Te Pokapū Mate Ohotata ā-Hapori

Community Emergency Hub Guide

Auckland Emergency Management
Tokonga Mate Ohotata o Tāmaki Makaurau

Auckland Council
Te Kaunihera o Tāmaki Makaurau

Rārangi upoko
Contents

Te Tirohanga Whānui Overview

During an emergency response, first responder agencies, like Police, St John and Fire and Emergency New Zealand, and Auckland Emergency Management won't be the only ones who can help.

Communities are filled with people who have different skills and can work together to solve local problems. This guide provides information to help your community set up and run a Community Emergency Hub (which could be at a religious centre, sports club or community hall).

Community Emergency Hubs are a place where the community can meet, support and help each other and make decisions together about how to best ensure the safety and comfort of everyone in their community during an emergency.

Laws still apply during an emergency and community members have no legal powers to requisition resources, however, people are often generous and willing to help and provide resources if they're asked.

Your Community Emergency Hub also has another vital role to play. You can provide local, on the ground information back to Auckland Emergency Management's Emergency Coordination Centre, where trained staff will be coordinating the official response to the emergency.

If there is a situation which is life threatening, you should still call 111 in the first instance.

If you do not have any special legal powers in your normal life, you don't have any in an emergency either.

Take the time you need to set up the Community Emergency Hub; you don't have to open until you're ready.

Te mahi a te Pokapū Mate Ohotata ā-Hapori
The role of a Community Emergency Hub

After an emergency event solve problems close to home first

Needs, Offers and information

Check on your household

Check on your neighbours

Check on others nearby

Then go to your Community Emergency Hub

The Emergency Coordination Centre will Support your activities

Support and information

Solve problems close to home first. Do what you can to make you and your household safe.

If you can help other households, or need help in yours, go out and check with your neighbours.

If there are people in your neighborhood who are able to help others or need help themselves, check the surrounding streets to see what can be done.

Many problems can be solved at this level.

Community Emergency Hubs are a place for the community to congregate and assist each other.

They are no reliant on a specific, pre-identified physical building. If the identified centre is unsuitable, do not use it.

The Community Emergency Hub should make contact with the Emergency Coordination Centre (ECC), which can provide information, support and may have access to resources.

Auckland Emergency Management: Ph: 09 301 0101 or 0800 222 200

Ngā whāinga o te Pokapū Mate Ohotata ā-Hapori
Objectives of the Community Emergency Hub

The Community Emergency Hub is a safe place for people to gather and support one another by:

1) Providing information about the emergency from trusted sources, so everyone:

   a. understands what is happening

   b. knows how to help and support each other

   c. Knows how to stay safe

   d. can make informed decisions

2) Solving problems using what your community has available locally to:

   a. make collective decisions

   b. co-ordinate efforts to help one another during a disaster

3) Gathering information about what is happening in your community that can be passed on to Auckland Emergency Management's Emergency Coordination Centre.

He Pārongo anō
Other information

- Other community groups may also get together and organise support for people in your area, and official agencies involved in the emergency may come into the Community Emergency Hub, if needed. Work with them to make sure everyone in need is reached, the workload is shared, and the overall response is coordinated.

- People working at the Community Emergency Hub have no legal powers to take resources from anyone, or force anyone to do anything. All laws still apply in an emergency.

For life-threatening situations, always phone 111.

E whā ngā wāhanga o tēnei puka aratohu hei āwhina i a koe ki te tīmata
This guide has four sections to help you get started

1. **Te toro atu ki te Pokapū Mate Ohotata ā-Hapori**

   Accessing the Community Emergency Hub

2. **Te mahi hei rōpū**

   Roles and working as a team

3. **Te whakarite te pokapū mate ohotata ā-hapori**

   Setting up the Community Emergency Hub

4. **I mua i te huaki i ō tatau ā-hapori**

   Before you open to the public

1. Te toro atu ki te Pokapū Mate Ohotata ā-Hapori Accessing the Community Emergency Hub

For your own safety, always work with other people.

Before and emergency, it is important to work with your community to identify potential Community Emergency Hub locations. Places such as halls, religious centres, sports clubs may be suitable. If possible, identify more than one location.

Discuss and plan how you can access the building, or who you can contact to give you access if needed.

Your identified Community Emergency Hub buildings may be damaged after a disaster. It is important to check the building before you enter and set up the hub. The checklist on the following page will help you assess the building.

If the building is damaged, such as visible external damage, powerlines are down, you can smell gas/sewerage, do not enter the Community Emergency Hub.

If the area Is not safe, or you are unsure about using the building due to damage, find another location. Leave a note somewhere prominent e.g front door to say where you are relocating to, and why, to keep others safe.

Community Emergency Hub building checklist

Exterior	Yes	No	Comments
The building is not in a restricted or cordoned area			
Access to the building is not blocked			
Neighbouring buildings are not damaged			
Powerlines are intact			
Windows are not broken			
Flooring is undamaged			
There is no smell of gas or sewerage			
Utilities			
Power			
Running water – clear			
Adequate lighting			
Heating is working (if required/applicable)			
No gas leaks			
No water leaks			
Rubbish bins			
Interior			
Doorways are clear			
Non access areas are locked or secured			
Separate space for: • Staff • First Aid • Quiet Space			
Kitchen (if applicable) • Suitable cleaning materials (dish liquid, cloths, broom, mop)			
Toilets are in working order • Not overflowing or leaking • Toilet paper, soap and drying items available			
Chemicals and other poisons locked away and secured (if applicable)			
Animal management area (if applicable)			
Animals can be restrained/contained/kept separate from one another			
Animals have a separate area in or outside the building			
Area can be easily cleaned			

2. Te mahi hei rōpū
Roles and working as a team

Once everything is safe, tidy, and secure, come together and talk about why you're there, what you want to achieve and how you can best support your community during an emergency event.

