

Community Response Plan

ARROWTOWN



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get ready...



ARROWTOWN Area Map



get ready...



THE KEY HAZARDS IN

Arrowtown

Earthquake // Major Storms // Snowstorms
Flooding // Wild fire



Earthquake

New Zealand lies on the boundary of the Pacific and Australian tectonic plates. Most earthquakes occur at faults, which are breaks extending deep within the earth, caused by movements of these plates.

There are thousands of earthquakes in New Zealand every year, but most of them are not felt because they are either small, or very deep within the earth. Each year there are about 150 – 200 quakes that are big enough to be felt. A large, damaging earthquake could occur at any time, and can be followed by aftershocks that continue for days or weeks. www.geonet.org.nz



Major storms / Snowstorms

Major storms affect wide areas and can be accompanied by strong winds, heavy rain, thunder, lightning, tornadoes and snow. They can cause damage to property, infrastructure, affect crops and livestock and disrupt essential services.

Severe weather warnings are issued by the MetService and available through the broadcast media, by email alerts, and online at www.metservice.com





Flooding

Floods can cause injury and loss of life, damage to property and infrastructure, loss of stock, and contamination of water and land.

Floods are usually caused by continuous heavy rain or thunderstorms. A flood becomes dangerous if:

- the water is very deep or travelling very fast
- the floods have risen very quickly
- the floodwater contains debris, such as trees and sheets of corrugated iron.

Getting ready before a flood strikes will help reduce damage to your home and business and help you survive. water.orc.govt.nz



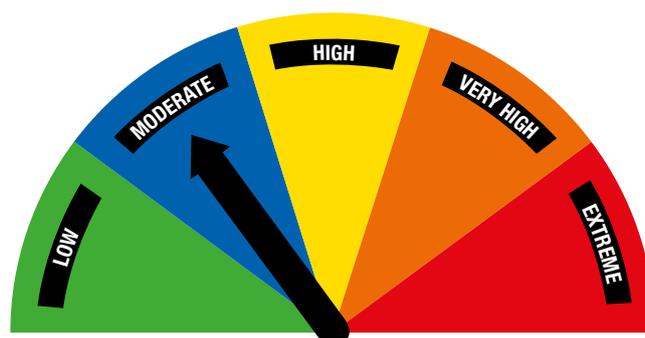
Wild fire

Although there are many benefits to living in the country, rural property owners face a higher risk of fire than city dwellers.

If a fire starts it may not be detected as quickly and emergency services take longer to respond because of greater travel distances.

For information on fire danger, fire season status and requirements for fire permits visit www.fireandemergency.nz

FIRE DANGER TODAY



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CREATE AND PRACTICE

Household Emergency Plan

YOUR HOUSEHOLD Address

Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>

1. If we can't get home or contact each other we will meet or leave a message at:

Name

Contact details

Name (back-up)

Contact details

Name (out of town)

Contact details

2. The person responsible for collecting the children from school is:

Name

Contact details

3. Emergency Survival Items and Getaway Kit

Person responsible for checking water and food

Items will be checked and replenished on:

(check and replenish at least once a year)

The Getaway Kits are stored in the

4. The radio station (inc AM/FM frequency) we will tune in to for local civil defence information during an emergency

5. Friends/neighbours who may need our help or who can help us

Name

Address

Phone

Name

Address

Phone

6. On a separate sheet of paper draw a plan of the house showing places to shelter in an earthquake or storm, exits and safe assembly areas and where to turn off water, electricity and gas.

IMPORTANT PHONE NUMBERS FOR POLICE, FIRE OR AMBULANCE CALL 111

Local Police station <input type="text"/>	Water Supplier <input type="text"/>
Medical Centre <input type="text"/>	Gas Supplier <input type="text"/>
Insurance Company <input type="text"/>	Electrician <input type="text"/>
Vet/Kennel/Cattery <input type="text"/>	Plumber <input type="text"/>
Electricity Supplier <input type="text"/>	Builder <input type="text"/>
Council Emergency Helpline <input type="text"/>	

get ready...



CREATE

Emergency Survival Kit

In most emergencies you should be able to stay in your home. Plan to be able to look after yourself and your household for at least three days or more.

Assemble and maintain your emergency survival items for your home as well as a portable getaway kit in case you have to leave in a hurry. You should also have essential emergency items in your workplace and in your car.



