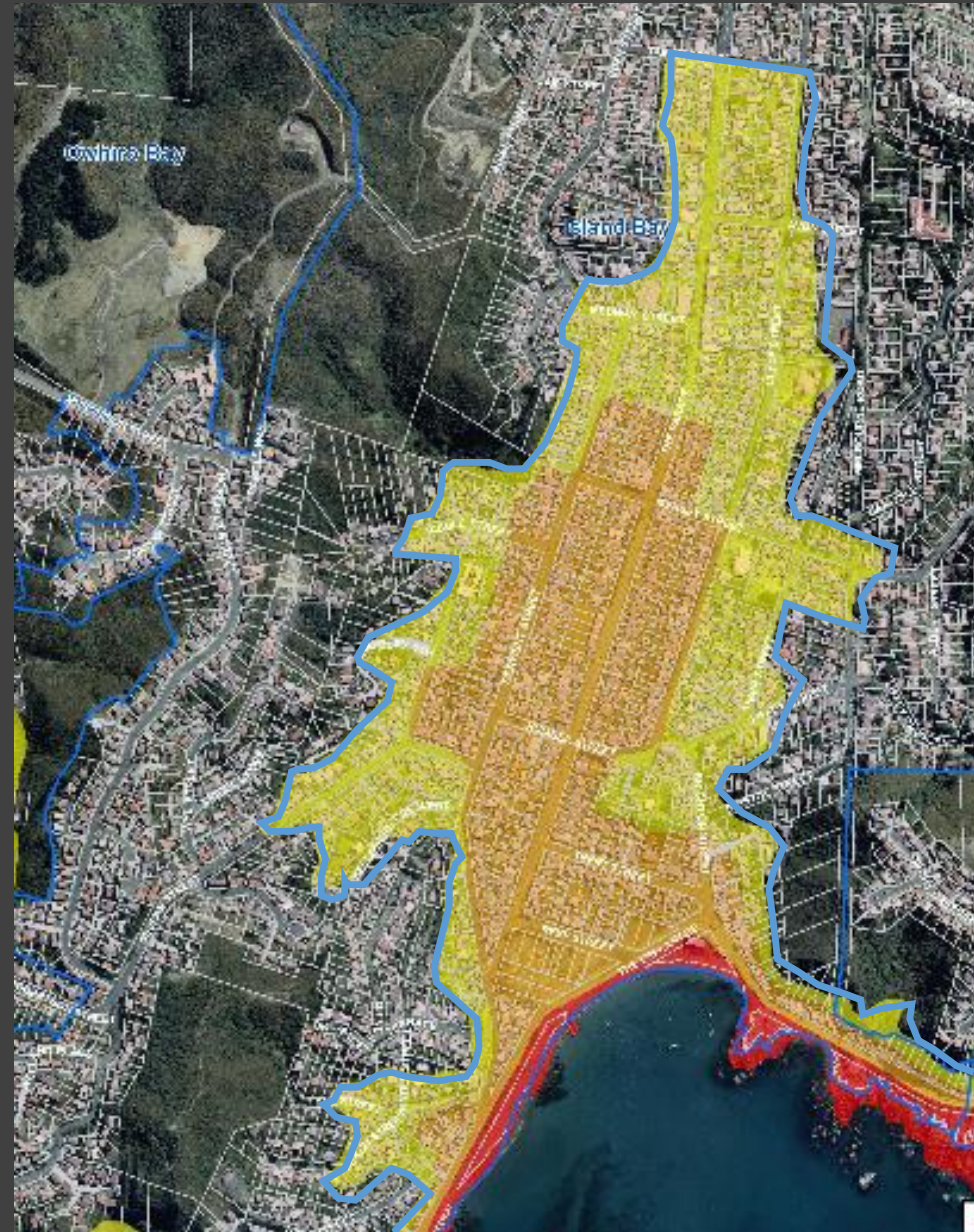
How we learn to engage
also matters

Yes, and...

- Appreciative Inquiry
 - (ABCD)
- Storytelling
- Improv Comedy
- IAP2
- Design Thinking
- Facilitation
- Behavioural Psychology & Econ

Tsunami Inundation Map

Island Bay,
Wellington





People help each other in an emergency...



A CHALLENGE FOR OUR SECTOR

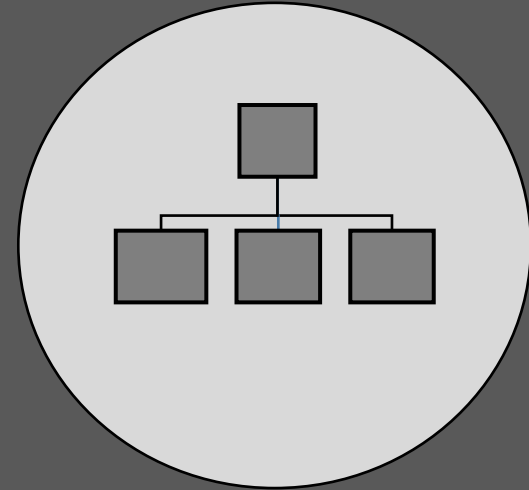
How do we best
provide structure to
an unstructured
community response?