You are here to:

- Provide a safe place for people to gather and support each other

- Provide information from trusted sources, so everyone knows what needs to be done to help each other and stay safe

- Gather information, to build a picture about what is happening in your community and communicate this information with the Auckland Emergency Management's Emergency Coordination Centre

- Solve problems where possible using local resources and skills

One in five people in New Zealand has some form of impairment. These include hearing, vision, physical, mobility or cognitive impairments.

- **Ensure the Community Emergency Hub caters for these different needs.**

- **Make sure all public messages, signage and directions are clear and easy to read.**

- **Ensure the Community Emergency Hub is easy to get around for those with mobility challenges.**

You will then need to assign people to different roles that are needed in a Community Emergency Hub.

The first four roles are priority positions and should be filled first if you have limited people. Details of each role can be found in this guide:

Appoint a Community Emergency Hub Supervisor

Appoint someone in the group to be the Community Emergency Hub Supervisor. It is important to have someone looking at the big picture of what you are trying to achieve. Consider both the immediate needs and potential resources in your community that could be helpful, as well as what the anticipated challenges might be in the days to come.

Remember that you are forming a team. While it is useful to have one person In charge of the Community Emergency Hub, decisions should be made as a group and must be inclusive of newcomers who want to help.

The Supervisor may change as numbers grow and someone with more experience is collectively agreed on. Make sure everyone knows who the Supervisor is and that they are easily identifiable.

Assign other roles

Each of the roles should be assigned. If there are more roles than people available, someone may end up with two or more roles. If you would like to determine what role you would be best suited to, complete the Community Emergency Hub personality test on page 12.

Role Cards

The role cards have the position titles on the front to identify the role to other people in the Community Emergency Hub. We recommend these cards are worn by the person in each role so others can easily identify who is doing what.

Role cards can be found at the back of this guide.

Community Emergency Hub personality test

To determine what role might best suit you in your Community Emergency Hub –

Look at the statements below, if you answer YES to a statement record what colour(s) are beside it.

At the end the colour that is present the most will show you want role you might be suit.

- [yellow] You are good at overseeing proccesses
- [purple][yellow] You are good at organising people
- [red][yellow] You are comfortable working with the media and other authorities
- [orange][pink][yellow] You are good at keeping records
- [yellow] You are good at managing people's time
- [red][purple][pink] You are good at gathering information and details
- [purple] You are abe to process the information you receive to devise a plan
- [red][purple] You are good at relaying information to people
- [purple][pink] You are good at liasing and working with others
- [green][blue] You like to help people
- [red][orange][blue] You enjoy working with the community
- [grey][blue] You are good at finding resources and information to match the needs

- [purple][red] You know how to display information to others in an understandable way
- [green] You are a calm person
- [blue] You are a detail-orientated person
- [orange] You are good at finding information for people
- [pink] You understand how to work radios
- [grey] You are good at fixing things
- [pink] You are able to monitor communications
- [green][grey] You like things to be clean and tidy
- [green][orange] You are able to work with people to help them through difficulty
- [orange] You like to make sure people feel comfortable
- [grey] You like to set up facilities
- [grey] You are good at identifying hazards and risks
- [green] You are good at connecting people

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Community Emergency Hub Supervisor

- You are good at overseeing processes

- You are good at organising people

- You are comfortable working with media and other authorities

- You are good at keeping records

- You are good at managing people's time

Comunications

- You understand how to work radios

- You are good at liasing and working with others

- You are good at gathering information and details

- You can monitor commnications information and provide that to others

Needs and Offers

- You like to help people

- You enjoy working with the community

- You are good at finding resources the community needs

- You know how to display information to others in an understandable way

- You are a detail orientated person

Community Space

- You enjoy working with the community

- You are able to work with people to help them through difficulty

- You are good at finding information for people

- You are good at keeping records

- You like to make sure people feel comfortable

Information Coordination

- You are good at gathering information and details

- You are able to process the information you recieve to devise a plan

- You are good at organising people

- You are good at relaying information to the people

- You are good at liasing and working with others

Facility Mintenance

- You like things to be clean and tidy

- You are good at finding resources the facility needs

- You are good at setting up facilities

- You are good at fixing things

- You are good and identifying hazards and risks

Public Information

- You are good at gathering information and details

- You know how to display information to others in an understandable way

- You enjoy working with the community

- You are comfortable working with media and other authorities

- You are good at relaying information to the people

Reception

- You like to help people

- You are a calm person

- You are good at connecting people

- You like things to be clean and tidy

- You are able to work with people to help them through difficulty

Te Kaiwhakahaere i te Pokapū Mate Ohotata ā-Hapori
The Community Emergency Hub Supervisor

The Community Emergency Hub Supervisor Is In charge of all activities in the Community Emergency Hub to make sure the objectives are being met and ensure it runs safely, smoothly, and efficiently.