GETAWAY KIT

Everyone should have a packed getaway kit in an easily accessible place at home and at work which includes:

- Torch and radio with spare batteries
- Any special needs such as hearing aids and spare batteries, glasses or mobility aids
- Emergency water and easy-to-carry food rations such as energy bars and dried foods.
- First aid kit and essential medicines
- Essential items for infants or young children such as formula and food, nappies and a favourite toy
- Change of clothes (wind/waterproof clothing and strong outdoor shoes)
- Toiletries – towel, soap, toothbrush, sanitary items, toilet paper
- Blankets or sleeping bags
- Face and dust masks
- Pet supplies.

HOW TO

Stay in touch

In a power outage, analogue phones on a copper wire network only will continue to operate (Fibre optic networks will fail)

Cell phone communications can become easily overloaded in a crisis. **Texting** is a better way to communicate with friends and family.

Use your car to listen to radio broadcasts if you do not have a battery operated radio.

Use your car for charging your cell phone/computer. A 12v charger is required for this. Make it part of your kit or keep in the car.

RADIO STATIONS

Newstalk ZB // 89.6FM
The Hits // 90.4FM
More FM // 92.0FM
Radio Live // 91.2FM
National Radio // 101.6FM
Concert Radio // 98.4FM

WEBSITES

Log on to one of the following websites for more information.
www.otagocdem.govt.nz
www.qldc.govt.nz
www.facebook.com/QLDCinfo
www.geonet.org.nz

TELEPHONE TREE

A phone tree is a network of people organised in such a way that they can quickly and easily spread information amongst each other. They can be used to inform the community in the event of a Civil Defence Emergency Response.



EARTHQUAKE

Before an earthquake

- Getting ready before an earthquake strikes will help reduce damage to your home and business and help you survive.
- Develop a Household Emergency Plan. Assemble and maintain your Emergency Survival Items for your home and workplace, as well as a portable getaway kit.
- Practice Drop, Cover and Hold.
- Identify safe places within your home, school or workplace.
- Check your household insurance policy for cover and amount.
- Seek qualified advice to make sure your house is secured to its foundations and ensure any renovations comply with the New Zealand Building Code.



- Secure heavy items of furniture to the floor or wall.
- Visit www.eqc.govt.nz to find out how to quake-safe your home.

During an earthquake



IF YOU ARE INSIDE A BUILDING, move no more than a few steps, drop, cover and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.



IF YOU ARE IN AN ELEVATOR, drop, cover and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.



IF YOU ARE OUTDOORS when the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold.



IF YOU ARE DRIVING, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops, proceed with caution and avoid bridges or ramps that might have been damaged.



IF YOU ARE IN A MOUNTAINOUS AREA or near unstable slopes or cliffs, be alert for falling debris or landslides.



IF YOU ARE NEAR A LAKE, BAY OR RIVER MOUTH consider evacuating to higher ground immediately as a seiche (inland tsunami) may be generated with the potential to rapidly flood or inundate low lying areas to a depth of 4 metres or greater.



After an earthquake

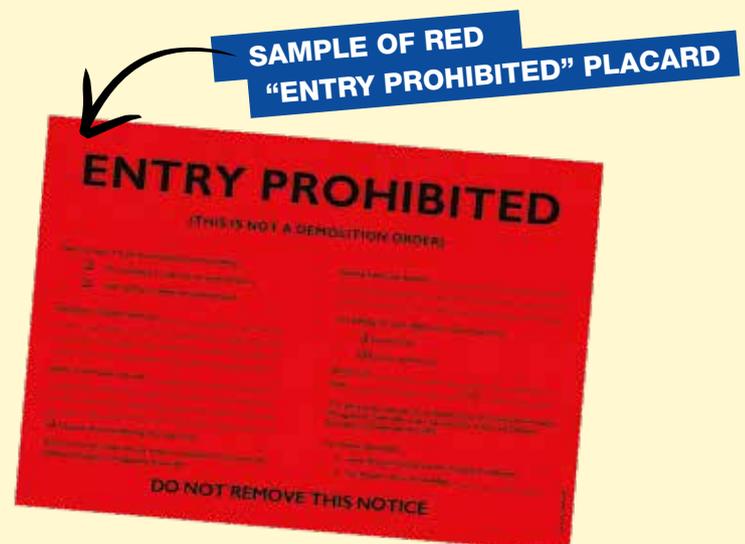
- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- Expect to feel aftershocks.
- Check yourself for injuries and get first aid if necessary. Help others if you can.
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.
- If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the elevators.
- Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.
- Only use the phone for short essential calls to keep the lines clear for emergency calls.
- If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can. If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.
- Keep your animals under your direct control as they can become disorientated. Take measures to protect your animals from hazards, and to protect other people from your animals.
- If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.

