

Upper Hutt Central 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

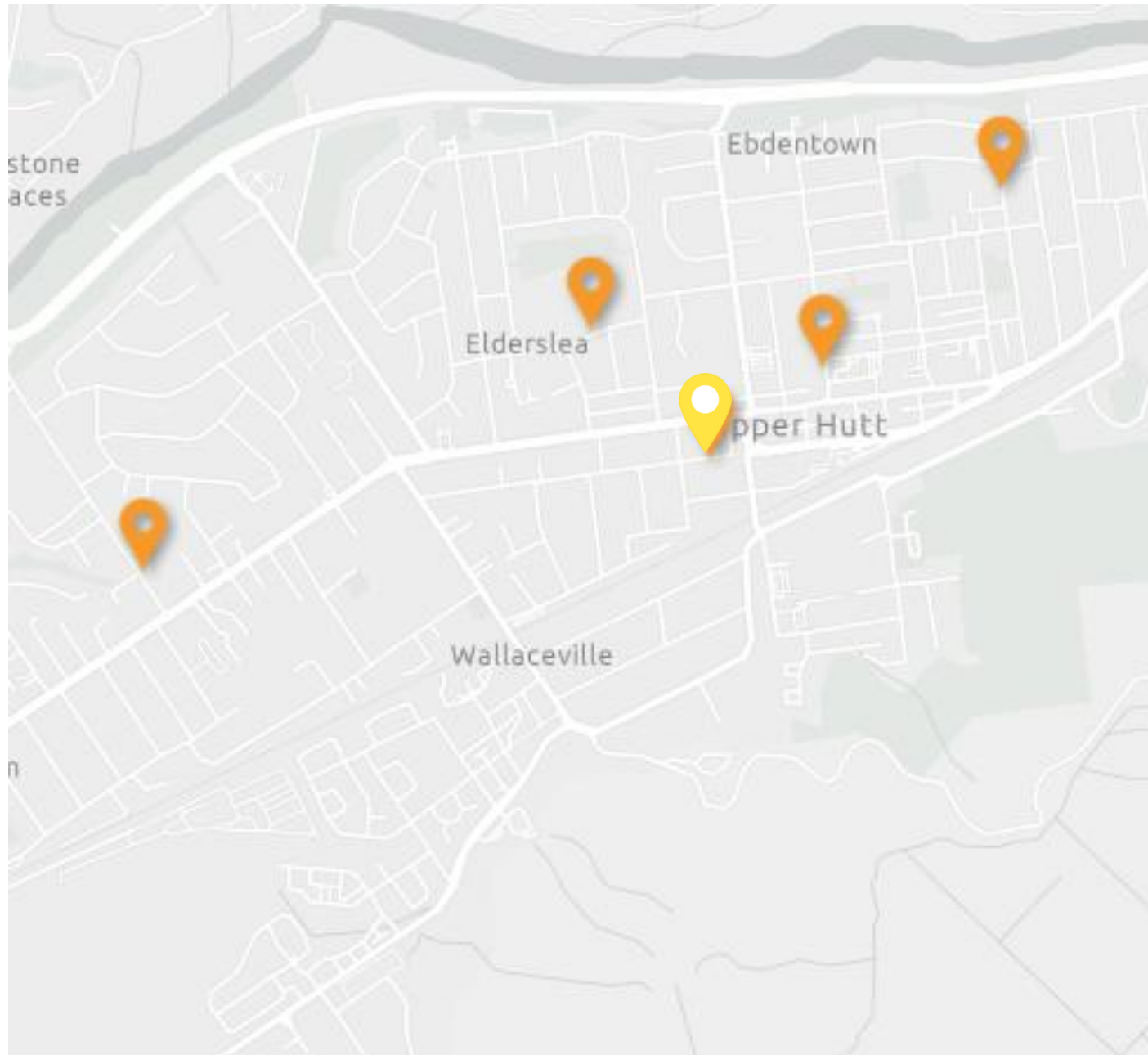
Upper Hutt School, 49 Martin Street, Wallaceville



