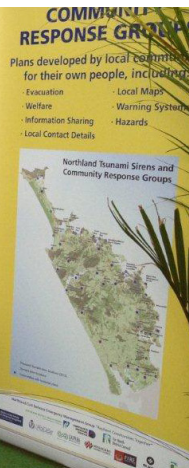




impact

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March 2013



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www.civildefence.govt.nz

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Common acronyms

MCDEM Ministry of Civil Defence & Emergency Management
CDEM Civil defence emergency management
NCMC National Crisis Management Centre
ECC Emergency Coordination Centre
EOC Emergency Operations Centre
EMO Emergency Management Officer

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EDITORIAL

John Hamilton, Director Civil Defence Emergency Management



Community and people are the focus of our work

At the end of February the Honourable Nikki Kaye took up her appointment as Minister of Civil Defence alongside her other portfolios as Minister for Food Safety, Minister of Youth Affairs, Associate Minister of Education and Associate Minister of Immigration.

The Minister and I have discussed arrangements we have for civil defence emergency management in New Zealand, her role in an emergency and a range of topical CDEM issues including the monitoring of the performance of Groups, the public education and awareness programme, the relationship with CERA and the recovery in Christchurch, progress with our international relations and the implementation of the corrective actions arising from the review of the Christchurch response.

If that was not enough to start with, the Minister has also completed the coast to coast race, attended the National Crisis Management Centre during the Waitangi Day tsunami threat, and continued in her role as the Member of Parliament for Auckland Central.

In her civil defence portfolio the Minister is developing her priorities for the next year. Not surprisingly there are likely to be issues carried forward from the previous Minister. Foremost of these I expect will be the continued development and implementation of the corrective action plan, which is likely to dominate the Ministry's work programme for the next two years.

The Minister will also hold four forums during April to meet the Chairs of the CDEM Groups and Chairs of the Co-ordinating Executive Groups. These meetings will provide the Minister with the opportunity to meet the senior executives responsible for delivering civil defence in communities and will enable her to explain to them her priorities and to listen to their concerns and suggestions.

While we are putting considerable effort into the corrective action plan, many of the results are procedural and almost mechanical in nature. But the underlying reason for implementing these procedural changes is our need and desire to improve the way we manage civil defence emergencies with communities.

I feel there is a real need to continue to remind ourselves that it's the community and people that are the focus of our work and not the systems or even the procedures we use. I am striving to put that emphasis back into everything we do and to encourage Groups and CDEM staff to involve the community in most aspects of CDEM.

Community participation is "bottom-up" and done well, will drive engagement and interest in CDEM let alone readiness and an ability to apply local knowledge initiatives and resources in a response. Greater "bottom up" requires us to adjust the way we operate so that our CDEM expertise shifts to become advice to the community, and we work to influence and encourage local developments and community self-reliance rather than directing them what to do.

There are a lot of development issues on the menu and we are all too aware of the limited resources we have available. We owe it to communities to introduce enhancements and we have an opportunity to take advantage of the capacity resident in them to involve them and assist us improving CDEM. ■

"...we work to influence and encourage local developments and community self-reliance rather than directing them what to do."

Presentations from 12th Annual Emergency Management Conference

The 12th Annual Emergency Management Conference saw more than 150 practitioners, advisers and decision-makers gather in Wellington to reflect, learn and discuss New Zealand's journey towards recovery and greater resilience.



Hon Nikki Kaye, Minister of Civil Defence, speaks at the conference.



The conference provided two days of presentations ranging from CERA's perspective on recovery in Christchurch, to the use of new technology in emergency management.

One core message kept cropping up: People and their community are, and always will be, at the heart of emergency management.

Emphasised most predominantly by the international keynote speakers, Professor Shigeo Tatsuki (Doshisha University Japan) and Jelenko Dragisic (Volunteering Queensland), was the point that there is just as much to be learnt from the efforts of fellow Kiwis as there is to be learnt from overseas.

In the years to come it is hoped the lessons identified from the efforts of the likes of the Waimakariri District Council, which is driving the development of their local recovery efforts, and WREMO which has reached out to community leaders to become advocates for their tsunami awareness "Blue Lines Campaign", will be picked up by others.

Denva Galloway's (Progressive Enterprises) reflections on maintaining lifeline services to Cantabrians and providing support for her logistics team, and Captain David Morgan's (Air New Zealand) insights into situational awareness were full of practical insights for attendees.

These presentations, along with Martin Snedden's (Tourism NZ) powerful closing address, served as reminders that New Zealand's CDEM community has no shortage of knowledge to draw upon, and nor will it have to look far for willing bodies to lend a hand should that be required.