POST DISASTER

Building management

Following the 2011 Canterbury earthquake, changes were made to how rapid building safety evaluations are carried out after earthquakes or floods. The Ministry of Building, Innovation & Employment (MBIE) has developed a number of documents to reflect these changes.

These documents are available on www.building.govt.nz/post-disaster-building-management for your information and are designed to be used by trained professionals during a State of Emergency.





SNOWSTORMS / MAJOR STORMS

Before a storm

- Develop a Household Emergency Plan. Assemble and maintain your Emergency Survival Items for your home as well as a portable getaway kit.
- Prepare your property for high winds. Secure large heavy objects or remove any item which can become a deadly or damaging missile. Get your roof checked regularly to make sure it is secure. List items that may need to be secured or moved indoors when strong winds are forecast.
- Keep materials at hand for repairing windows, such as tarpaulins, boards and duct tape.
- If you are renovating or building, make sure all work complies with the New Zealand Building Code which has specific standards to minimise storm damage.
- If farming, know which paddocks are safe to move livestock away from floodwaters, landslides and power lines.

WHEN A WARNING IS ISSUED AND During a storm

- Stay informed on weather updates. Monitor social media and listen to your local radio stations as civil defence authorities will be broadcasting the most appropriate advice for your community and situation.
www.metservice.com
- Put your household emergency plan into action and check your getaway kit in case you have to leave in a hurry.
- Secure, or move indoors, all items that could get blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Water supplies can be affected so it is a good idea to store drinking water in containers and fill bathtubs and sinks with water.
- Don't walk around outside and avoid driving unless absolutely necessary.
- Power cuts are possible in severe weather. Unplug small appliances which may be affected by electrical power surges. If power is lost unplug major appliances to reduce the power surge and possible damage when power is restored.
- Bring pets inside. Move stock to shelter. If you have to evacuate, take your pets with you.





After a storm

- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- Check for injuries and help others if you can, especially people who require special assistance.
- Look for and report broken utility lines to appropriate authorities.
- Contact your local council if your house or building has been severely damaged.
- If your property or contents are damaged take notes and photographs and contact your insurance company. Inform your landlord if there is damage to the rental property.
- Ask your council for advice on how to clean up debris safely.



Snowstorms

In a snowstorm, the primary concerns are the potential loss of heat, power and telephone service, and a shortage of supplies if storm conditions continue for more than a day. It is important for people living in areas at risk from snowstorms to consider the need for alternative forms of heating and power generation.

- Avoid leaving home unless absolutely necessary when a snow warning is issued.
- If you have to travel make sure you are well prepared with snow chains, sleeping bags, warm clothing and essential emergency items.
- At home, check fuel supplies for woodburners, gas heaters, barbecues and generators.
- Bring pets inside. Move domestic animals and stock to shelter.



- If you are caught in your car or truck in a snowstorm, stay in your vehicle. Run the engine every ten minutes to keep warm. Drink fluids to avoid dehydration. Open the window a little to avoid carbon monoxide poisoning. Make yourself visible to rescuers by tying a brightcoloured cloth to your radio aerial or door and keeping the inside light on.



FLOODS

Before a flood

- Find out from your local council if your home or business is at risk from flooding. Ask about evacuation plans and local public alerting systems; how you can reduce the risk of future flooding to your home or business; and what to do with your pets and livestock if you have to evacuate.
- Know where the closest high ground is and how to get there.
- Develop a Household Emergency Plan. Assemble and maintain your Emergency Survival Items for your home as well as a portable getaway kit. See page 5 for details.
- Check your insurance policy to ensure you have sufficient cover.

During a flood

OR IF A FLOOD IS IMMINENT

- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- If you have a disability or need support, make contact with your support network.
- Put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Consider using sandbags to keep water away from your home.
- Lift valuable household items and chemicals as high above the floor as possible.
- Fill bathtubs, sinks and storage containers with clean water in case water becomes contaminated.
- Turn off utilities if told to do so by authorities as it can help prevent damage to your home or community. Unplug small appliances to avoid damage from power surges.
- Do not attempt to drive or walk through floodwater unless it is your only escape route.