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

Upper Hutt Central Community Emergency Hub

Upper Hutt School, 49 Martin Street, Wallaceville

Neighbouring Hubs

Oxford Crescent School,
5 Oxford Cres, Ebdentown

Fraser Crescent School,
16 Redwood St, Elderslea

Trentham School,
2 Moonshine Rd, Trentham



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 | > 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

Schools

- > Fraser Crescent School, 16 Redwood St, Elderslea
- > Heretaunga College, Ward St, Wallaceville
- > Maidstone Intermediate, Redwood St, Elderslea
- > Oxford Crescent School, 5 Oxford Cres, Ebdentown
- > St Joseph's School, 1 Pine Ave, Upper Hutt
- > Trentham School, 2 Moonshine Rd, Trentham
- > Upper Hutt College, Moonshine Rd, Trentham
- > Upper Hutt School, 49 Martin Street, Wallaceville

Early Childhood Education

- > Childhood Concepts, 28 Goodshed Road

- > Happy Days Child Care, 44 Blenheim St
- > Learning Adventures Upper Hutt, 851 Fergusson Drive
- > Matariki Kindergarten, 11 Jepsen Gr
- > Smiley Faces Educare, 1 Fraser Cres
- > Stepping Stones, 29 Seddon St
- > Te Kōhanga Reo o Ōrongomai Marae, 1 Railway Ave
- > Upper Hutt Kindergarten, 14a McParland St
- > Wallaceville Playcentre, 52 Ward St

Faith Based Organisations

- > Awaken City Church, 1048 Fergusson Drive
- > Beacon Hill Church, 13 Hazel Street
- > Heretaunga Christian Centre, 51 Lane Street
- > Lane Park Church, 22 Lane Street
- > Riverstones, 713 Fergusson Drive
- > Salvation Army, 695 Fergusson Drive
- > Soul City Church, 5 King Street
- > St Joseph's Catholic Church, 1 Pine Ave
- > The Mission, 6/8 Russell Street
- > Upper Hutt Uniting Parish, 2 Benzie Ave, Elderslea

Community Facilities

- > Ōrongomai Marae, 1 Railway Ave

Recreation

- > H2O Xtream, 830 834 Fergusson Drive



Groups and networks of people

- > Amateur Radio Club
- > Cossie Club
- > Red Cross
- > Upper Hutt Community Patrol
- > Upper Hutt Community Rescue
- > Upper Hutt Timebank

Schools

- > Fraser Crescent School, 16 Redwood St, Elderslea
- > Heretaunga College, Ward St, Wallaceville
- > Maidstone Intermediate, Redwood St, Elderslea
- > Oxford Crescent School, 5 Oxford Cres, Ebdentown
- > St Joseph's School, 1 Pine Ave, Upper Hutt
- > Trentham School, 2 Moonshine Rd, Trentham
- > Upper Hutt College, Moonshine Rd, Trentham
- > Upper Hutt School, 49 Martin Street, Wallaceville

Early Childhood Education

- > Childhood Concepts, 28 Goodshed Road
- > Happy Days Child Care, 44 Blenheim St
- > Learning Adventures Upper Hutt, 851 Fergusson Drive
- > Matariki Kindergarten, 11 Jepsen Gr
- > Smiley Faces Educare, 1 Fraser Cres
- > Stepping Stones, 29 Seddon S
- > Te Kōhanga Reo o Ōrongomai Marae, 1 Railway Ave
- > Upper Hutt Kindergarten, 14a McParland St
- > Wallaceville Playcentre, 52 Ward St

Faith Based Organisations

- > Awaken City Church, 1048 Fergusson Drive
- > Beacon Hill Church, 13 Hazel Street
- > Food Bank, Martin Street
- > Heretaunga Christian Centre, 51 Lane Street
- > Lane Park Church, 22 Lane Street
- > Riverstones, 713 Fergusson Drive
- > Salvation Army, 695 Fergusson Drive
- > Soul City Church, 5 King Street
- > St Joseph's Catholic Church, 1 Pine Ave
- > The Mission, 6/8 Russell Street
- > Upper Hutt Uniting Parish, 2 Benzie Ave, Elderslea