This includes making sure all the jobs are being done and basic needs of volunteers and people affected are addressed.

Tasks

Oversee the running of the Community Emergency Hub and its safety

- Make sure roles are allocated, significant decisions are discussed and made by the wider team, and people or groups aren't working in isolation.

- Ensure the Community Emergency Hub remains safe at all time for the volunteers and those using the space. You may want to appoint a security role to monitor the Community Emergency Hub.

Make sure everyone has what they need to do their job

- If they need more tables and chairs, etc., talk to the Building Maintenance person. If they need more people to help with a task, ask if there are other members of the community willing to help.

Organise regular team meetings

- Make sure that the Community Emergency Hub volunteers work as a team.

Keep records of all major decisions that are made

- Others may need your records to understand what has happened and what has been done about it. This is useful for shift change-over.

Make sure everyone takes regular and adequate breaks and are fed and hydrated

- If people don't look after their own needs, they are more likely to suffer stress. If someone is finding the work stressful or looks stressed, they should consider changing roles, taking a break, or going home.

Create a roster for people working in the Community Emergency Hub

- Consider the daily opening hours, the length of time it will be open and make a roster. Ensure no one works for too long and everyone has opportunities to take breaks and rest.

Work with any media that show up

The media can be a useful resource for sharing information with the wider community.

The sort of information you can provide to the media:

- Anything they can see (such as we are open, weather conditions).

- General information (such as we are really busy, number of people and animals, we are quiet, we have had lots of offers of community help).

Do NOT provide the media with:

- Personal information (people's names, addresses, etc.).

- Any private or confidential information you have received.

- Details of any deaths or injuries.

- Addresses of evacuated home

Legal Information

If there is a life-threatening situation saving life is the priority, even in an emergency the law and usual rules still apply.

> ⚠️ **If you do not have any special legal powers in your normal life, you don't have any in an emergency either.**

If a State of Emergency is declared, it allows the emergency management Controller in Auckland to have the legal ability to prioritise needs, and direct or restrict resources and activities. This may include recognised groups or organisations being given authority to do specific tasks or acquire specific resources to help the community. These instructions will come directly from Auckland Emergency Management's Emergency Coordination Centre. Make sure you keep a record of them.

Close the Community Emergency Hub overnight if not required

- Make sure all equipment is locked up securely.

- Use signage to say that the Community Emergency Hub is closed and when it will reopen.

- Advise Auckland Emergency Management's Emergency Coordination Centre of closure and opening times.

Close the Community Emergency Hub when the community no longer needs it

- Use signage to tell the community that the Community Emergency Hub will no longer open and if available and agreed to by alternative locations, provide information on where they can go to find further assistance, e.g., a Marae, a Civil Defence Centre, a religious centre.

- Advise Auckland Emergency Management's Emergency Coordination Centre you are closing.

- Clean up all areas. Return any moved furniture and equipment.

- Collect all the records for the event. Be mindful that private information needs to be securely destroyed.

If you have any information that could affect the community, the running of the Community Emergency Hub or the wider response to the emergency, please pass It on to the information Coordination team.

Notes:

Te Ruruku Pārongo
Information Coordination

To know what help is needed and where, you need to know what is happening in your community.

The Information Coordination person or team coordinates all the information coming into the Community Emergency Hub. They collect and confirm information to present a clear picture of what is happening in the community. This information can then be used to prioritise help where it is needed the most.

Information needs to be gathered from any sources available, including from people coming into the Community Emergency Hub and through the Communications role.

Some information will be displayed on a Situation Board to build the overall picture, some will be displayed for the public, and some information will need to be communicated back to the Emergency Coordination Centre. The Information Coordinator, Public Information and Communication roles will work together to achieve this.

Tasks

Create and maintain the Situation Board

- Use available resources (whiteboards, sheets of paper). Use big headings to organise the space.

- Information for the board and maps should include:

  - Known hazards (e.g., slips, liquefaction areas, flooding, contamination or other at-risk areas)

  - Status of lifelines (tap water, wastewater, stormwater, power, gas, telecommunications, road and rail networks)

  - Latest weather reports (if available and relevant)

- Clearly mark if information isn't confirmed (i.e. verified)

Suggested Situation Board layout

We suggest a series of columns with the following titles:

- **Date & Time** - When did you find out about it?

- **Location** - Where is it? Record an address if possible.

- **What's happening** - Brief summary of issue or information reported

- **Our response** - What you have done or plan to do about it, and who is taking care of it

- **Priority / Completed** - Lots of things may feel important, what needs to happen first? Mark when things have been completed.

Example of a situation board

Date Time	Location	What's Happening	Our Response	Priority / Completed
14/7 11:39am	Kowhai Rd	Report that Kowhai Rd bridge looks damaged	Note down for status report to EOC. Advise community to avoid use (Public Info board)	Urgent ✓
11:59am		First volunteer teams sent out for door knocking northern suburb	Refer to map for locations First report due from team 2pm	On going
11:33pm	15 Rangeview Ave	House on fire	Send Community Patrol to check everyone is out 11:50am All out	Urgent
12:53pm	Pine Medical Centre	Report: Pine Medical Centre CLOSED, use Mill Medical Centre	Advise community to go to Mill Mendical Centre if need help (Public Info board) Advise Reception	Not Urgent
2:34pm	Palm St	Palm Ville Rest Home needs help clearing debris	Send vounteers to help clear debris	Not Urgent
2:46pm	Cat Cres	Vet is open for people needing first aid	Display on Public Info Board Advise Reception	✓
15/7 8:10pm		Blocked roads - Tan St, Maine Dr, Pond Ln, Dart St, Tin St	Note down for status report to EOC. Advise Public Info boards	On going

Write down what type of information you want to know

- There may be information that you don't have but which would be useful. Brainstorm what this information is and where you could find out.