After a flood

- It may not be safe to return home even when the floodwaters have receded. Continue to monitor social media and listen to your local radio station for civil defence instructions.
- Help others if you can, especially people who may require special assistance.
- Throw away food including canned goods and water that has been contaminated by floodwater.
- Avoid drinking or preparing food with tap water until you are certain it is not contaminated. If in doubt, check with your local council or public health authority.
- Look for and report broken utility lines to appropriate authorities.
- If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.



WILD FIRE

Before a fire

To protect your rural property from fire, we recommend:

- Installing smoke alarms and testing them regularly.
- Designing an escape plan and practicing it.
- Keeping the grass green and mown or grazed around your home.
- Creating a safety zone around your home of at least 10m by clearing any dead or dry material and replacing flammable plants and trees with low flammable species.
- Making sure your property is clearly signposted with your RAPID rural property identification number.
- Installing multipurpose dry powder extinguishers in your house and out buildings.
- Keeping a garden hose connected and make sure it is long enough to reach around the house.
- Ensuring your driveway has a minimum clearance of 4m wide and 4m high and adequate turning space for large vehicles.
- Easy access to water supplies and making sure they are signposted.
- Storing firewood and other flammable material away from your house.
- Safe handling and storage of gas or liquid fuels.
- Maintaining machinery and equipment in working order.
- Disposing of ash safely in a metal container and using approved incinerators.

During a fire

- Crawl low and fast to escape smoke. **'Get Down, Get Low, Get Out.'**
- Shut doors behind you to slow the spread of fire.
- Meet at the planned meeting place.
- Once out, stay out - never go back inside.
- Phone 111 from a safe phone.

TELL FIRE AND EMERGENCY NEW ZEALAND

- House number
- Street
- Nearest intersection
- Suburb and city
- RAPID number if you have one





After a fire

Nothing can really prepare you for the impact of a fire or other emergency on your family and property. Even a small fire or flood can make you feel helpless and unsure of what to do next. This is entirely understandable. Fire and Emergency New Zealand (FENZ) regularly sees home owners faced with the same distressing situation. Here's some guidance on the important things you need to do now that the unimaginable has happened.

Do not enter your damaged house unless you have to and have been advised it is safe to do so. Fire and Emergency NZ will check the water, electricity and gas supplies and either arrange to have them disconnected or advise you what action to take.

If you can't enter your home, you'll need to arrange accommodation. You may need to stay

with family, friends or in a motel for at least one night, and longer if the house has been seriously damaged.

When your house is safe and you are allowed back:

- Try to find your identification, insurance information, medication information, eye glasses, hearing aid, wallet and valuables
- If the house is too badly damaged to live in, board up openings to discourage trespassers
- You may need to arrange security patrols to protect it from burglary
- Keep receipts for expenses resulting from the fire, such as accommodation or clothes
- Get supplies of medicine or eye glasses.

Fire Seasons

There are three fire seasons you should be aware of:

OPEN FIRE SEASON

A fire permit is not required to light a fire in the open air as long as certain conditions are met.

RESTRICTED FIRE SEASON

In this season a fire permit from Fire and Emergency NZ Authority is required before you can light a fire in the open air.

PROHIBITED FIRE SEASON

Means a total fire ban is in place. Lighting fires in the open air is not permitted.

For the current fire season and to apply for fire permits contact Fire and Emergency NZ or visit www.fireandemergency.nz



**HAVE YOU CONSIDERED
INSTALLING SPRINKLERS?**

Home sprinklers will protect your family, home and contents from the threat of fire - 24 hours a day.

Sprinkler technology has come a long way in a short space of time. The cost of including home sprinklers into a new house or adding them as part of major renovations is probably a lot cheaper than you think.

Home sprinklers use the same domestic plumbing as your kitchen taps and can be installed by a qualified plumber in less than two days.

More importantly though, sprinklers provide the fastest possible means of extinguishing fires in rural homes.