Community Facilities

- > Ōrongomai Marae, 1 Railway Ave

Services in the community

- > BP, 963-967 Fergusson Dr, Ebdentown
- > Caltex, 749 Fergusson Dr, Elderslea
- > Countdown, 13-19 Queen St
- > Countdown, Russell St
- > Elderslea Capital Dental / Upper Hutt Dental Centre, 19 Main St
- > Gain Health Centre, 723A Fergusson Dr,
- > Intervet, 12 Shakespeare Ave, Trentham
- > Lagans Pharmacy & Mobility Centre, 10 Main St
- > Maidstone Veterinary Clinic, 28 King St, Ebdentown
- > PAK'nSAVE, Gibbons St



- > Queen Street Medical, 37/39 Queen St, Upper Hutt
- > Queen Street Pharmacy, 35 Queen St
- > Unichem Maidstone Pharmacy, 53 Main St
- > Unichem Upper Hutt Health Pharmacy, 6 Sinclair St, Ebdentown
- > Unichem Upper Hutt Pharmacy, 723 Fergusson Dr, Elderslea
- > Upper Hutt Health Centre, Queen St, Ebdentown

Infrastructure

- > Lakes at Te Marua
- > Water reservoirs

Emergency water tank @

- > Fraser Crescent School
- > Oxford Crescent School,
- > St Joseph's School,
- > Upper Hutt School,



Local vulnerabilities

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

Places and spaces

- > Some areas may experience liquefaction
- > Could be landslides in hillside areas

Groups and networks of people

- > Elderly people
- > House bound people
- > Mothers with young babies
- > People with disabilities in supported accommodation
- > Rest homes
- > Stressed & lost pets

Services in the community

- > Food and consumer goods supply chain
- > No emergency services

Infrastructure

- > 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
 - o No internet
 - 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?

- > Community Patrol
- > Defence Force
- > Neighbourhood Support
- > Sporting clubs
- > Upper Hutt Community Rescue
- > Volunteers



Where should we check first?

1. Self – 2. Home – 3. Neighbours – 4. Street – 5. Then at the hub
check on these priority groups

- > Family
- > Household
- > Neighbours
- > Pets
- > Rest homes
- > Schools / kindergartens / preschools

Schools

- > Fraser Crescent School, 16 Redwood St, Elderslea
- > Heretaunga College, Ward St, Wallaceville
- > Maidstone Intermediate, Redwood St, Elderslea
- > Oxford Crescent School, 5 Oxford Cres, Ebdentown
- > St Joseph's School, 1 Pine Ave, Upper Hutt
- > Trentham School, 2 Moonshine Rd, Trentham
- > Upper Hutt College, Moonshine Rd, Trentham
- > Upper Hutt School, 49 Martin Street, Wallaceville

Early Childhood Education

- > Childhood Concepts Early Learning Centre, 28 Goodshed Rd, Maidstone
- > Irmgard Ritchie Kindergarten, 88A McLeod St, Elderslea
- > Kindercare Learning Centres, 51 Whakatiki St, Trentham
- > Learning Adventures Upper Hutt, 851 Fergusson Drive
- > Smiley Faces Educare, 1 Fraser Cres, Elderslea
- > Titiro Whakamua, 34 Miro St, Trentham
- > Wallaceville Playcentre, 52 Ward St, Trentham

How would we coordinate this?

1. Assess – commission teams to assess in priority order to needs and resources available and then broker people's 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
-
- > Check your family, neighbours and street. Send someone from your street down to the Hub.
 - > Coordinate from the Hub – check other local hubs to see whether Hubs are open and people are gathered
 - > Group volunteers with a mix of skills, physical capabilities, and leadership
 - > Keep a paper trail at the Hub
 - > Send teams from Hub to check on defined areas, record on Hub Map
 - > Use text messages, Facebook Messenger and Neighbourly to communicate, if possible
 - > 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?