- What information would help you know what's happening? For example, if a specific bridge is flooded or a road is open.

- Are there areas of the community you haven't heard from? If possible and It Is safe, try and check in on these areas. Even if they don't need help, they may not have known about the Community Emergency Hub and may be able to offer help.

Organise for someone to join Reception (pg.22) to collect information from people as they arrive

- When appropriate, ask new arrivals:

  - where they have come from and what is happening in their area

  - what they saw on the way to the Community Emergency Hub

- This can be as simple as asking questions like "What street did you come from? What was going on there? Does anyone there need help?" etc.

Finding more information

- If you haven't been provided with enough information, you may need to send out people to find or confirm that information for you, but only if it is safe to do so.

- What further outreach do you need? A group from the Community Emergency Hub can walk or drive around the community to find out what you need to know if it is safe to do so. Consider using already established groups to gather information.

  - Neighbourhood Support or similar groups could collate information from their streets.

  - Does your area have a Community Patrol, or a 4WD club for safely accessing hard-to-reach areas? Groups like these may have vehicles and radio communications, which could be useful.

- Plan where these groups will be going and arrange a time that they will be due back. People should not go out by themselves. It is safer to go in a group.

- Use mobile phones or portable radios to remain in contact with the Community Emergency Hub if possible. Liaise with the Communications team so they know what teams have gone where, and how to stay in touch.

Community Emergency Hub Status Report

The Community Emergency Hub Status Report is a way of keeping Auckland Emergency Management's Emergency Coordination Centre up to date about what is happening in your community. Send a Status Report as soon as practicable to advise that you are open, and then send an update at least once a day, or as requested by the Emergency Coordination Centre.

The Emergency Coordination Centre will want to know about power and water outages, main roads that are blocked, buildings with significant damage, people injured, and other major impacts. They are interested in the challenges your community cannot deal with yourselves and extra assistance you need.

A status report template (page 20). Send all status reports to – aeminfo@aucklandcouncil.govt.nz

Ngā Pārongo Tūmatanui
Public Information

Information and advice about support options helps affected community members understand what has happened and how they can look after themselves.

The Public Information Board is the main display of new and important information that the community can use.

Some people may only come to the Community Emergency Hub for information, so the Public Information Board should be visible, close to the entrance of the Community Emergency Hub, and be updated regularly.

Examples of important information include:

- Known hazards (e.g., evacuation zones, liquefaction areas, slips, flooded or at-risk areas, contaminated water).

- Latest weather reports as available.

- Status of tap water, wastewater (sewerage), stormwater, power, gas, telecommunications, transport networks including main and local roads, rail, etc.

- Key safety messages and advice (e.g., stay away from coastal areas or flood waters, boil water).

The Public Information person or team is responsible for maintaining the Public Information Board with relevant up-to-date information and advice. Make sure information has been confirmed as accurate.

Tasks

Work with the Information Coordination team

- Work with the Information Coordination team to identify information that would be of interest to the public.

- Position the Public Information Board somewhere clearly visible to people coming into the Community Emergency Hub, such as near the entrance.

- The board should be out of the way enough that people reading it don't obstruct others.

- Make sure the Public Information Board is protected from rain and wind, and if possible, out of direct sun.

Update the Public Information Board as new information becomes available from official updates and what is known to be happening in the community

- Mark each piece of information with the time and date so people know how old the information is.

- Write clearly to make sure it is easy to read. Use large print and a dark marker.

- If information isn't verified, either don't put it up, or clearly state that it hasn't been verified.

Work with any media that show up

The media can be a useful resource for sharing information with the wider community.

The sort of information you can provide:

- Anything they can see (such as we are open, weather conditions).

- General information (such as we are really busy, we are quiet, we have had lots of offers of community help).

- Public information you have received from the Emergency Coordination Centre.

Do NOT provide media with:

- Personal information (people's names, addresses, etc.).

- Any private or confidential information you have received.

- Details of any deaths or injuries.

- Images of people

- Addresses of evacuated homes.

Direct the media to the Community Emergency Hub Supervisor if you are unsure.

Make sure that all messages on the Public Information Board are in large font, clear and easy to read for those that may have vision difficulties.

Te Taupaepae
Reception

People coming to the Community Emergency Hub should be met on arrival by a friendly person who can direct them to the area which can best meet their needs.

The Reception team needs to be welcoming, able to explain what the Community Emergency Hub is for, and what it can and can't provide. Make sure that the Reception team is clearly identifiable by coloured vests, or name tags. People will be looking for some obvious sign of who is there to help them.

Reception needs to be located at the front entrance to the Community Emergency Hub.

