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
Help

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
In 2012, we invested in community resilience.

Community Organisers in the Emergency Management box.
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

AFTER A DISASTER
SOLVE PROBLEMS CLOSE TO HOME FIRST

- Check on your household
- Check on your neighbours
- Check on your street

THEN GO TO YOUR LOCAL
COMMUNITY EMERGENCY HUB

YOUR LOCAL EMERGENCY OPERATIONS CENTRE
WILL SUPPORT YOUR ACTIVITIES

Support and information

HUB

Support and information
Solve problems near home first
Check on your street
Then go to your local Hub
Local Hubs link to the local EOC
All EOCs link to the region’s ECC
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  Variety
Neighbourly Friends  Good services
Live here  Connectedness
Defined Safe Family Home  Caring
Family Friendly Fauna  Flora
Schools  Close to city
Suburb  Facilities
What are the Resources and Vulnerabilities (social & physical)

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

1. Provide information so that your community knows how to help each other and stay safe.
2. Understand what is happening.
3. Solve problems using what your community has available.
4. 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 and for solutions to community needs. Local resources may be available to you. Coordinate with your neighbouring hubs to check with the owner to coordinate the use of the local resources.

- 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
- Lynchtake 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 water can be distribute

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

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 residences
- 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, baskets

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
- Water that is cloudy
- Water from wells
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
  - Trees 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 individuals, 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 knows 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

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

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