- > Gain Health Centre, 723A Fergusson Dr, Elderslea
- > Queen Street Medical, 37/39 Queen St, Upper Hutt
- > Upper Hutt Health Centre, Queen St, Ebdentown

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

- > Capital Dental / Upper Hutt Dental Centre, 19 Main St
- > Intervet, 12 Shakespeare Ave, Trentham
- > Lagans Pharmacy & Mobility Centre, 10 Main St
- > Maidstone Veterinary Clinic, 28 King St, Ebdentown
- > Queen Street Pharmacy, 35 Queen St



- > Unichem Maidstone Pharmacy, 53 Main St
- > Unichem Upper Hutt Health Pharmacy, 6 Sinclair St, Ebdentown
- > Unichem Upper Hutt Pharmacy, 723 Fergusson Dr, Elderslea

Who can help provide medical assistance?

- > Doctors and Nurses in the community
- > Life-Guards – H2O Xstream
- > Paramedics
- > People with First Aid certificates
- > Teachers
- > Vets and vet nurses

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

- > Communicate using Text messages.
- > Use kids on bike as messengers.
- > Vehicles, 4-Wheel Drives, station wagons, scooters, motorbikes.
- > Wheelbarrows, stretchers, shopping trolleys, buggies, strollers.

Where can we get extra supplies?

- > Chemists
- > Countdown, 13-19 Queen Street
- > Countdown, Russell St
- > Dentists
- > First aid kits in businesses, houses and vehicles
- > Medical centres

- > New Zealand Defence Force (but may not be available)
- > PAK'nSAVE, Gibbons Street
- > Pool resources from the community
- > Vets

Where are there Defibrillators?

- > A N Magan Dental, 89 Main Street
- > Art of Dentistry, 10 Royal Street
- > ASB Upper Hutt, 185 Main Street
- > Briscoes Upper Hutt, 9/19 Park Street
- > Expressions Arts and Entertainment Centre, 836 Fergusson Drive
- > McDonalds, 202 Main Street
- > Mitre 10 Mega, 9 Park Street
- > Queen Street Medical, 37 Queen Street
- > Upper Hutt Cosmopolitan Club, 11-15 Logan Street
- > Upper Hutt Health Centre, Sinclair Street
- > Upper Hutt Library, 844 Fergusson Drive
- > Upper Hutt Police, 863 Fergusson Drive
- > Upper Hutt Railway Station, Station Cres
- > Wallaceville Train stationH2O Xstream Pool, 26 Brown St



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?

- > Defence Force
- > Fire Service
- > Handy people/DIYers
- > Local builders, plumbers, electricians, roofers and other tradespeople
- > Student leaders – Upper Hutt College, Heretaunga College



Where can we get resources to make repairs?

- > Around your home and neighbours
- > Dwights Canvas, 802 Fergusson Drive
- > Local shops
- > Mitre 10 Mega, 9 Park Street
- > Other houses which are damaged beyond repair.

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

- > Churches
- > Defence Force
- > Motels and hotels
- > Neighbours
- > Red Cross Shop, 6/168 Main Street
- > Salvation Army Family Store, 41 Queen Street
- > Shops

What open spaces could accommodate temporary shelter?

- > Encourage people to put up a tent in their own yards
- > IRD, Lane Street, Wallaceville
- > Maidstone Park
- > School fields
- > Trentham Memorial Park
- > Trentham Racecourse, Racecourse Road