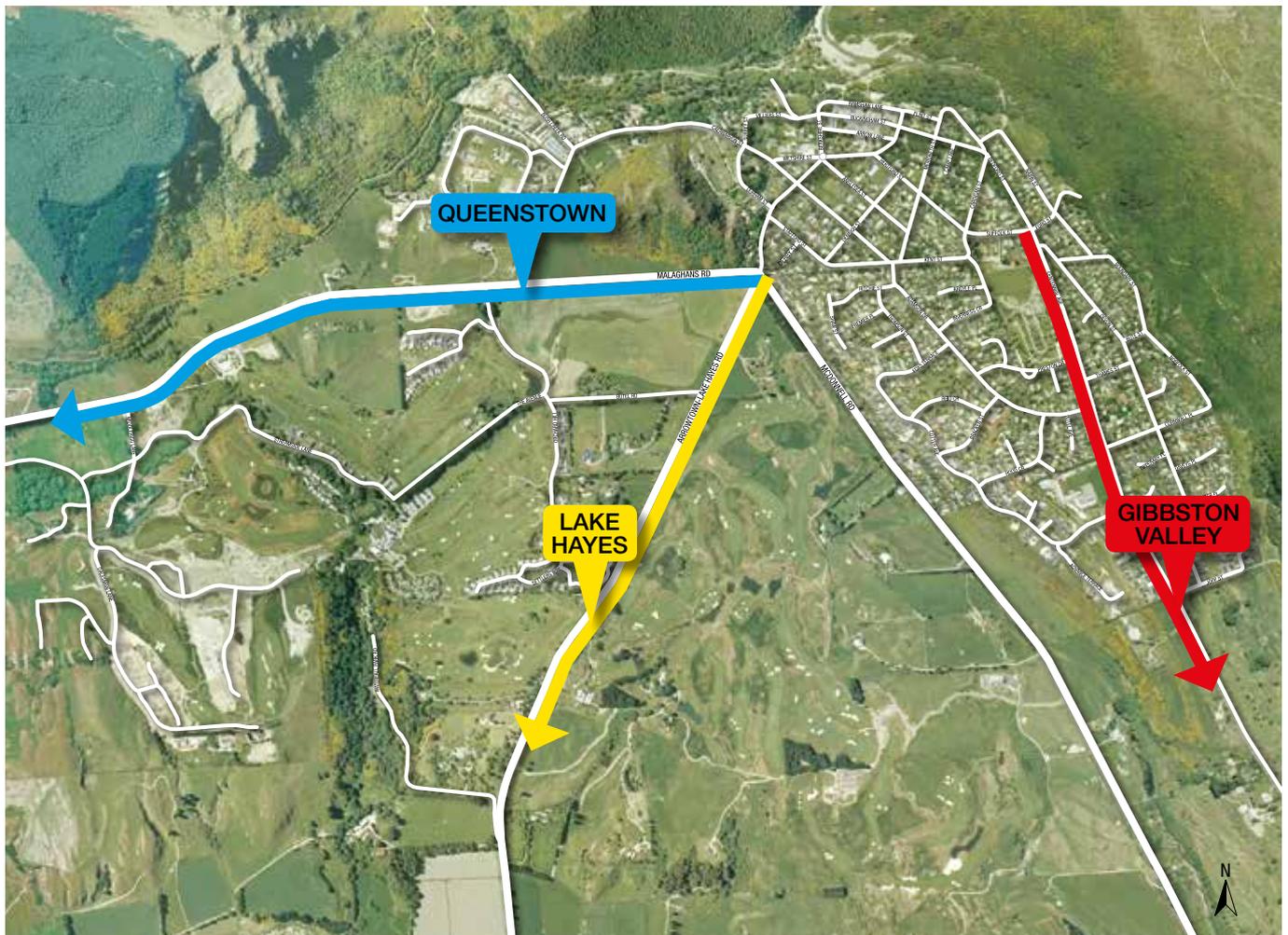
For more information visit www.fireandemergency.nz

get thru...



ARROWTOWN

Evacuation routes





Plan activation process

These instructions are for members of the Arrowtown community response group and emergency services for initiating their pre-planned roles.

DO THIS

- Arrange to meet at the Arrowtown fire station
- Liaise to determine what actions should be taken
- Consider who will be affected and where
- Assess all vulnerable population sites
- Activate community warning systems i.e. phone tree, emergency vehicle PA's, texting, social media, local radio stations
- Reassess the location of the Incident Control Point (ICP)
- Consider the establishment of Civil Defence Centres. Geographically sectorise the area to aid damage assessment.
- Notify the QLDC emergency operations centre (EOC) of what actions have been taken by phoning the Queenstown Lakes District Council on **03 441 0499** or email **eoc@qldc.govt.nz** with a situation report.

Civil Defence Centres

These centres can be set up as information and drop-in centres, assembly, evacuation and welfare points or temporary shelters.