Disaster Response

Community Response



Official Response

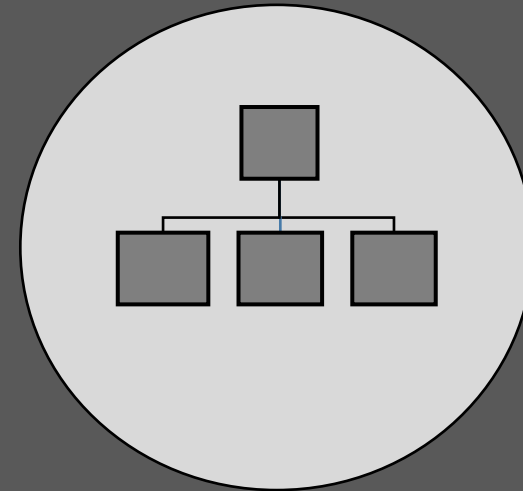


Disaster Response

Community Response



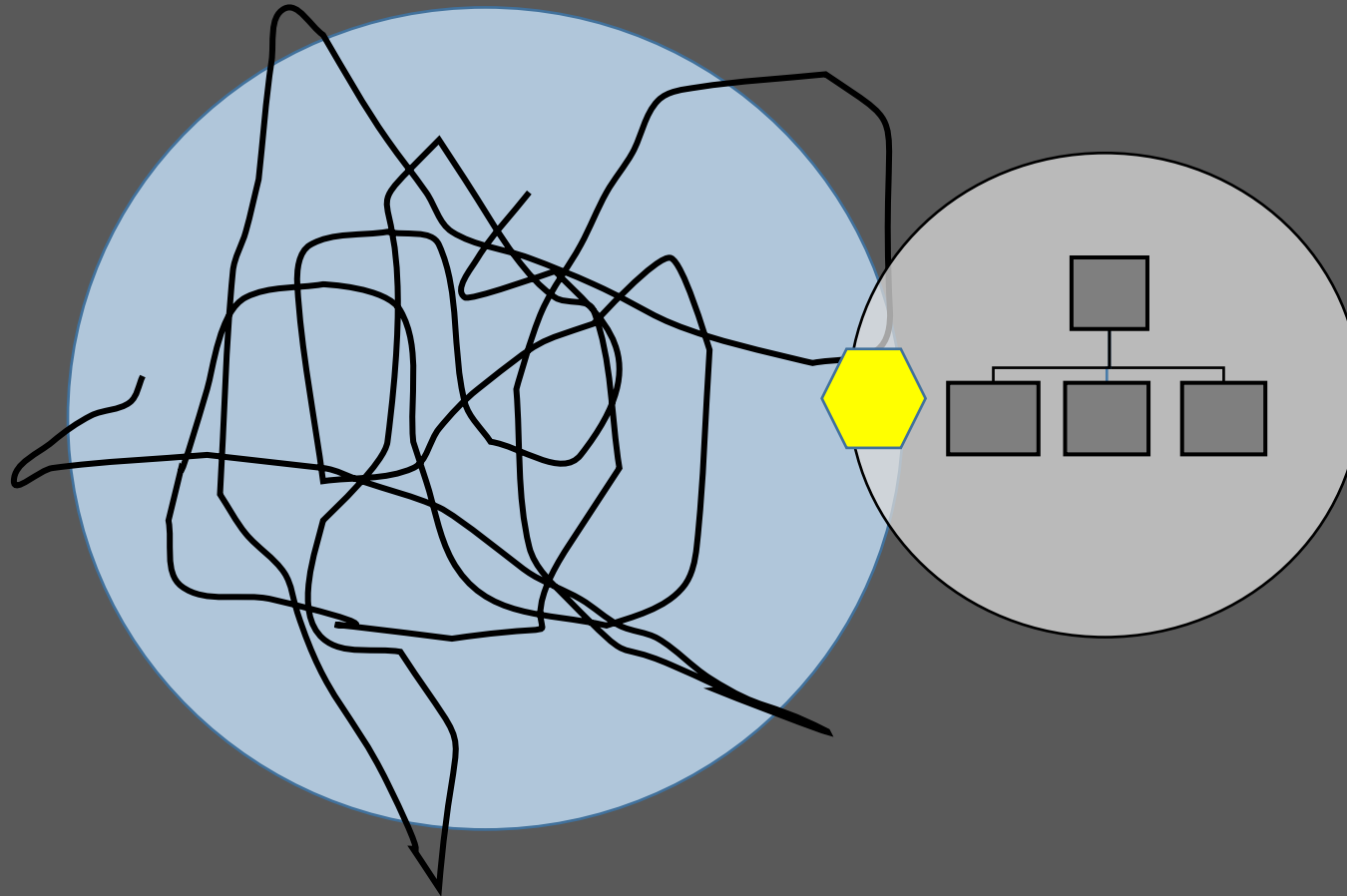
Official Response



Disaster Response

Community Response

Official Response

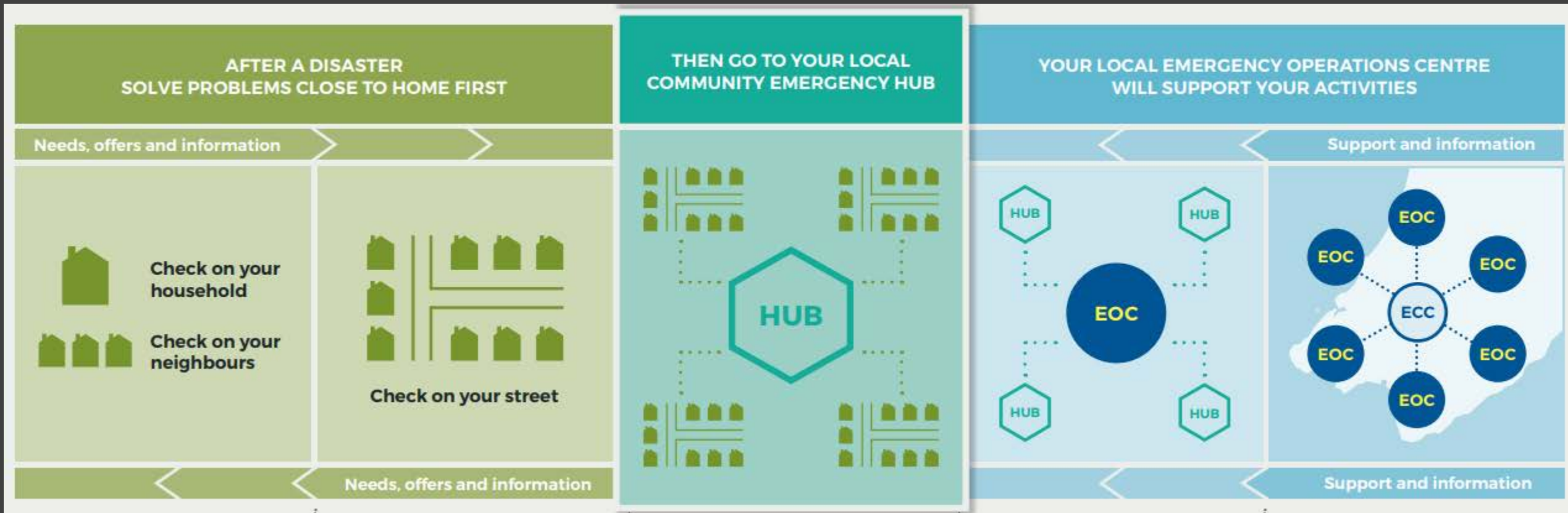




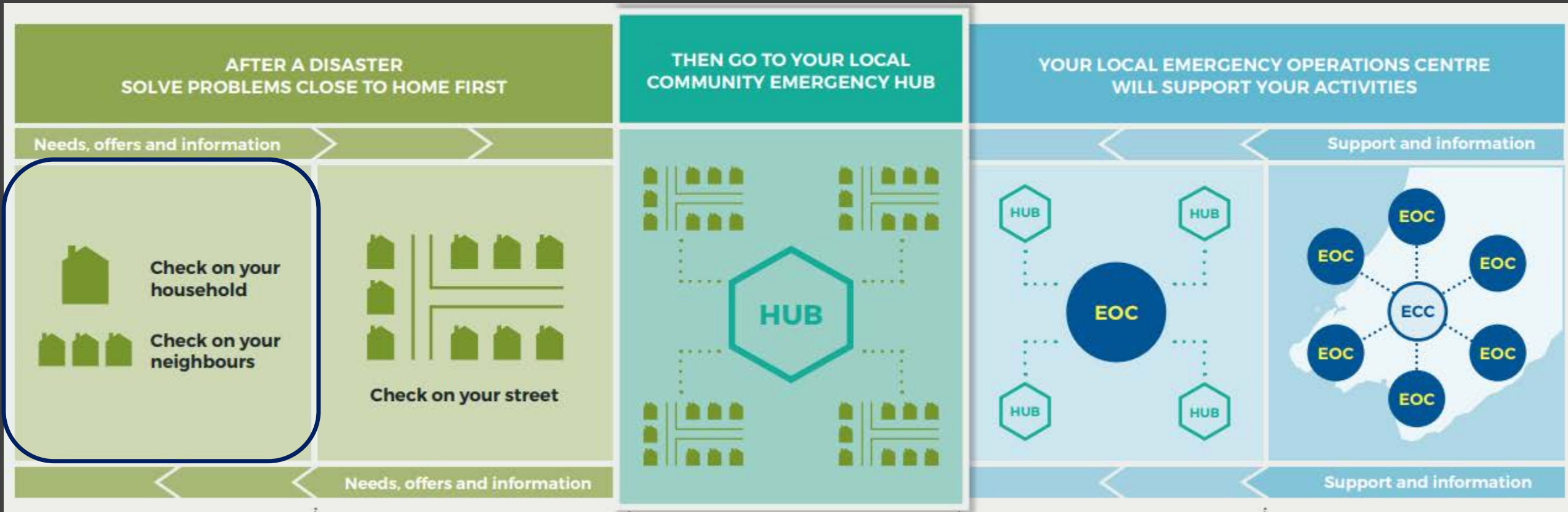
**A place for our community to gather and
help each other during an emergency**