Tasks

- Greet people as they come in the door
- If required, direct people to scan the COVID-19 QR code OR fill out the contact tracing sheet (page 23).
- Direct people to fill out the Sign In sheet (see page 31). The purpose of the sign in sheet is:
  - To know how many people are in the Community Emergency Hub
  - To know how many people have visited the Community Emergency Hub
  - To know why people are coming into the Community Emergency Hub and identify any trends
  - Assist the Information Coordinator by collecting information from people as they arrive (if requested)
- When appropriate, ask new arrivals:
  - where they have come from and what is happening in their area
  - what they saw on the way to the Community Emergency Hub
  - This can be as simple as asking questions like "What street did you come from? What was going on there? Does anyone there need help?" etc.
- Direct people to the part of the Community Emergency Hub that can best deal with their needs.

Tips

- Always stay calm – expect people to be upset, frustrated or even angry.
- Be honest if you don't know the answer. Try to connect them with someone who might know.
- Try and keep the reception area tidy and clear of rubbish and debris.
- Make sure that Community Emergency Hub signage remains easy to see.
- Make sure the Reception team is identifiable.
- If you come across any information that could affect the community, the running of the Community Emergency Hub, or the wider response to the emergency, pass it on to the Information Coordination team.

Direct any media that show up to the Public Information or Community Emergency Hub Supervisor.

See guidelines for providing comfort in the Community Space section (page 27)

CONTACT TRACING REGISTER

Date: / /

Business name:

Sheet no:

Customers should not enter the premises if:

- They have any symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing, runny nose or loss of sense of smell)
- They have COVID-19 or are awaiting the results from being tested for COVID-19
- They have been in contact with any known or suspected cases of COVID-19 in the past 14 days

If a customer has signed in with the NZ COVID Tracer app, they do not need to be added to the register. This register should not be placed where a customer can see it. Staff should complete as needed and keep it secure when not in use.

Date	Time IN	Full Name	Phone
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New Zealand Government

Unite against COVID-19

Community Emergency Hub Sign In Sheet
Location:

Date	Name	Reason for visit e.g.: Information, offer of assistance, requires assistance

Ngā Hiahia Mātāmua me ngā Tāpaetanga
Needs and Offers

One of the objectives of the Community Emergency Hub is to solve problems using the resources and skills the community has available – meeting people's needs with the community's offers of assistance.

There are some fundamental basic needs common to every disaster that will need to be addressed. Preservation of life is the highest priority, including rescue and medical attention to those who are injured, and checking on people to make sure they are safe. The other basic needs are shelter, water, food, and sanitation. You may also need to deal with the wellbeing of pets or livestock, and other issues that may come up.

Your community may have done some prior planning around these problems, as part of their local Community Resilience Planning process, and potential solutions and offers from key organisations may be included.

The Needs and Offers Boards

The Needs and Offers Boards are tools for managing and tracking what the community needs, what offers of assistance have been made by individuals or organisations and matching them up when a solution presents itself.

People in need of assistance go to the Needs Board and people who have a resource or skill go to the Offers Board. The people managing the boards match up the needs with the offers of assistance coming from the community.

For example, people needing extra bedding are matched with people offering spare blankets.

Someone will need to manage these boards and might need extra assistance depending on the scale and duration of the event.

Local community social media pages could also be a tool used for managing needs and connecting people to offers.

Tasks

Address all life-threatening needs immediately

- Contact the emergency services by phoning 111.

- Make sure the Community Emergency Hub Supervisor is advised as soon as possible.

- Pass the information to Auckland Emergency Management's Emergency Coordination Centre through the Communications team.

Set up display boards for Needs and Offers

- Set up display boards near the entrance to the Community Emergency Hub marked "Offers" and "Needs". You may also need tables to make it easier to collect and write requests and offers.

Use notes to record and display community offers and requests for assistance

- Make sure people record:

  - Date & time (especially if the offer or need expires – e.g., a place to stay until Monday).

  - Name and contact details of the person or organisation posting the message, or where to find them.

  - A clear description of what is needed or what is offered.

Match offers with requests for assistance

- Check the new offers or requests for assistance to see whether you know of an existing need or offer that matches.

Display requests for assistance (Needs) or offers of assistance (Offers) on the boards

- Group Needs by themes such as labour required, accommodation, clean-up equipment etc.

- Group Offers by themes such as equipment, manual labour, shelter, food, water, etc.

Keep the boards up to date

- Remove requests when the need has been matched with an offer.

- Note how the problem was solved, as it may be useful again. Avoid collecting personal information, focus on the need and offer.

- Remove offers when they have been used up or are no longer available.

Significant Offers or Needs

- In some cases, offers may be large (e.g., from a supermarket) or be a critical resource or skill needed by many.

- Requests for assistance could also be large or life-threatening (e.g., people needing rescue) call 111. The Auckland Emergency Management's Emergency Coordination Centre may be informed after, through the Communications role.

He Wāhi mō te Hapori
Community Space

The Community Space is a dedicated place where people can seek company, wait for help and/or resources.

Ensure the community space caters for those with hearing, vision, physical, mobility or cognitive impairment. Consider entertainment items, especially for children. Keep the community space inviting, well lit and easy to access.

Tasks

Set up the Community Space

- Have the Community Space close to the rest of the Community Emergency Hub as possible.

- Ideally it will be a quiet space in a separate room away from the information boards. This could include the corner of a large space such as school hall or community centre.