Copies of the following presentations are available from paul.molloy@dia.govt.nz

- Opening remarks from the Chair, Bruce Pepperell
- Evaluating our response to Christchurch, John Hamilton
- International Keynote Address: Recovering from the Great East Japan Earthquake & Tsunami, Prof Shigeo Tatsuki
- The National Perspective: Welfare Response, Dr Ljubica Mamula-Seadon

- The local perspective: The key points to recovery, Dr Suzanne Vallance & Sandra James
- Recovery leadership resilience: the wellbeing of the wider community, Elizabeth McNaughton
- Case Study: Best practice community engagement, Prue Sisam
- International Keynote: The strength of the volunteering spirit, Jelenko Dragisic
- Capitalising on new technologies in emergency response, Bryan Gallagher
- Minimising human error: The true value of situational awareness, Captain David Morgan
- Supporting critical communications during emergencies, Jan Noordhof
- Coordinating and resurrecting a supply chain during disaster relief, Denva Galloway
- Case Study: Enhancing disaster preparation through community engagement, Dan Neely. ■

Recently appointed CD Minister

**Minister of Civil Defence; Minister for Food Safety;
Minister of Youth Affairs; Associate Minister of
Education; Associate Minister of Immigration.**

Hon Nikki Kaye was elected as the Member of Parliament for the Auckland Central electorate in 2008, winning the seat for the National Party for the first time in New Zealand's history.

She was re-elected as the MP for Auckland Central in the 2011 election. Following her re-election in 2011, Ms Kaye held the role of Chair of the Education and Science Select Committee.

In April 2012 she successfully called for a Parliamentary inquiry into digital literacy and 21st century learning environments, the select committee reported back to Parliament in December 2012.

In January 2013, Ms Kaye was promoted to the National Government's Cabinet and given responsibility for Ministerial portfolios of Food Safety, Civil Defence and Youth Affairs. She was also made Associate Minister of both Immigration and Education. Ms Kaye is proud to have been given these portfolios and to have been promoted into Cabinet.

While assuming this additional responsibility, she remains determined to be a strong voice for Auckland Central. She has established a track record for being very active in her electorate, having handled more than 11000 constituency cases between 2008 and 2012.

Since being elected as a Member of Parliament, Ms Kaye has been a strong advocate for environmental and local government issues and has delivered a number of projects locally in Auckland central. She was an integral member of the Select Committee that reformed Auckland's local government system.

Prior to entering Parliament as an electorate MP, Ms Kaye worked in both the public and private sector. She has held roles in the United Kingdom at the Halifax Bank of Scotland, Transport for London, and in social services. She also worked as a researcher in the Office of the Leader of the Opposition in New Zealand while still studying at university.



Ms Kaye was born and educated in Auckland. She attended Corran School where she was Head Prefect. She gained a Bachelor of Science from the University of Otago, majoring in genetics. She has also completed a Bachelor of Laws in 2009.

Ms Kaye's interests include reading and films, and she is a keen participant in sporting events, she has completed several marathons and the Coast to Coast in both 2008 and 2013 – a 240km multi-sport race from the West Coast to the East Coast of New Zealand's South Island. ■

CIMS review recommenced

The Coordinated Incident Management System (CIMS) Steering Group re-convened on 18 January to proceed with the review of CIMS.

The Steering Group agreed at the end of 2011 to pause the review of CIMS until the Royal Commissions on the Pike River Coal Mine Tragedy and the Canterbury Earthquakes, as well as the independent review into the CDEM response to the 22 February 2011 Christchurch earthquake have been finalised as they were anticipated to include recommendations on CIMS.

The meeting noted that considerable progress had been made with the review by the time it was paused in 2011 with

agreement on the content of a revised draft manual that extends the CIMS context to response in large, complex emergencies where multi-agency coordination is required. The focus of the meeting was on discussion of remaining gaps and improvements related to the 2011 draft, as well as the further work required in relation to the relevant recommendations of the respective commissions/reviews. Each of these recommendations was discussed and direction agreed on how the revised manual should address them.

A working group was subsequently established to develop the current draft further based on the directions given by the Steering Group. The working group will consist of a representative from each of MCDEM, MOH, NZFS, NZ Police, NZDF, DOC and CDEM Groups, and is tasked to provide a new draft CIMS manual to the Steering Group by the end of March 2013. The Steering Group's intent is to agree a new manual by the middle of 2013.

Enquiries:

David Coetzee (CIMS Steering Group Chair) david.coetzee@dia.govt.nz. ■

Big interest in MCDEM's website design

A big thank you to everyone who took part in testing the design of the Ministry of Civil Defence & Emergency Management's (MCDEM's) new website. Almost 600 replies were received in two days of testing!

The designer's, DNA, said they had never seen such a response before. The feedback is important to show how people understand the instructions they saw on screen and where, or even if, they click to get the information they need.

The responses were overwhelmingly positive, highlighting that different people will respond in different ways to get to the same information and the design was meeting those different ways of thinking.

The software used for the test automatically recorded where people clicked on the screen, without them having to fill out forms or questionnaires.

Next steps are final approval of the design and then the development of the website.

A key aim of the redevelopment is to make it easier for people to find regional Civil Defence Emergency Management Groups' information during an emergency and so make it easier for Groups' to get their information to the public.

When there are local or regional civil defence emergencies there are big spikes in visitors to the MCDEM website - they jump from a few hundred to tens of thousands, depending on the event.

The visitors are looking for specific regional or local emergency information and come to MCDEM's website because they, generally, do not know where else to look and Google takes them to the national website.

The new website will be automatically polling all the Groups' emergency pages. When there is a change on a Group's emergency page it will be automatically flagged on MCDEM's home page with a direct link taking visitors to the Group.