Download your local plan today
www.getprepared.org.nz/hubs

The Joined Response Model



Solve problems near home first



Check on your street

AFTER A DISASTER
SOLVE PROBLEMS CLOSE TO HOME FIRST

Needs, offers and information



Check on your household



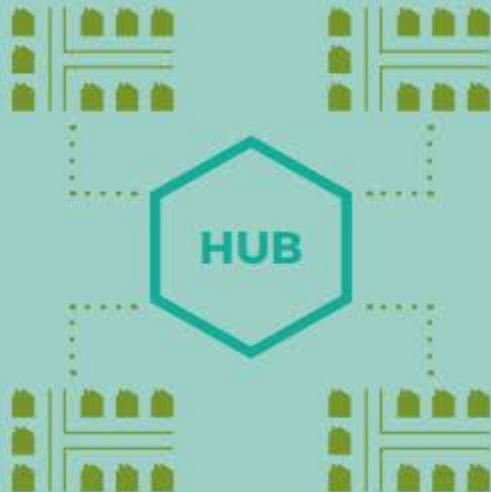
Check on your neighbours



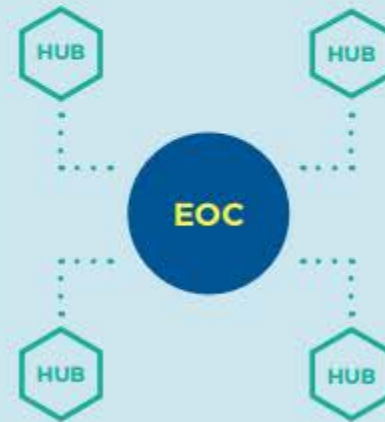
Check on your street

Needs, offers and information

THEN GO TO YOUR LOCAL
COMMUNITY EMERGENCY HUB



YOUR LOCAL EMERGENCY OPERATIONS CENTRE
WILL SUPPORT YOUR ACTIVITIES