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

- > Army base
- > Awaken City Church, 1048 Fergusson Drive
- > Beacon Hill Church, 13 Hazel Street
- > Cafes
- > Fraser Crescent School, 16 Redwood St, Elderslea
- > Heretaunga Christian Centre, 51 Lane Street
- > Heretaunga College, Ward St, Wallaceville
- > IRD, Lane Street, Wallaceville
- > Lane Park Church, 22 Lane Street
- > Maidstone Intermediate, Redwood St, Elderslea
- > Motor homes / Caravans/Tents
- > Ōrongomai Marae, 1 Railway Ave
- > Oxford Crescent School, 5 Oxford Cres, Ebdentown
- > Riverstones, 713 Fergusson Drive
- > Salvation Army, 695 Fergusson Drive
- > Soul City Church, 5 King Street
- > St Joseph's Catholic Church, 1 Pine Ave
- > St Joseph's School, 1 Pine Ave, Upper Hutt
- > Trentham School, 2 Moonshine Rd, Trentham
- > Upper Hutt College, Moonshine Rd, Trentham
- > Upper Hutt School, 49 Martin Street, Wallaceville
- > Upper Hutt Uniting Parish, 2 Benzie Ave, Elderslea
- > Vacant warehouses (Dunlop, South Pacific Tyres, Brewtown)
- > Wallaceville House, 2 Wallaceville Road



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?

- > Emergency water tank @ Upper Hutt School, St Joseph's School, Oxford Crescent School, Fraser Crescent School
- > Home water cylinders
- > Home water tanks
- > Large employers
- > Large water tanks at Brewtown breweries
- > Rain collection
- > Shops and supermarkets

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

- > Carry in bottles, containers, buckets



- > Cars, bikes, scooters, motorbikes, golf carts
- > Volunteers walking or cycling around
- > Wheelbarrows, buggies, strollers, e-scooters, wheelie bins

Where can we find water for washing and cleaning?

- > Hutt River
- > Rivers & Streams
- > Swimming pools and spas

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

- > Grey water
- > Pond
- > Pool water
- > River water
- > Should treat all water before drinking
- > Springs and waterfalls
- > Stagnant water
- > Stream water

What places would be good distribution points?

- > Council buildings
- > Heretaunga College
- > Lane Park Church, 22 Lane Street
- > Other churches

- > Play centre / Arts club on Ward Street
- > Salvation Army Hall, Fergusson Drive
- > Squash Club, 31 Maclean St, Wallaceville
- > Upper Hutt School
- > Wesley Centre, Richmond Street



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?

- > BP, 963-967 Fergusson Dr, Ebdentown
- > Cafes
- > Caltex, 749 Fergusson Dr, Elderslea
- > Convenience Stores (Ward St, Redwood St, Ebdentown, Whakatiki)
- > Countdown, 13-19 Queen St
- > Countdown, Russell St
- > Farrahs, 12 Shakespeare Ave, Trentham
- > Food production companies
- > Maclean Street Store, 42 Maclean St
- > PAK'nSAVE, Gibbons St
- > Skinny Kwaliti Dairy, 17 Ward St, Trentham
- > Takeaways, bakeries

Where else could we find food?

- > Clyma Park Community Garden
- > Household supplies – use perishable and frozen food first
- > Neighbours
- > School garden
- > Upper Hutt Food Bank
- > Veggie gardens

How could we organise to feed large groups of people?

- > BBQs from Hirepool, Mitre 10 and people's homes



- > Chefs/staff from local cafes
- > Have street shared dinners / communal cooking – take people home and cook a bit extra to minimise gas consumption
- > Ōrongomai Marae
- > School, church kitchens, community kitchens
- > Set up a volunteer cooking/preparation site
- > Use perishable food first

Where can we get cooking and catering supplies?

- > Cosmopolitan Club
- > Donations, loaned
- > Heretaunga Christian Centre, 51 Lane Street
- > Heretaunga College, Ward St, Wallaceville
- > IRD
- > Lane Park Church, 22 Lane Street
- > Mitre 10 Mega, 9 Park St
- > The Warehouse, Queen St
- > Upper Hutt Uniting Parish, 2 Benzie Ave, Elderslea
- > Wallaceville House, 2 Wallaceville Road

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
- > Use social media if available
- > Volunteers walking or cycling around

- > Wheelbarrows, buggies, strollers, wheelie bins



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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