- Make sure that the space has seating and is accessible to people with mobility impairments.

Put up clear signage

- Put up clear signage so people can find their way to the Community Space.

Be visible so people know who to approach if they need information or assistance

- Pin the role card to your clothing or use some other form of identification.

Set out refreshments

- If refreshments are available, set them out and keep the area tidy so people can help themselves.

Providing Comfort - tips from the Ministry of Health

You can provide comfort to people by listening to them, giving them information about the situation, and helping them with their practical needs.

With all the disarray taking place during an emergency, the needs of people who are directly affected can sometimes be overlooked. A smile goes a long way in stressful situations. Treat people how you would want to be treated yourself.

While working in the Community Emergency Hub you should only provide comfort, do not attempt to counsel unless qualified to do so. It is important to provide an environment where affected people can maintain their dignity while receiving assistance.

If anyone appears distressed, comfort them as you would a distressed friend, but avoid counselling them (don't try to talk them into being happier).

When providing comfort, it is important that you:
- Help people feel in control of themselves by letting them make their own decisions.
- Help them recover their composure in their own way and in their own time.
- Often it is best to stay quietly with them until the emotion subsides.
- Listen respectfully to everything they say, show it is important to you and that you wish to understand them.
- Encourage them to think about who else they can get support from.
- Take note of what people need; they may not be able to express or ask for it.
- You may be able to find solutions from within the Community Emergency Hub.
- Don't take anything they say personally, think of it as a message about how they feel.

When providing comfort, it is very important that you avoid some actions:
- Don't order people around or tell them to do things without explaining why.
- Don't tell them not to worry, that it could have been worse or that others are worse off.
- Don't talk down or patronise them.
- Don't be distracted when they are talking to you.
- Don't try to talk them out of their feelings.
- Don't reassure them that everything will be all right when it may not be.
- Don't react to their anger or other emotions personally.
- Don't separate them from other people they are with.
- Don't get sentimental or excited with them.
- Don't deny them privacy or independence when they need it.

LISTEN
To build understanding which may assist

LOOK
For signs of distress

LINK
To services and offers with empathy

Ngā Whakapānga
Communications

The Communications role feeds information to, and receives important information from, Auckland Emergency Management's Emergency Coordination Centre.

The Community Emergency Hub plays a critical role in keeping the Emergency Coordination Centre informed of what's going on in your community, so the official response can provide support where possible.

The information from the Emergency Coordination Centre should be relayed to the public (e.g., important safety messages, road closures etc.).

The Communications person also works with any teams who are out safely gathering information if communication is possible while they are away from the Community Emergency Hub.

The Communications person needs to be able to speak clearly and record information quickly and neatly.

Tasks

Set up an area for communications

- The Communications area needs to be set up in a quiet place, away from noise and distractions, but close enough to remain in constant contact with the rest of the Community Emergency Hub.

Contact Auckland Emergency Management's Emergency Coordination Centre via phone or email and tell them that the Centre is open.

Phone: 09 301 0101

Phone: 0800 22 22 00

Email: aeminfo@aucklandcouncil.govt.nz

- The Emergency Coordination Centre may want to know:

  - The impacts of the emergency in your community.

  - Do you have power, phone or email?

  - Are roads blocked, or houses damaged?

  - Are there people injured or in need of help?

  - What further assistance you need?

Monitor communication channels while the Community Emergency Hub is open, so no messages are missed

- This includes listening to broadcast radio, TV, social media etc. to hear what public messaging is shared with the country or region.

- Keep a record of all incoming and outgoing messages – include details such as who the message is from, the date and the time it was received.

Pass on all validated information received

- Pass on all information received from the Emergency Coordination Centre and through the communication channels mentioned above to the Information Coordination team.

Maintain contact with any groups who are safely out gathering information

- If the Information Coordination team decide to send people out into the community to gather information, work with them to create a communication plan. The Communication role will check in with these groups.

Create a communication plan with each team heading out, these plans should include:

- How you will be able to contact them (via call, text, radio)

- How often you will check in with them (every 1 hour, 2 hours etc.)

- What time they are due back to the Community Emergency Hub

- Record all check-in information (time of call, location, when next check in time will be).

Do not send people out into the community if it is not safe.

Te Whakatika Whare
Building Maintenance

Building maintenance makes sure the Community Emergency Hub is kept clean, tidy, and is safe to work in. They also ensure there is a safe fenced area for animals (pets) that may be bought in.

People will feel better about being at the Community Emergency Hub, and asking for help if the place is tidy, and not chaotic.

It should be checked regularly, especially if other environmental changes happen that might affect the safety of the building.

Tasks

- Clean up any hazards – broken glass, debris, and rubbish to avoid people being injured. Use protective equipment to avoid injury.

- Keep paths and walkways clear.

- Help find resources to make the Community Emergency Hub run smoothly – tables and chairs and other useful equipment from the building.

- Collect up general rubbish and make sure there are bins for disposal.

- Set up a hygiene station for handwashing with a bucket of water with bleach/detergent/soap if better facilities are not available.

- Set up a safe, fenced area for animals (pets) that may be bought in.

- Make sure tea, coffee, and water are regularly refreshed for volunteers.

- Make the Community Emergency Hub weatherproof where possible.