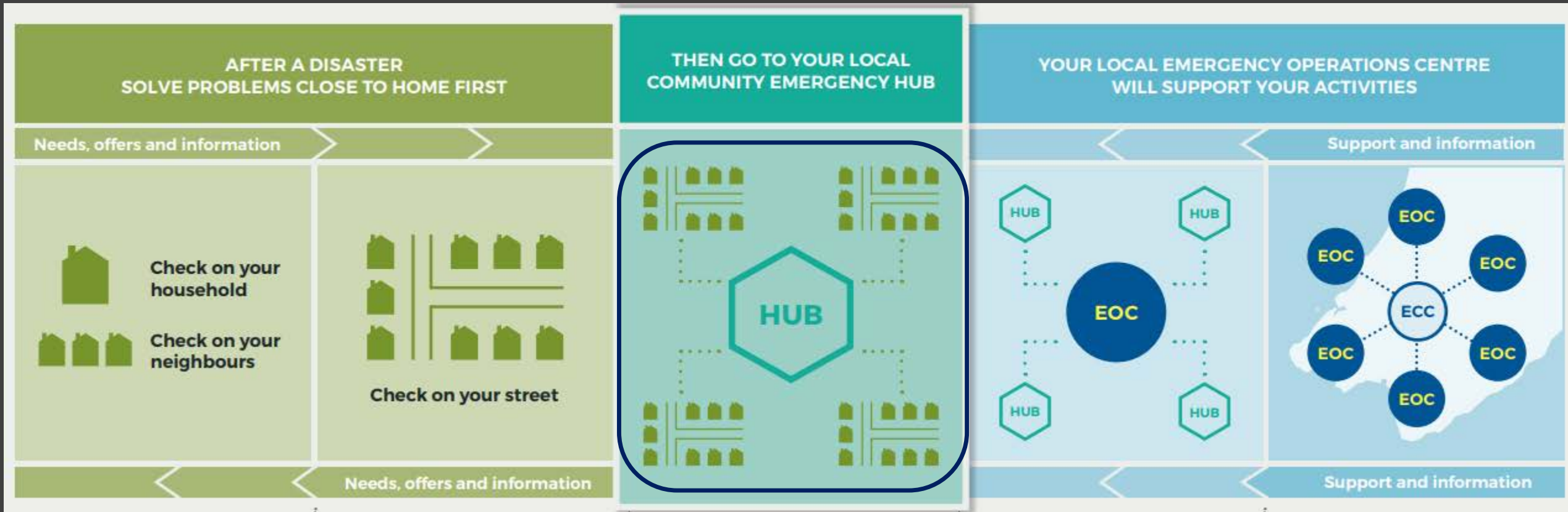


Support and information

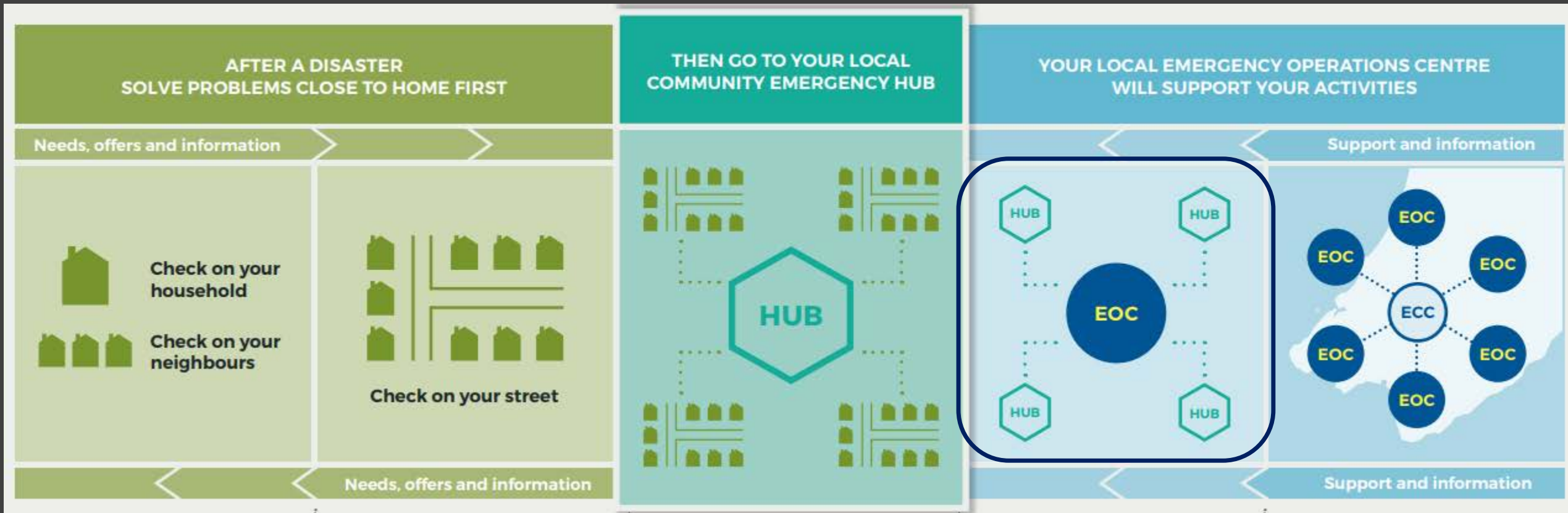


Support and information

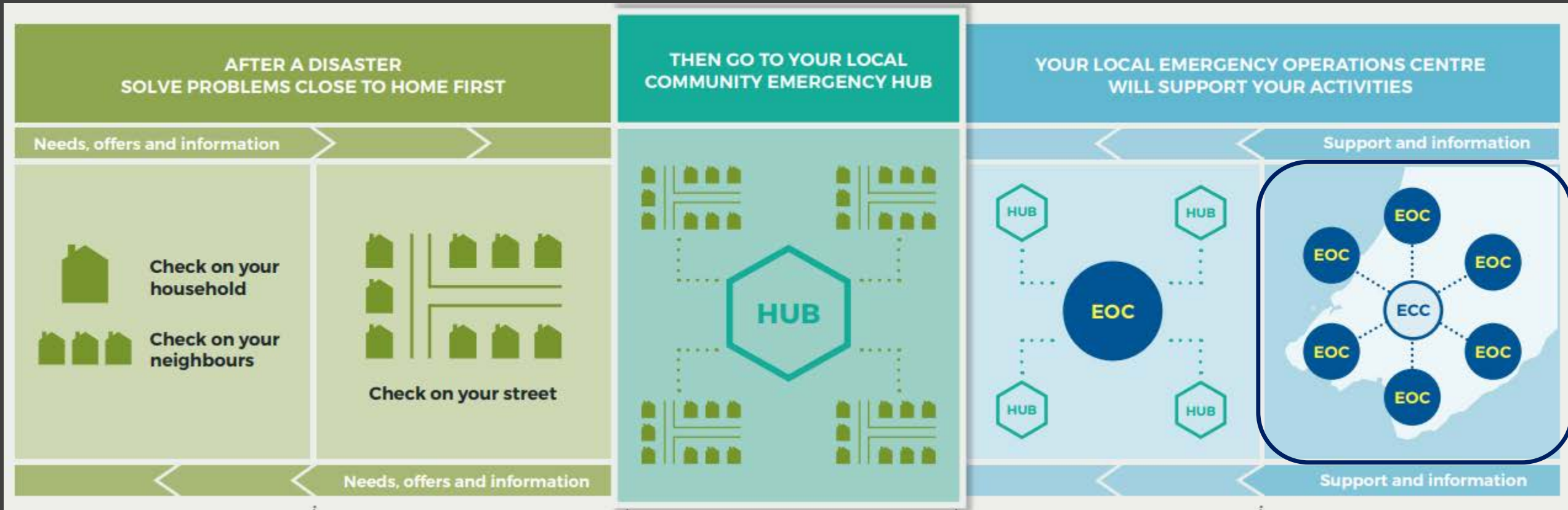
Then go to your local Hub



Local Hubs link to the local EOC

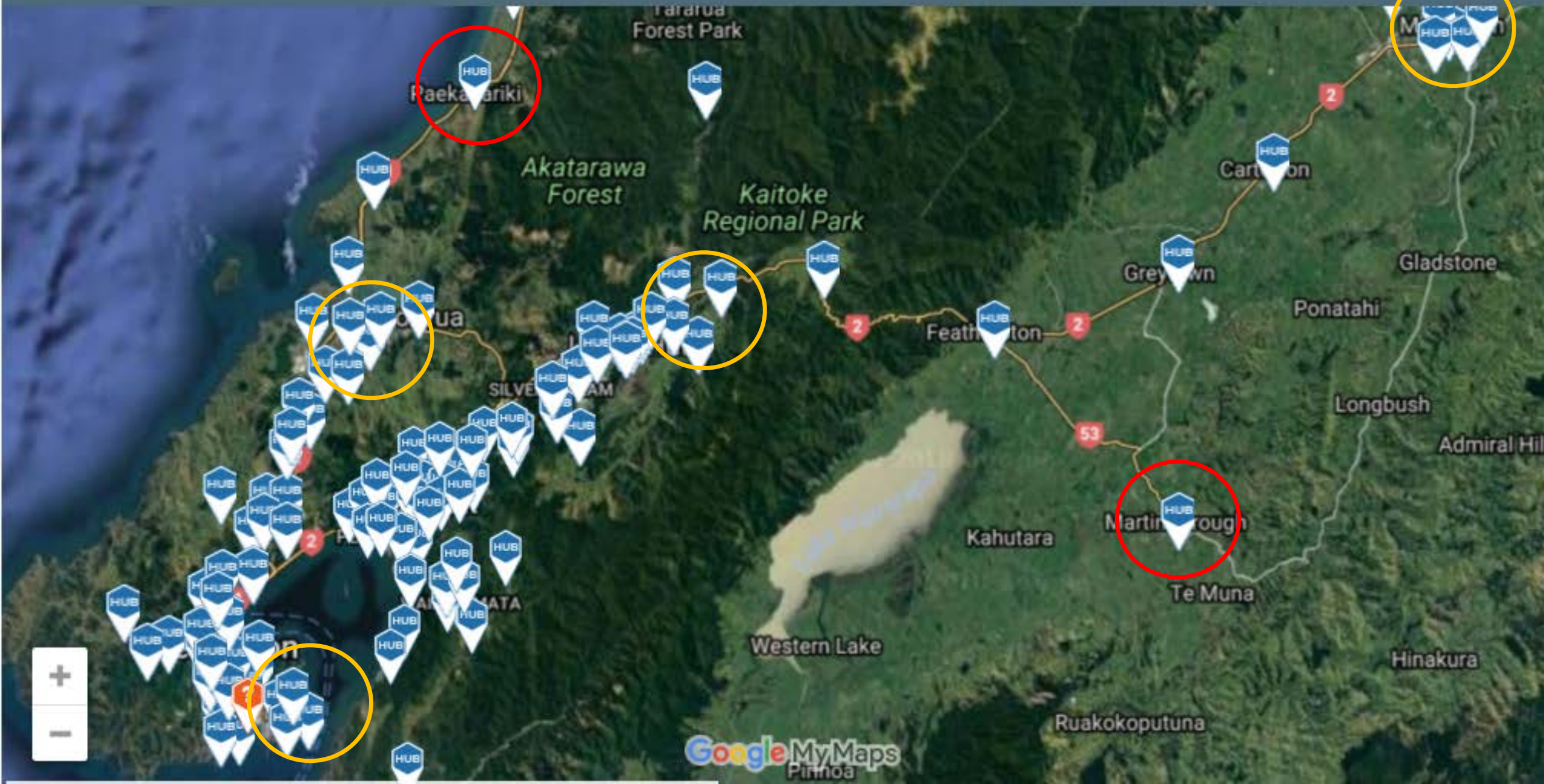


All EOCs link to the region's ECC





Wellington Region Community Emergency Hubs - Live on Website





No emergency trained people in attendance

The first question we ask...

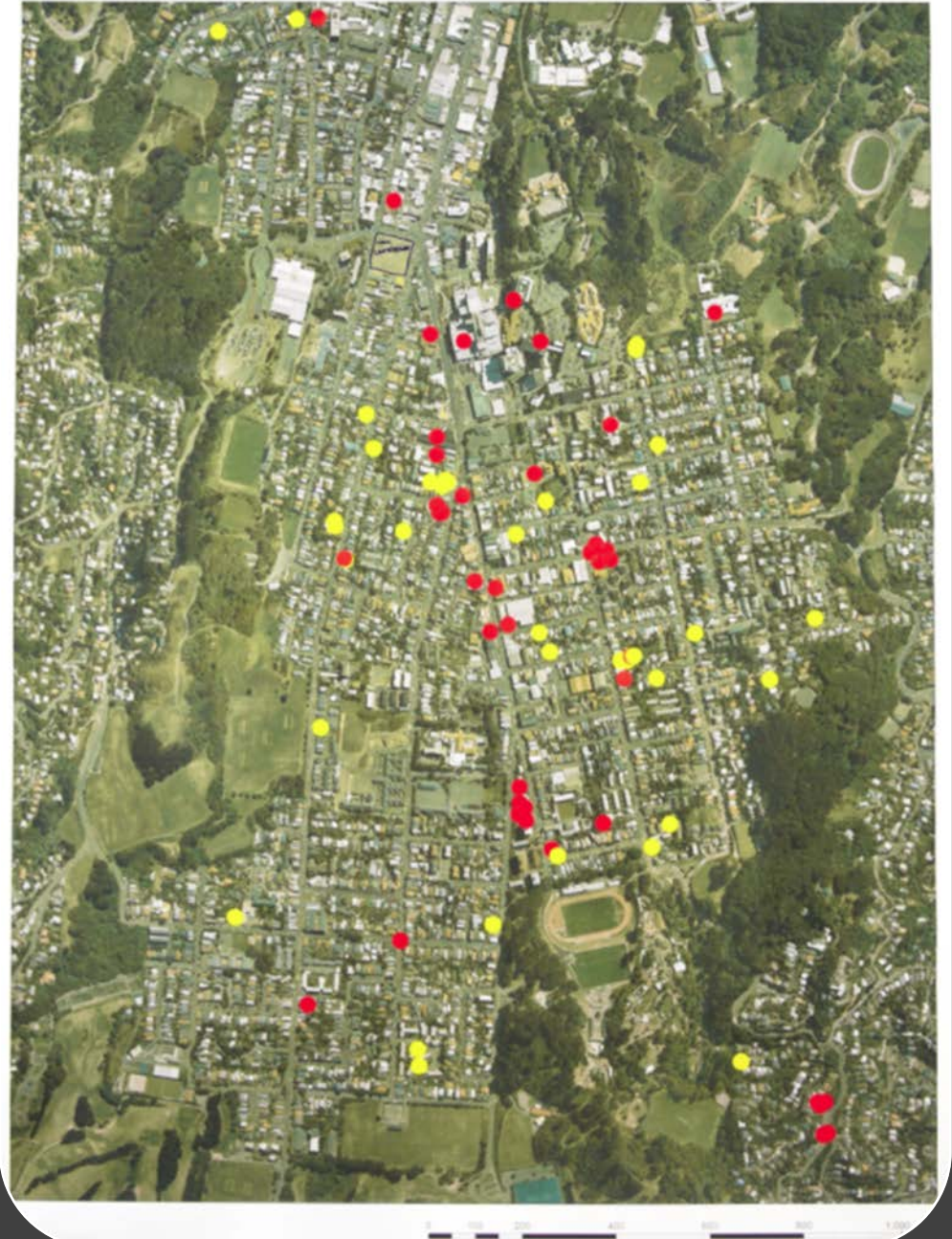
Why do you love
where you live?

Grew up here
Close to Makara
Native bush
Awesome people
Friendly community
Crappy shopping
Neighbourly Friends
Variety
Good services
Live here
Connectedness
Defined Safe Family Home
Family Friendly Fauna Caring
Flora Schools Close to city
Suburb
Facilities

What are the Resources and Vulnerabilities (social & physical)

- Groups & Networks
- Places & Spaces
- Services & Businesses
- Infrastructure

Newtown & Berhampore



How would your community solve the challenges of an earthquake without official support?