The building of MCDEM's new website is due to be finished by 30 June. ■

The screenshot displays the proposed MCDEM website layout. At the top, the Ministry of Civil Defence & Emergency Management logo is on the left, and a 'GET READY GET THRU' banner is on the right. The main content area is divided into several sections:

- Civil defence responses are active in these areas:** A list of regions including Northland, Auckland, Waikato, and Manawatu Whanganui.
- Northland flooding:** A featured alert for Wednesday 25 Feb - 10:28 am, advising residents in Northland to take extreme care driving due to landslips and washouts. It includes a 'More details' button, a 'Share' button, and a list of 'Things you may need' such as 'Dealing with food & water', 'Health services', and 'Road closures'. An 'Emergency contacts in your area' button is also present.
- Emergency information for New Zealand:** A section with placeholder text and a search bar.
- Ongoing events:** A list of events including 'Rena shipping incident', 'Christchurch earthquake', and 'Volcanic activity'.
- Useful tools for the CDEM Sector:** Two sub-sections, each with a placeholder image and text, and a 'GET MORE INFORMATION' button.
- Footer:** Includes links for 'Contact the ministry', 'About this site', 'Copyright', 'Sitemap', 'Terms of use', 'Accessibility', and 'Your privacy'. It also features the 'INTERNAL AFFAIRS' logo and the website URL 'newzealand.govt.nz'.

A key aim of the redevelopment is to make it easier for people to find information during an emergency.

Greymouth better prepared for emergencies

The first person to graduate with a Diploma in Applied Emergency Management from Tai Poutini Polytechnic (TPP) believes Greymouth is now better prepared to cope with a disaster.

Grey District Council's Civil Defence Emergency Management Officer Allan Wilson is the first student to graduate with the new diploma qualification. He began studying part time in 2010 and says the practical elements of his study have directly benefitted the Grey District.

"There was real value in getting this qualification and I believe Greymouth District is now better prepared for an emergency. I completely re-wrote all the operating procedures for Greymouth. While we covered areas I probably already knew about it was a very in-depth programme and added substance to my knowledge. I learnt a lot that can be directly applied to my job," he says.

As part of his studies Allan was required to write a briefing paper for the mayor defining what an emergency was. He also looked closely at what is the council's legislative response to an emergency, the extent of his own powers as Emergency Management Officer and Controller, and how emergency services and civil defence link together.

Students also study emergency responses throughout the world, something particularly important given the Christchurch earthquakes where Allan helped out as the relieving emergency operations centre manager.

"It seems incredible but since I began as a civil defence volunteer in the 1980s I have been involved in 12 disasters including the Christchurch earthquakes, Pike River mine explosion, the 1988 floods, and the tornado in 2005. As part of the diploma I did an assignment on Christchurch and wrote a paper on the response to Pike River."



Allan Wilson receives his Diploma from John Clayton, deputy chair of the TPP board.

The level 6 Diploma in Applied Emergency Management was first introduced in 2010 for people already working in the field who wanted to develop their skills. TPP's Head of the Emergency Management Department, Dave Ritchie, says while students come from all over New Zealand he is delighted the first graduate is from Greymouth.

"It is great to see that Allan Wilson has taken what he has learnt and is applying it positively in Greymouth. Given it was a new programme it is fair to say there were some teething problems so Allan's feedback has been invaluable and he has now joined the programme's advisory committee which means he can continue to help us improve the qualification," he says.

"We are now incorporating a lot of learning from the Christchurch quakes in the programme. Clearly people were unprepared for the scale and complexity of the emergency and it highlighted some of the inter-agency failures. That's where something like the coordinated incident management system (CIMS) can help, with its common command structure and terminology."

TPP's Emergency Management Department delivers over 150 courses throughout New Zealand each year to over 3,000 students.

It has trained staff from Te Wananga o Aotearoa, Wellington Regional Emergency Management Office, Coastguard NZ and Maritime New Zealand.

The Diploma in Applied Emergency Management programme (level 6) is delivered part time over a two, three or four year period with papers comprising short block courses and distance/online activities.

Content provided by Allan Wilson.

"There was real value in getting this qualification and I believe Greymouth District is now better prepared for an emergency."

Future proofing against marine oil spills

The Auckland Council Harbourmaster's office has recently taken proactive steps to ensure Auckland is protected in the event of an oil spill.

A new multipurpose vessel, which joins the Harbourmaster fleet in June this year, will boost capacity and be equipped to deal with significant oil spills.