Your safety is a priority - if you can't do something safely, do not do it!

3. Te whakarite te pokapū mate ohotata ā-hapori
Setting up the Community Emergency Hub

Use the following advice and diagram to understand how the Community Emergency Hub could work.

Now that you have assigned the roles, the different Community Emergency Hub areas need to be set up. Each role can focus on setting up their particular area, but some areas are easier than others, so help each other as needed.

Key areas to set up are the public information board and information coordination area.

Make sure all roles are filled. People may have more than one role until others who are able to help arrive.

☐   Community Emergency Hub Supervisor

☐   Information Coordination

☐   Public Information

☐   Reception

Set up a Public Information Board

☐   Make sure the public information board is easy to see, accessible and near the front of the Community Emergency Hub

Set up an area for Community Emergency Hub Supervisor and Information Coordination

☐   Set up a situation board to give an overall picture of what is happening.

☐   Record actions taken and tasks assigned or yet to be assigned; some of this information could be sensitive so find a quiet space away from the public, maybe even in another room

Set up an area to collect Needs and Offers

☐ Towards the front of the Community Emergency Hub, set up display boards marked "Offers" and "Needs".

Set up an area for Communications

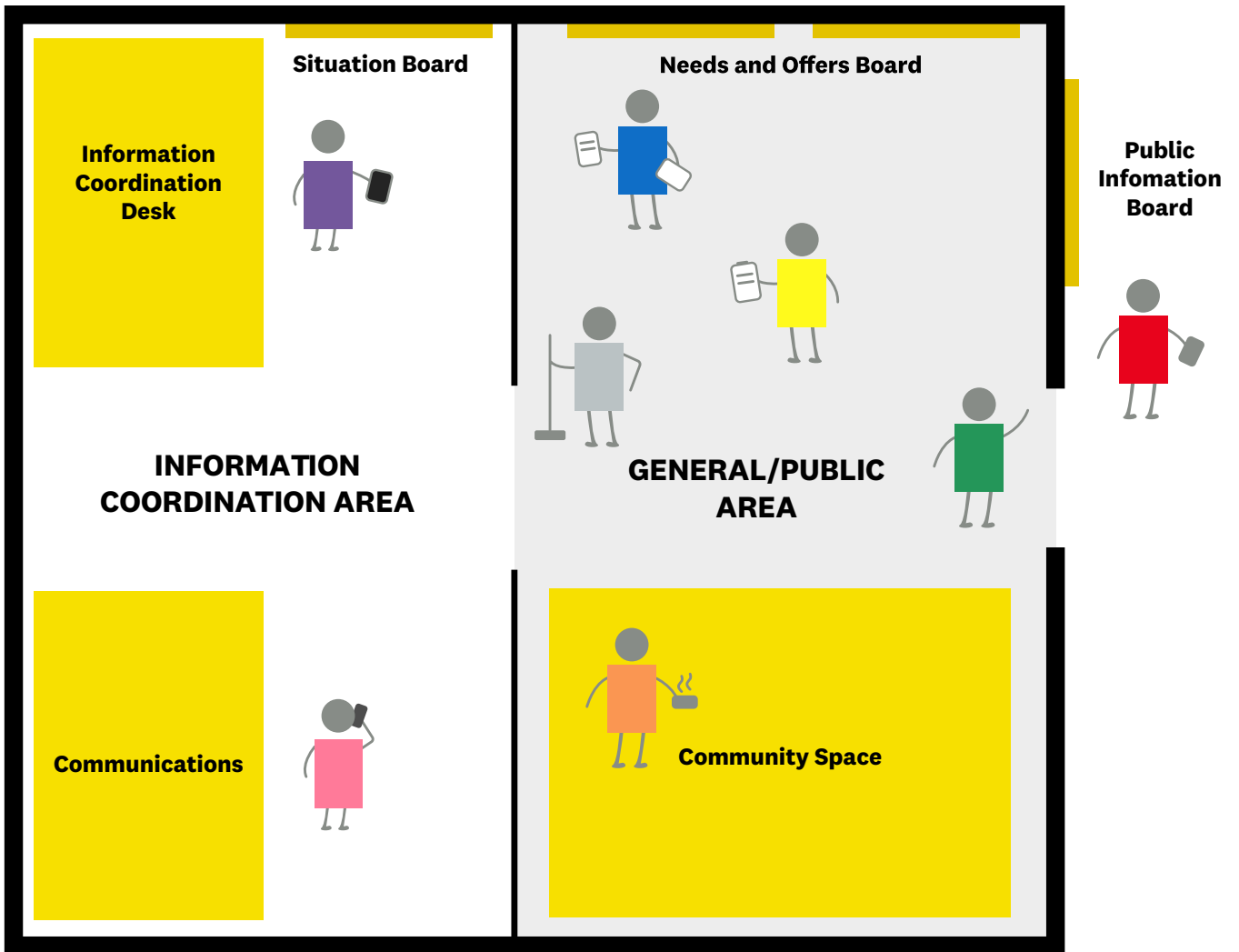☐ Establish a quite space close to the information coordination area in a quiet area.

Set up a Community Space

☐ Set up quiet space away from the information boards for people to rest, seek companionship, wait for assistance/information or a volunteer role.

☐ Make sure that the space is accessible to people with mobility impairments and has some seating.