CHALLENGES

- Rescue
- Medical
- Shelter
- Water
- Food
- Sanitation

Churton Park & Glenside Community Emergency Hub Guide

This Hub is a place for the community to coordinate your efforts to help each other during and after a disaster.

Objectives of the Community Emergency Hub are to:

- › Provide information so that your community knows how to help each other and stay safe.
- › Understand what is happening.
- › Solve problems using what your community has available.
- › Provide a safe gathering place for members of the community to support one another.



Local resources

During Community Response Planning the following local resources were identified that could be useful for various purposes during an emergency. These may need further attention or assistance. Check with the owner to coordinate the use of these resources.

Coordinate with neighbouring Community Emergency Hubs

- Mount Cook School, Tory Street Mt Cook
- Clifton Terrace School, Clifton Tce, Te Aro
- Kelburn Normal School, Kelburn Rd, Kelburn
- Brooklyn School, Washington Ave, Brooklyn

Groups and networks of people

- › Still Waters Community Group
- › Aro Valley Community Centre Committee
- › Users of the Aro Valley Community Centre
- › Te Aro School Committees
- › Aro Valley Preschool Committees
- › Aro Parents Network
- › Lynchgate Funeral Home staff
- › Polhill Restoration Group
- › Tanera Gully Restoration Group
- › Kai o Te Aro volunteers
- › Mountain Biking Community
- › Stillwaters Community Group
- › Student Association members

Local vulnerabilities

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

Places and spaces

- › Houses and property on hillsides
- › Houses and property in flood prone areas
- › Social housing facilities
- › Hotels and other accommodation facilities
- › Earthquake prone buildings
- › Te Aro School, The Terrace
- › The School of Practical Philosophy, Aro St
- › Parks and streams

Groups and networks of people

- › Aro Valley Preschool children
- › Te Aro School students
- › University students
- › International Students
- › New migrant families
- › Homeless community
- › People with mental health concerns
- › Argo Trust residents
- › Social housing residents
- › Elderly people
- › People with disabilities
- › Uncollected children
- › Argo Trust residents
- › Stressed & lost pets
- › People who are house bound

Water

Our community has access for drinking and water for hygiene purposes.

- › Ensure everyone knows drinking water.
- › Coordinate community for drinking, cooking and
- › Arrange a place in the community where water can be distributed

Where can we find drinking water?

- › Home emergency water tanks
- › Home hot water tanks and heater tanks
- › Garage Project 6000L water tank and water purification facilities, Aro St
- › Water tank at Te Aro School, The Terrace
- › Water tanks on top of Aston Towers
- › George Denton Park Highbury water tank
- › Epuni St Stream
- › Waimapihi Stream
- › Rain and condensation
- › Shops, cafes, restaurants (bottled water)
- › Accommodation facilities

Where can we find water for washing and cleaning?

- › Epuni St Stream
- › Waimapihi Stream (as close to Polhill as possible as the quality is better)
- › Buckets outside
- › Collect off roof (if no asbestos)
- › Toilet cisterns

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

- › Any water from the streams
- › Water in older, standing tanks

What places would be good?

- › Aro Valley Community Centre, Aro St
- › Aro Park, Aro St
- › Te Aro School carpark, The Terrace
- › Garage Project forecourt, Aro St
- › Housing Apartments
- › Aro Park
- › Polhill Reserve
- › Street corners

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

- › Organise teams to distribute
- › Coordinate with clubs and community
- › Collect the affected people's addresses
- › Victoria University student hostel residence
- › Salvation Army
- › Student flats in their flat groups
- › Volunteers walking or cycling around
- › Carry in bottles, containers, buckets
- › Cars, bikes, scooters, motorbikes
- › Supermarket trolleys, wheelbarrows, bu

Contents

Hub objectives and the wider response

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Facility map

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1

Accessing the Hub

Getting into the Hub safely and finding equipment

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2

Working as a team

Getting organised and choosing roles

→ | SEE PAGE 9

3

Setting up

How to make best use of the space you have

→ | SEE PAGE 26

4

Before you open

Making sure everyone understands what you are here to do

→ | SEE PAGE 30

5

Your community's response

Local ideas and solutions for challenges you may face

→ | SEE PAGE 32

6

Thinking about recovery

Considerations for your community for the future

→ | SEE PAGE 52

For your safety, always work with other people.

Check that the environment around the facility is safe



Are there any potential hazards that present a health and safety risk?

Flooding or slips which threaten the facility

Fires nearby

Smell of gas or sewage

Exposed electrical wires

Is the facility in a tsunami evacuation zone?



If the area is not safe, find another location. Leave a note to say where you are relocating to, and why, to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible near the entrance to the building.

Locate keys

- › The location of the lockbox is marked on the Facility Map in this guide.
- › The lockbox holds the facility key and alarm code (if applicable).
- › Other people in the community may have keys for the facility, such as the building owner, staff, Board of Trustees, or neighbours.



Check that the buildings are safe

- › Check the outside and inside of the buildings to make sure they are safe enough to use. Does there appear to be any structural damage?
- › When you get inside, look for hazards that might not have been visible from outside the buildings.



If there are any concerns, find another location. Leave a note to say where you are relocating to, and why, to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible on a building.



Bring everyone together

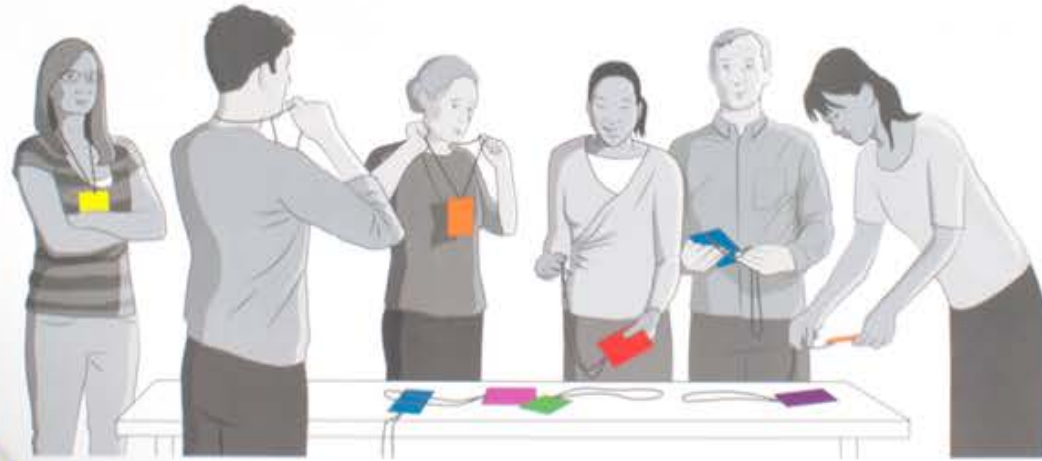
Once you have taken up the available spaces, but before you start setting up tables and noticeboards, gather together everyone available to help run the Hub to talk about what you are actually there to do and achieve.