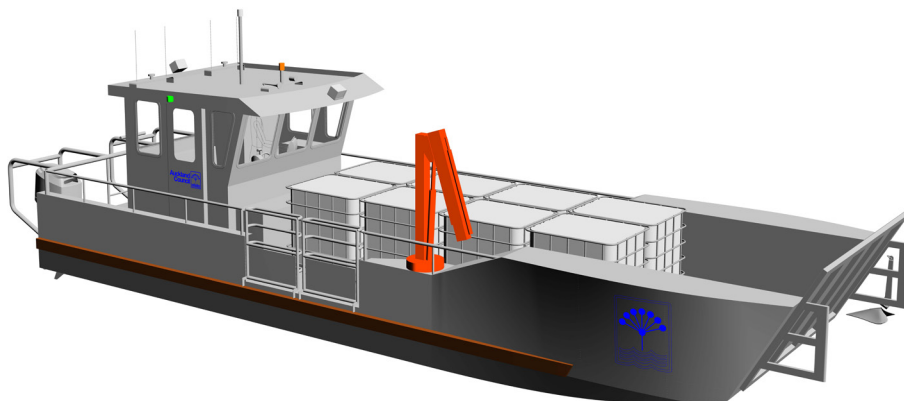
In addition to any oil spill emergency response work, the vessel will be used for regular maintenance tasks and support requests for assistance from, for example, the Police dive squad.

The decision to obtain this new barge came following involvement in the Rena clean-up. It became clear that it would be wise to review the risks and options to be prepared in case a similar scenario ever occurred in Auckland.

The vessel is one of several initiatives to safeguard Auckland's harbours and coastlines from environmental risks.

Electronic virtual aids to navigation have been installed on hazards such as submerged reefs on approaches to Auckland to improve safe passage in and out of the region.

A new item of specialist oil recovery equipment has been provided by Maritime New Zealand to recover oil from water surfaces.



The equipment is the first of its kind in New Zealand and is designed to be compatible with the two Harbourmaster vessels. Increased storage for surface oil clean up has also been added.

There are 40 specially trained personnel from Auckland Council and Ports of Auckland, which are able to respond in the event of an oil spill, and work closely with Maritime New Zealand.

In addition to regular exercises on the harbour, a practice scenario is planned for March, where emergency response services will complete a desktop exercise for a chemical spill to ensure their emergency response is robust. ■

Content provided by Anne-Marie Petersen.

The vessel is one of several initiatives to safeguard Auckland's harbours and coastlines from environmental risks.

Conference: Partnership in Emergency Management

14 – 17 October 2013 @ Solway Park, Masterton

Strategic and operational training personnel are invited to attend this year's conference which will focus on the partnerships that we need and develop in emergency management.

Current and future training requirements play a key role. Again, we are inviting respected international and national speakers.

The conference will begin with a welcome function on Monday 14 October, followed by two conference days, and an optional practical learning day on Thursday 17 October.

Visit www.emqual.org.nz for updates. ■



Dr. Tom Phelan from the United States of America speaking at the 2011 conference.

Content provided by Liz Hamilton.

End of an era in Southland

On Friday 22 February Southland lost one of the longest serving Civil Defence and Emergency Management (CDEM) people in New Zealand. Joe Cummings passed away peacefully at the Resthaven retirement village in Gore.



Known as “Mr CD” for Gore, he was highly respected for his knowledge and experience.

Joe receives the Minister’s certificate and medal from Director of Civil Defence Emergency Management, John Hamilton.

Joe’s health had declined after the death of his beloved wife Claire, in late 2012.

His retirement from CDEM had been as a result of a series of strokes he suffered back in 2009 and brought to an end a distinguished period of commitment to CDEM for the Southland region.

Joe supported civil defence in the Gore District for over 32 years and during this period he made his name as Controller by authorising the evacuation of over 3000 people in 1978 from the township of Mataura when the Mataura River flooded the town.

He was a retired school principal who committed much of his time to serving his community in a number of roles including as a councillor, a Lion and as well as being a very active Justice of the Peace.

When New Zealand CDEM took up the opportunity to send personnel to train at Mt Macedon outside of Melbourne Joe was one of the first New Zealanders selected to attend.

Joe was a prominent participant at conferences, workshops, national forums and the Civil Defence School in Marton. He saw these opportunities to increase

his knowledge and to network as being essential to ensuring that Gore and the Southland region was better prepared to respond to major disasters.

For a period of 20 years he was both the Gore CDEM officer and their Alternate Controller. Known as “Mr CD” for Gore, he was highly respected for his knowledge and experience. At the opening of the new facilities for Emergency Management Southland in October 2010, Joe received Ministerial recognition for his service to CDEM. ■

Content provided by John Lovell.

Community and business preparedness, Northland

The Northland Field days at Dargaville in the Kaipara District are the second biggest agricultural field days in New Zealand.



Left to right: Trevor Andrew (Civil Defence Officer, Kaipara District Council), Anita Semenoff (Land Management Officer, Kaitiaki Office, Northland Regional Council), and Dean Alderton (Building and Facilities Manager, Northland Regional Council).

Held for three days towards the end of February, this year it was distinctively dry and dusty and it was the first year that the Northland CDEM Group took up a stand.

It was a great opportunity to engage with a large number of people from both Northland and neighbouring regions and increase awareness around some of our major projects including:

- community response plans
- encouraging personal preparedness
- business continuity workshops
- visitor action plans
- risk education (i.e. local tsunami inundation maps & sirens)

Although on a fairly tight budget, we invested in signage and low cost giveaways including branded lollipops and tattoos.

A playhouse reinforced preparedness at home, while loads of blue and yellow branding was designed to be distinctive and informative.

The stand was funded by the Ministry of Civil Defence and Emergency Management Resilience Fund.