Set up a hygiene station

☐ Establish a hand washing area.

Example of a Community Emergency Hub layout

Situation Board

Needs and Offers Board

Public Infomation Board

Information Coordination Desk

INFORMATION COORDINATION AREA

GENERAL/PUBLIC AREA

Communications

Community Space

🟪	**Information Coordination**	🟨	**Community Emergency Hub Supervisor**
🟥	**Comunications**	🟩	**Reception**
🟦	**Needs and Offers**	🟥	**Public Information**
⬜	**Facility Mintenance**	🟧	**Community Space**

4. I mua i te huaki i ō tatau ā-hapori
Before you open to the public

Once you have allocated the roles and you have set up the Community Emergency Hub, bring everyone together to make sure they understand their role, where other areas are located, objectives and how they will share information with each other.

Some common initial objectives

Provide information, so everyone:

- [ ] Understands what is happening

- [ ] Knows how to help and support each other

- [ ] Knows how to stay safe

- [ ] Can make informed decisions

Solve problems using what resources your community has available locally to:

- [ ] Make decisions together

- [ ] Co-ordinate efforts to help one another during an emergency

Gather information about what is happening in your community that can be passed on to Auckland Emergency Management's Emergency Coordination Centre.

Provide a safe place for people to gather and support each other

Final steps before opening to the public

- [ ] Check everyone understands their role. If they are not comfortable, change as appropriate

- [ ] Check for unfilled roles and work out how you will cover the gaps

- [ ] Put up clear signage that the Community Emergency Hub is operating

- [ ] Open the Community Emergency Hub and let Auckland Emergency Management's Emergency Coordination Centre know it is are open, so they can let other community members know

Status Report
Kaupapa: [EMERGENCY NAME]

Rā / Date: **Wā** / Time:

Tauwāhi / Location:

Te Tūāhua Ināia Tonu Nei / Current Situation

Current priorities/focus/tasks

Ngā Kaupapa Tārewa / Whakataki / Raruraru / Outstanding Issues / Challenges / Problems

Things that are limiting/impeding/making difficult your current situation e.g. roadblocks

Ngā mahi matua kua oti mai i te status report o mua / Key tasks completed since last status report

What key tasks, decisions, or meetings have you been a part of since the last status report?

Ngā Aronga Waitohu / Ngā Mahi / Anticipated Priorities / Actions

What you plan to do in the next 24-72 hours or know is on the horizon

Ngā Rauemi kua Rite / Resources in Place

Key resources being used now. Include your volunteers here.

Ētahi atu Kōrero / Take / Other Comments / Issues

Ngā whakaoho me ngā whakatūpato
Alerts and warning signals

Alerts and warnings of emergencies are issued to inform individuals to take a specific action. The action required is usually contained in the warning message, for example, 'seek further information' or 'evacuate'.

No one form of communication channel (e.g. TV, radio, text message, websites) will suit every situation or every person. So, multiple communication channels are used to make sure as many people as possible receive the information they need.

Auckland Emergency Management utilises a number of ways to alert and inform the public including:

- Social media

  - Facebook - @aklcdem

  - Twitter - @aucklandcdem

  - AEM website - aucklandemergencymanagement.org.nz

- Radio

- Television

Auckland Radio Station frequencies:

National Radio – 101.4 FM or 756 AM

Newstalk ZB – 89.4 FM

The Hits – 97.4 FM

More FM – 91.8 FM

Radio Live – 100.6 FM or 702 AM

For severe weather events: reports/warnings issued: www.metservice.com

For road conditions and closures: www.nzta.govt.nz

aucklandemergencymanagement.org.nz

The Auckland Emergency Management website provides alerts and information on current emergencies, as well as information and resources around the 4 R's: reduction, readiness, response, recovery and on how to get home and work ready for an emergency. Resources and announcements are predominately targeted at the Auckland region.

civildefence.govt.nz

The National Emergency Management Agency's (formerly The Ministry of Civil Defence and Emergency Management) website provides alerts and information on current emergencies, as well as information around the 4 R's: reduction, readiness, response, recovery. Resources are predominately applicable nationwide.

Stay informed – listen to your local radio station or check the Auckland Emergency Management website and social media channels

Visit aucklandemergencymanagement.org.nz | facebook.com/aklcdem | twitter.com/AucklandCDEM

Alternative Communications

In an emergency, telecommunication services may become damaged or overloaded. You may want to explore how communication would take place in the event of a significant telecom infrastructure failure. An example of this is VHF radios, which do not rely on the modern digital telecom system.

Auckland Emergency Management has a memorandum of understanding with the Amateur Radio Emergency Communications (AREC). AREC provide communication support for civil defence emergencies, but can also support communities by providing advice around the design, development, set up and improvement of their own alternative communications and can provide training.

Some things your group will need to consider –

☐ Whether your community already has alternative communications?
If so, how can you work with these already established groups?

☐ Where the alternative communication equipment will be kept in your community and how to easily and quickly access it?

☐ Who in your group would receiving training/be responsible to maintain the equipment?

☐ If required, how will your group get funding for the alternative communication equipment?

Solve problems using what resources your community has available locally to:

☐ Make decisions together

☐ Co-ordinate efforts to help one another during an emergency

If your group would like to explore alternative communications further, email aeminfo@aucklandcouncil.govt.nz