The Community Emergency Hub is a place where the community can coordinate their efforts to help each other during a disaster.

You are here to:

- Provide information to the public so that the community know how to help each other and stay safe.
- Understand what is happening by gathering information.
- Solve problems using the resources and skills available in the community.
- Provide a safe gathering place for members of the community to support one another.

Providing the community with information helps everyone make informed decisions about how to help themselves. Even if you do not have the capacity to help in a more practical way, providing information is an important service.



Community Emergency Hub Guide

Version 1.0 | November 2019

HUB SUPERVISOR

- Overseeing everything happening in the Hub to ensure it runs smoothly, efficiently and meets its objectives.
- Making sure that basic needs are addressed.
- Ensuring that everyone volunteering to work in the Hub is cared for.



PREPARING FOR DISASTER





**A place for our community to gather and
help each other during an emergency**

**Download your local plan today
www.getprepared.org.nz/hubs**



NEWTOWN
INTERNATIONAL
CARDBOARD BOX
SLIDING CHAMPIONSHIP



LOVE TO SLIDE
ON CARDBOARD
BOXES???



NEWTOWN
INTERNATIONAL
CARDBOARD
BOX SLIDING
CHAMPIONSHIP

LOVE TO SLIDE
ON CARDBOARD
BOXES???



REGISTER

WREMO



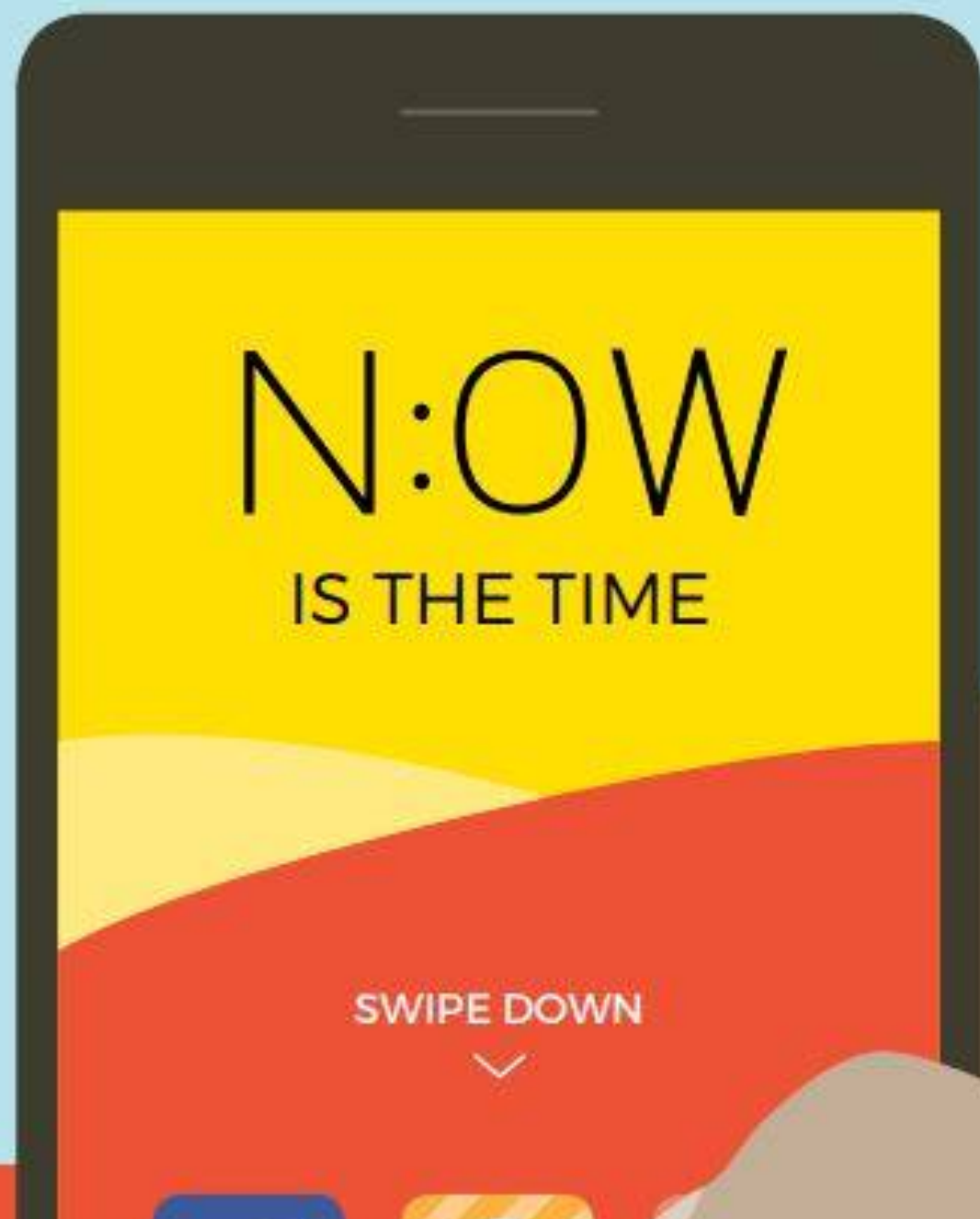
compassion
nepal



ADMA

Your Earthquake Planning Guide

**Pick this up and
get prepared now**





16 languages produced by
our communities



200l Emergency Water Tanks

Retail: \$270

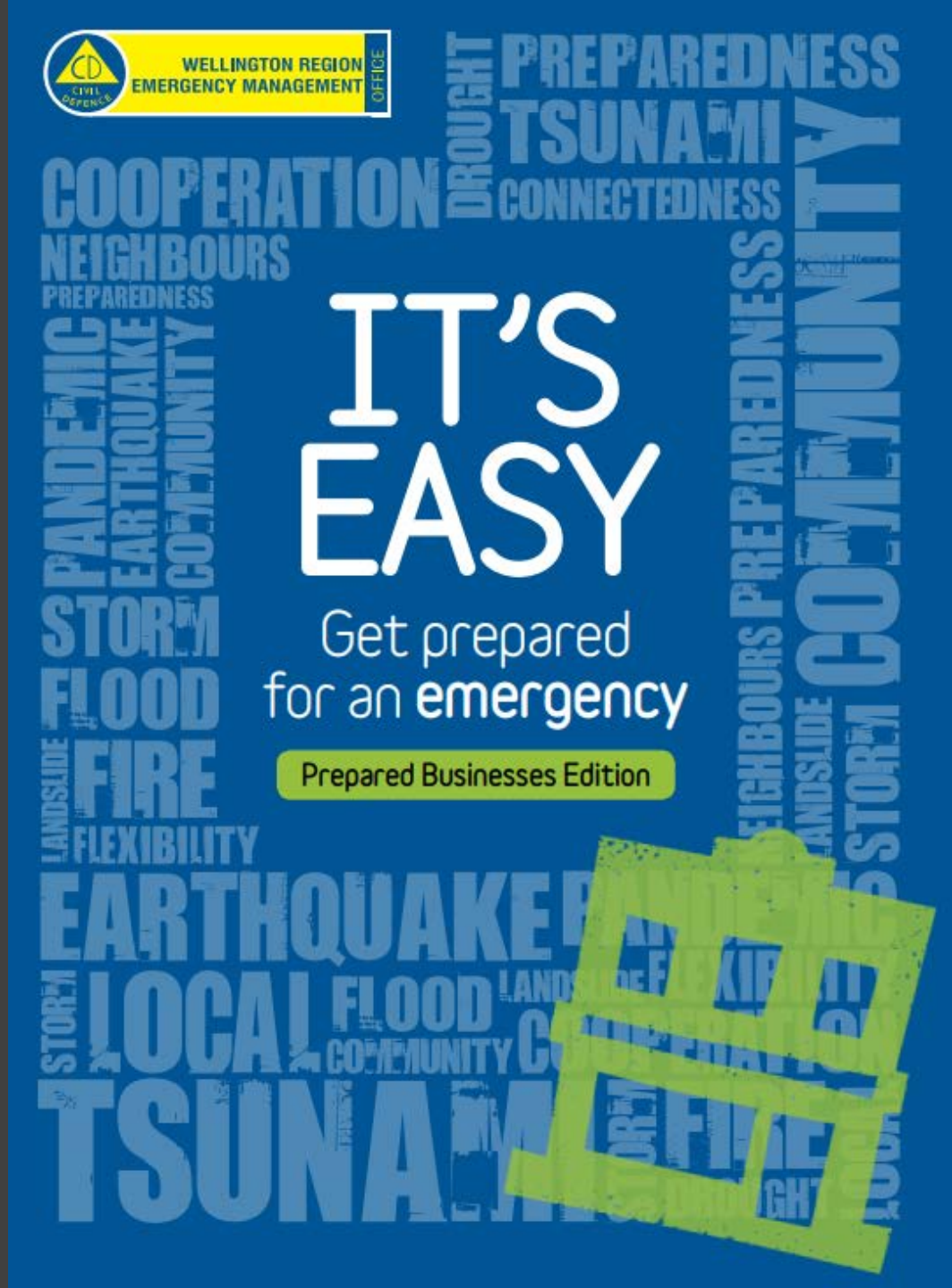
PPP: \$105

20,000+ sold in
five years



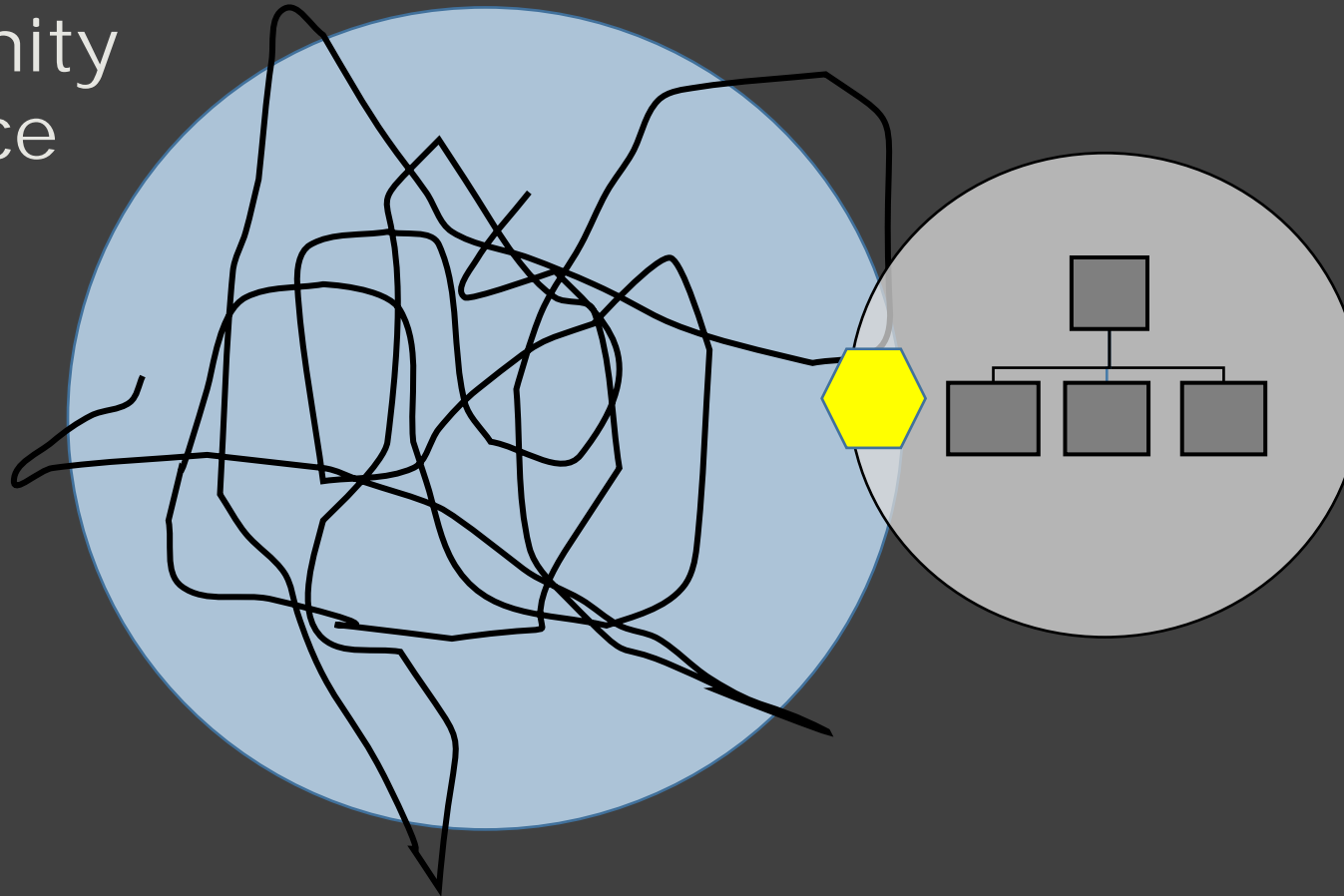
Business Continuity Planning workshops

Targeting SME's and
community service
organisations



Disaster Response

Community
Resilience



Emergency
Management

Thank you
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