For further details please contact Kim Abbott 027 4343 684 - Northland CDEM. ■

Content provided by Greg Gallop.

"It was a great opportunity to engage with a large number of people from both Northland and neighbouring regions..."

Exercise simulates cruise ship emergency in Fiordland

A cruise ship with 1900 passengers and 900 crew has lost power in a remote part of Fiordland. There's no overland access, the nearest large vessels are several hours away, and the forecast is worsening.



Police and Emergency Management Southland representatives discuss options for providing assistance to a disabled cruise ship, observed by staff from the Rescue Coordination Centre and Environment Southland's maritime team.

That was the scenario facing Police, Emergency Management Southland, Environment Southland's harbourmaster, the Rescue Coordination Centre and other agencies during Exercise Evening Queen in Invercargill recently.

It was the first time that the agencies had held a joint exercise in Southland. Inspector Olaf Jensen of the Invercargill Police said it was a valuable opportunity to test potential responses to a realistic scenario. "We have taken away a lot of learnings from the exercise," he said afterwards.

Neil Cruickshank, Manager of Emergency Management Southland, agreed and said there were four valuable lessons for his team. "The exercise showed the importance of having suitably qualified liaison staff in an inter-agency response, and the different communications links that are required to operate effectively in a remote location like Fiordland, with all the associated difficulties. We also had to deal with the problems of duplication when planning is being done in separate locations."

The exercise was held in Emergency Management Southland's EOC, with representatives from each agency simulating the roles they would take in a real response. ■

Content provided by Michele Poole.

Taking action in advance

Rodney North area has been ensuring that their community has the information necessary to cope with any emergency or disaster situation.

Recently providing a story for Auckland Good Neighbour magazine for the Rodney district, the team highlighted the Community and Neighbourhood Response Plans (CNRPs) which aim at providing an effective, planned civil defence response that links local Auckland communities with their area's civil defence organisations.

These plans aim to help communities be prepared to take action in advance of, or respond to, any civil defence emergency or take action in advance of any civil defence emergency.

This initiative is lead by the community, with the assistance from civil defence. The community form an emergency response group to develop and liaise with civil defence and complete a civil defence template from which a community response plan is formed.

Following the formation of the plan civil defence organises a public meeting to share information and receive feedback from the wider community. A household flyer is then developed following the completion of a plan and delivered to every household showing key civil defence information, what to do, where to go (evacuation centres) during an emergency situation.

CNRPs exist to strengthen a community's resilience in emergency or disaster situations by helping to identify potential risks and hazards. Part of the plans' mission is to enable the community to remain self reliant in the event of an emergency for at least three days without any external assistance.

When an emergency occurs, the CNRPs will be activated by the community, with civil defence initiating their own emergency response plans.

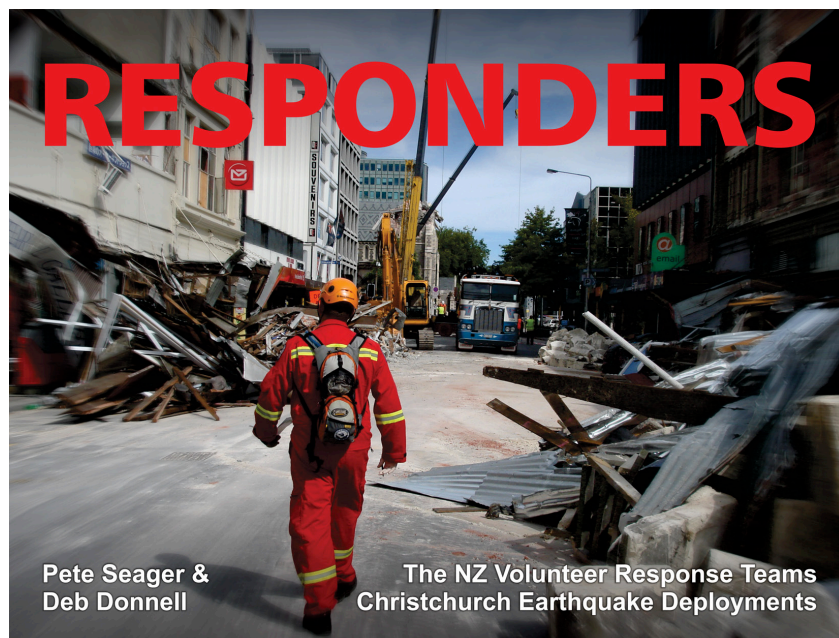
In preparation of surviving a civil defence emergency individuals and households should undertake to create and practice a household emergency plan and assembling household emergency survival and getaway kits.

Information can be found on the back page of the yellow pages or by visiting the Auckland civil defence website: www.aucklandcivildefence.org.nz. ■

Content provided by Anne-Marie Petersen.

Responders: Book review

What the New Zealand Response Teams did in the Christchurch earthquakes.



Content provided by James Thompson.

New Zealand has had volunteer response teams since World War Two. These teams are set up to respond to their communities when disasters or emergencies occur. Currently these teams are found as the registered New Zealand Response Teams as well as some unregistered ones.

During the September 2010 and February 2011 earthquakes these teams were deployed to do a number of jobs in Christchurch and the Waimakariri District. This was the first time in New Zealand's history that a national mobilisation of these resources has occurred.

It is very fitting that a book has been published on the role these teams played in the response that has been largely unknown by the public until now.

The book is titled *Responders* and is authored by Pete Seager, a response team member, and Deb Donnell, who worked in her family jewellery store at the time of the earthquakes and is now an independent publisher.

Responders takes you on the journey that the various roles the teams played. This journey took them from pulling down chimneys in September through to

searching for missing people, clearing buildings and cars, assisting engineers with building inspections, and recovering cars in February.

It is well illustrated with over 350 full colour photographs that were mostly taken by response team members. There are many comments from the responders quoted in the text that show the human side of the work they performed.

This is a great record of how volunteers give up their time, leave their families and work, and then put themselves in potential harm to help other people. ■

This is a great record of how volunteers give up their time, leave their families and work, and then put themselves in potential harm to help other people.



Jon (Mitch) Mitchell, Emergency Management Officer for Queenstown Lakes District Council, and Emergency Management consultant and educator, continued to further develop links between Emergency Management in New Zealand and Canada with a trip to British Columbia in mid-November.

Mitch started his visit by meeting with the Emergency Management Coordinator at Whistler Resort, Erin Marriner.

Whistler has a lot in common with Queenstown Lakes and has recently revised its emergency management plan, particularly its 'hazard, risks and vulnerabilities' content.

Lessons learnt from Whistler are now being applied to the review of the Queenstown Lakes Emergency Management Plan currently underway.

The following week commenced with a very useful day-long 'Emergency Operations Centre/Incident Command Post (EOC/ICP) Immersion Experience' at the Justice Institute of British Columbia's Simulation Centre.

The efficient approach to the training/exercise itself and the application of 'unified command' during the exercise will be given more emphasis in Mitch's future work back home.

Arriving at the first day of the 25th British Columbia Emergency Preparedness Conference, Mitch was made one of those offers he couldn't refuse when Emergency Management British Columbia Regional Director, John Oakley, asked him if he would deliver a key note address the next day

on '25 years of emergency management: changes, developments, futures'.

Stepping into the shoes of Henry Renteria, the former Director of Emergency Management California, who was unfortunately unable to attend the conference, was a challenge that Mitch was honoured to take up.

Other high points of the conference included sessions on developments in rapid building damage assessment, climate change adaptation, emergency social services in Vancouver City, professionalisation of emergency management, online rural resilience planning tools, a thought provoking presentation on 'why things continue to get worse' by the emergency management guru, Dennis Milleti, and working with Louis Brown, of the Canterbury Student Volunteer Army, in presentations and discussions on spontaneous volunteerism.

Connecting with Canadian Incident Command System movers and shakers provided substantial added value ('unified command' or 'joint coordination' being the words of the moment).

The final leg of Mitch's 2012 northern migration included some guest teaching in the Masters in Disaster and Emergency



Top: Emergency Response Coordination Immersion Exercise, Justice Institute of British Columbia. Mitch is second from right. Above: Mitch concluding his presentation to the Pacific North West Emergency Preparedness Conference, with John Oakley.

Management programme at Royal Roads University, Victoria, Vancouver Island, and reconnecting with the team of emergency managers who visited Canterbury after the September 2010 quake, and the smaller group who assisted in the response to the 22 February Christchurch earthquake – in particular Brock Henson, City of Saanich, Rob Johns, City of Victoria, and Daniel Stevens, City of Vancouver.

Mitch has a special "thank you" for Doug and Sandy Angrove, who hosted him on his stay on Vancouver Island. Doug is the former City of Vancouver Fire Chief.

British Columbia and Canada offer huge opportunities for New Zealand Emergency Management to learn from, as New Zealand offers the opportunity for Canadians to compare and contrast approaches as well as to learn from the numerous large-scale response and recovery experiences in New Zealand. ■

Content provided by Jon (Mitch) Mitchell.

At the Expo in Thames

The Thames Community joined force on Saturday 23 February 2013 to bring together all the agencies that service individuals and communities in the Thames Valley area.



The Community Awareness Expo was held in the Thames Civic Centre on Pollen Street, Thames.

Gary Talbot, Manager of the Thames Valley Emergency Operating Area, says in addition to information stands, a continuous day of entertainment was provided by various sports, theatre and musical groups.

“My colleague, Helen Flynn, co-ordinated our involvement. She organised several hundred yellow CDEM bags complete with a dust mask, thermal rescue blanket and a check list to help people build their ‘Go Bag,’” said Gary.

“We shared the roster between 10:00 and 15:00. It was a great opportunity for us to interact with a large number of people. We were targeting people who fit into the retirement age group.

“A common observation was the number of elderly people who commented on their inability to lift and carry our demonstration ‘Go Bag’ that was on display.

“The reality for many elderly is carrying themselves is a daily challenge. Many are also dependent on electronic and manual mobility devices.”

Gary and Helen are looking forward to the next Expo Awareness Day in 2014. ■

Content provided by Gary Talbot.

MCDEM guidelines – review, development and consultation

The Ministry of Civil Defence and Emergency Management (MCDEM) is responsible for developing and implementing guidelines, technical standards, codes and other information for CDEM stakeholders to assist and support the development of CDEM Group capability and planning.

Work on reviewing a number of out-of-date guidelines and development of new guidelines is continuing. A key principle of guideline development is that they be user friendly and reach their target audience. This principle has led to the decision to mainstream material on disability inclusive emergency preparedness and response, and culturally and linguistically diverse communities into applicable guidelines.

These topics will still have stand-alone documents issued providing information on where and how the topic is covered in other guidelines and links for more information.

Previously consultation with stakeholders was planned in two blocks, consisting of four guidelines each. Due to documents either being integrated, or requiring more development than previously planned, documents will be issued in smaller blocks.

The following three documents will be issued for consultation shortly for a period of four weeks: Public Information Management; Culturally and Linguistically Diverse Communities (small document); and Disability Inclusive Emergency Preparedness and Response (small document). The topics Lifeline Utilities, CDEM Logistics, and Volunteer Coordination will be issued for consultation over the next few months (with no more than two documents out for feedback at a time).

We will issue the consultation documents to all CDEM Groups for feedback. If you're not from a CDEM Group and are interested in providing feedback for any of the above topics, please email your name, email address, and organisation to Tracy Norfleet (tracy.norfleet@dia.govt.nz). If you have any questions please contact Jenna Rogers (jenna.rogers@dia.govt.nz) or, for CDEM Groups, your Regional Emergency Management Advisor for more information. ■

Volunteer recognition event success in Auckland

The first annual volunteer recognition day for Auckland kicked off on Saturday 23 February.

Approximately 150 volunteers from the Auckland Council Emergency Support (ACES) and Community Volunteer programmes, and two Auckland Local Emergency Response Teams (ALERTS) attended the event at the Museum of Transport and Technology, with their partners and children.

Everyone was free to explore the museum for the day, coming together for a BBQ lunch and speeches in the Village Green.

Councillor Michael Goudie joined key CDEM staff involved in the programmes in thanking the volunteers; as well as extending messages of gratitude to the partners and children who give up their time with their family members.

Currently we have some 330 active community volunteers, who have shared in the process of building a new region-wide team approach to volunteering with civil defence.

Around 400 council staff are actively engaged in the ACES programme and take part in regular training in preparation to assist in welfare facilities and the emergency coordination centre.

Volunteers have assisted in several public education events over the past twelve months as Get Ready Get Thru champions, playing a vital role in helping us spread the preparedness message across Auckland.

They have also participated in many successful responses including the Canterbury earthquakes, Albany and Avondale tornados, multiple storm and weather events and more recently the Hobsonville/Whenuapai tornado and Great Barrier Island wildfire.

The dedication and commitment of our volunteers allows us to maintain a seven day a week, 24 hour response capability across Auckland in large scale regional events.

It was thoroughly rewarding for the Auckland CDEM team to be able to get together with our volunteers and thank them for their willing work, and for the vital role they each play in increasing the resilience of Auckland communities. ■



Chair of the Auckland CDEM Committee, Auckland City Councillor Michael Goudie.



Content provided by Anne-Marie Petersen.

Turning New Zealand streets into Neighbourhoods

Neighbours Day began as a local initiative in Auckland in 2009. In 2011, the campaign went nationwide!

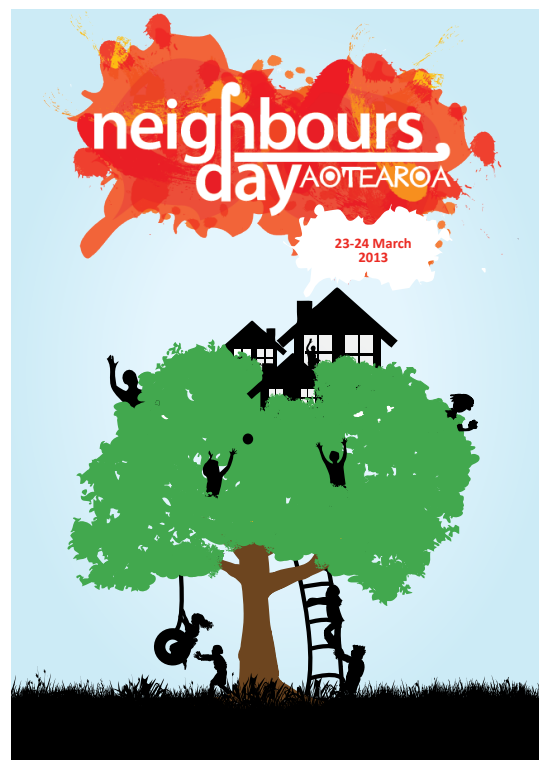
With the vision of “Turning streets into neighbourhoods”, Neighbours Day Aotearoa encourages all New Zealanders to go one step further in getting to know the people who live nearby.

Taking a locally-led, place-based approach, Neighbours Day Aotearoa is an opportunity for neighbours to get together and share conversation, kai and connections over one weekend a year.

By connecting with neighbours on Neighbours Day, relationships can flourish all year round. With better connected streets and neighbourhoods, and more everyday neighbourliness, New Zealand communities will become stronger and more resilient, and the wellbeing of individuals, families and whānau will be enhanced.

Visit www.neighboursday.org.nz to learn more. ■

Content provided by Roger Eynon.



Are you using *What's The Plan Stan?* with schools in your area?

A 2012 survey of New Zealand primary schools found that teachers' engagement with the resource varies between regions.

Typically, where schools are more engaged with CDEM staff from their local council or Group, they are more likely to be aware of and use the resource.

WTPS is primarily a CDEM teaching resource for primary and intermediate teachers. But it is also a resource for students aged 7 - 12 with information written specifically for that age group and is presented in a way that is interesting and user-friendly.

It seeks to get the preparedness messages into homes though kids at school. There are homework activities for children to work with their families to have a plan and essential survival items and a website that they can access at any time.



The third aspect is that it includes resources for school management staff and boards of trustees to improve their emergency planning. This is an area where schools will need the support of the local emergency management staff. ■

www.whatstheplanstan.govt.nz

GET READY GET THRU

YOU COULD BE ON YOUR OWN FOR 3 DAYS OR MORE

- ☐ Make sure you have a Household Emergency Plan
- ☐ Ensure you have emergency survival items to cope on your own for three days or more
- ☐ In an emergency, do not use the phone unless urgent. For Police, Fire or Ambulance dial 111
- ☐ Listen to the radio for civil defence advice. Tune in to National Radio, Newstalk ZB, Classic Hits, More FM, or Radio Live

WHAT TO DO – YOUR SURVIVAL GUIDE



EARTHQUAKE

Before an earthquake

- Practice your earthquake drill: DROP, COVER and HOLD
- Identify safe places very close to you at home, school or workplace, such as under a sturdy table, or next to an interior wall
- Protect property. Secure objects and your home. Keep insurance up to date

During an earthquake

- Move no more than a few steps to a safe place, drop, cover and hold
- Do not run outside
- If in a lift, stop at the nearest floor and get out, drop, cover and hold
- If you are driving, pull over to the side of the road and stay in the vehicle until the shaking stops

When the shaking stops

- Treat injuries and put out small fires
- Turn off water and electricity at mains if it is safe
- Evacuate if fires cannot be controlled
- Check your neighbours
- Be prepared for aftershocks



VOLCANIC ERUPTION

Before a volcanic eruption

- If you live in an active volcanic zone, learn about your community's warning systems and emergency plans and what you need to do

During a volcanic eruption

- Stay indoors, along with your pets, as much as possible
- Save water at an early stage as supplies may become contaminated
- Keep gutters and roof clear of ash to prevent roof collapse
- Do not go sightseeing
- If you must go outside, use protective clothing. Cover your head, breathe through a mask or cloth and carry a torch



FLOOD

Before a flood

- Find out about the flood risk in your locality and know how to reach the nearest safe ground
- Keep your insurance cover up to date

When a flood threatens

- Listen to the radio for information and follow civil defence instructions
- Disconnect electrical appliances
- Raise valuables, weedkillers and chemicals above floor level
- Avoid flooded areas
- Do not drink floodwater as it could be contaminated
- Bring pets inside and move stock to shelter



STORM

When a strong wind warning is issued

- Bring pets inside and move stock to shelter
- Secure outdoor furniture

During a severe storm

- Stay indoors
- Close curtains and keep away from doors and windows
- Avoid driving unless absolutely necessary
- Avoid damaged power lines and report these to your power company



TSUNAMI

- Find out what warning systems are in place in your community
- If you're near the coast and you:
 - feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
 - see a sudden rise or fall in sea level
 - or hear an unusual loud noise from the sea
- **Then quickly go as far inland and as high up as you can**
- Alert other people if you can
- Do not go sightseeing to the beach or river
- Listen to the radio for information and follow civil defence instructions



PANDEMIC – WORLDWIDE DISEASE OUTBREAK

- Stay home if you are sick, keep away from other people and avoid visitors
- Wash and dry your hands before handling food and after coughing, sneezing, using the bathroom, wiping children's noses or when looking after sick people
- Use tissues to cover coughs and sneezes. Throw used tissues in a bin
- Give fluids to people who have a fever and/or diarrhoea. Paracetamol can be used to bring down high fevers
- For more information, see the Ministry of Health website: www.moh.govt.nz/influenza

EMERGENCY SURVIVAL ITEMS

- Water (3 litres per person, per day, for at least 3 days or more)
- Canned, non-perishable food
- Torch and radio (with spare batteries)
- Toilet paper, plastic bags and bucket
- First aid kit and essential medicines, including paracetamol for fever
- BBQ or other means of cooking
- Face and dust masks

IF YOU HAVE TO BE EVACUATED TAKE YOUR GETAWAY KIT

Items to include:

- Essential medicines, toiletries and baby needs
- Important documents (identification, insurance)
- Radio and torch (with batteries)
- Emergency bottled water
- Extra clothing and footwear

Before you leave:

- Consider your pets
- Turn off water and electricity at mains if there is time

When you have reached safety:

- Listen to the radio for information and follow civil defence instructions

TO FIND OUT MORE CONTACT YOUR LOCAL COUNCIL OR GO TO www.getthru.govt.nz

GET READY
GET THRU