ARROWTOWN GOLF CLUB

Centennial Drive, Arrow Junction 9371
South 44° 57' 26.9" East 168° 50' 43.4"

ARROWTOWN SCHOOL

9 Chalmers Place, Arrowtown 9302
South 44° 56' 54.8" East 168° 50' 24.2"

ATHENAEUM HALL

Buckingham Street, Arrowtown
South 44° 56' 18.2" East 168° 49' 56.4"

ST JOHNS CHURCH

26 Berkshire Street, Arrowtown
South 44° 56' 25.1" East 168° 49' 43.1"

ARROWTOWN HOLIDAY PARK

12 Centennial Avenue, Arrowtown
South 44° 56' 36.4" East 168° 50' 19.0"

ARROWTOWN COMMUNITY CENTRE

Jack Reid Park
South 44° 56' 33.08" East 168° 50' 14.17"

Roles and responsibilities

The role and responsibilities of the emergency services is clearly defined by legislation. In the event of this plan being activated due to an emergency event occurring, the roles and responsibilities of community groups are set out as below.

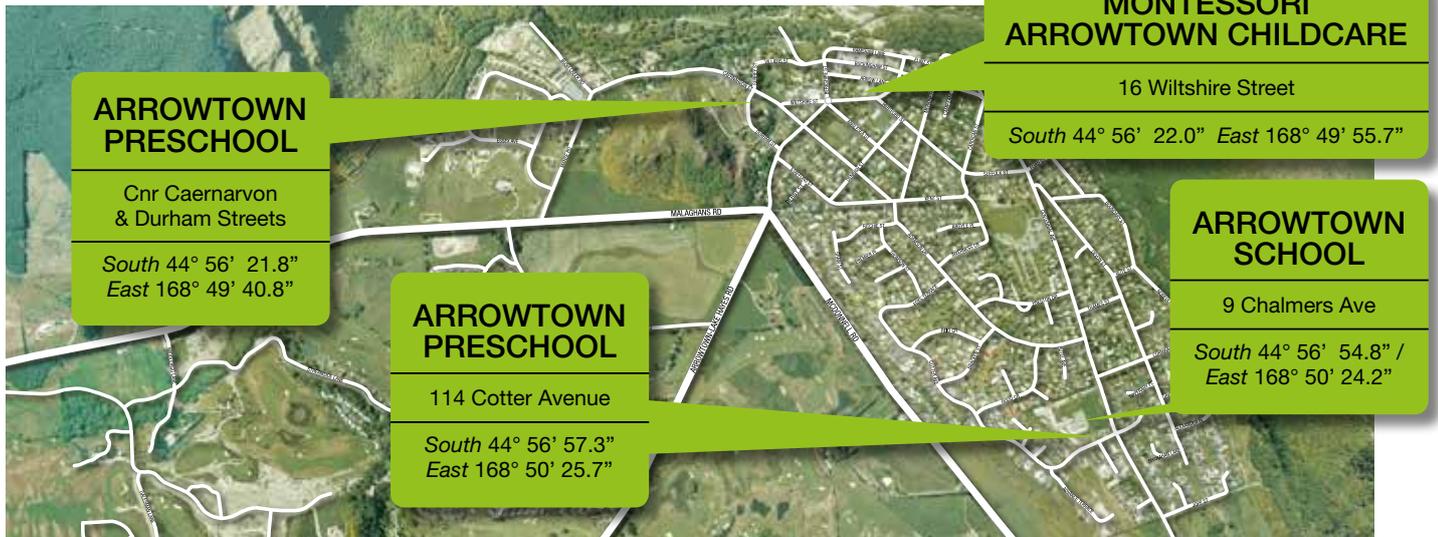
	<p>Liaise with police and emergency services to initiate and assist in a response to a civil emergency, disseminate warnings and identify and make arrangements for civil defence centres if required.</p>
	<p>Maintain law and order Protect life and property Assisting the coroner Search and rescue</p>

	<p>Fire-fighting responsibilities Containment of releases and spillages of hazardous substances Urban search and rescue Limitation of damage Redistribution of water for specific needs</p>
	<p>Provision of emergency medical care</p>
	<p>Visitor, tourist and foreign national registration and coordination Liaison with the QLDC Emergency Operations Centre (EOC) on visitors, tourists and foreign nationals issues Providing logistical support</p>



Vulnerable Population Sites

CHILDCARE & EDUCATION



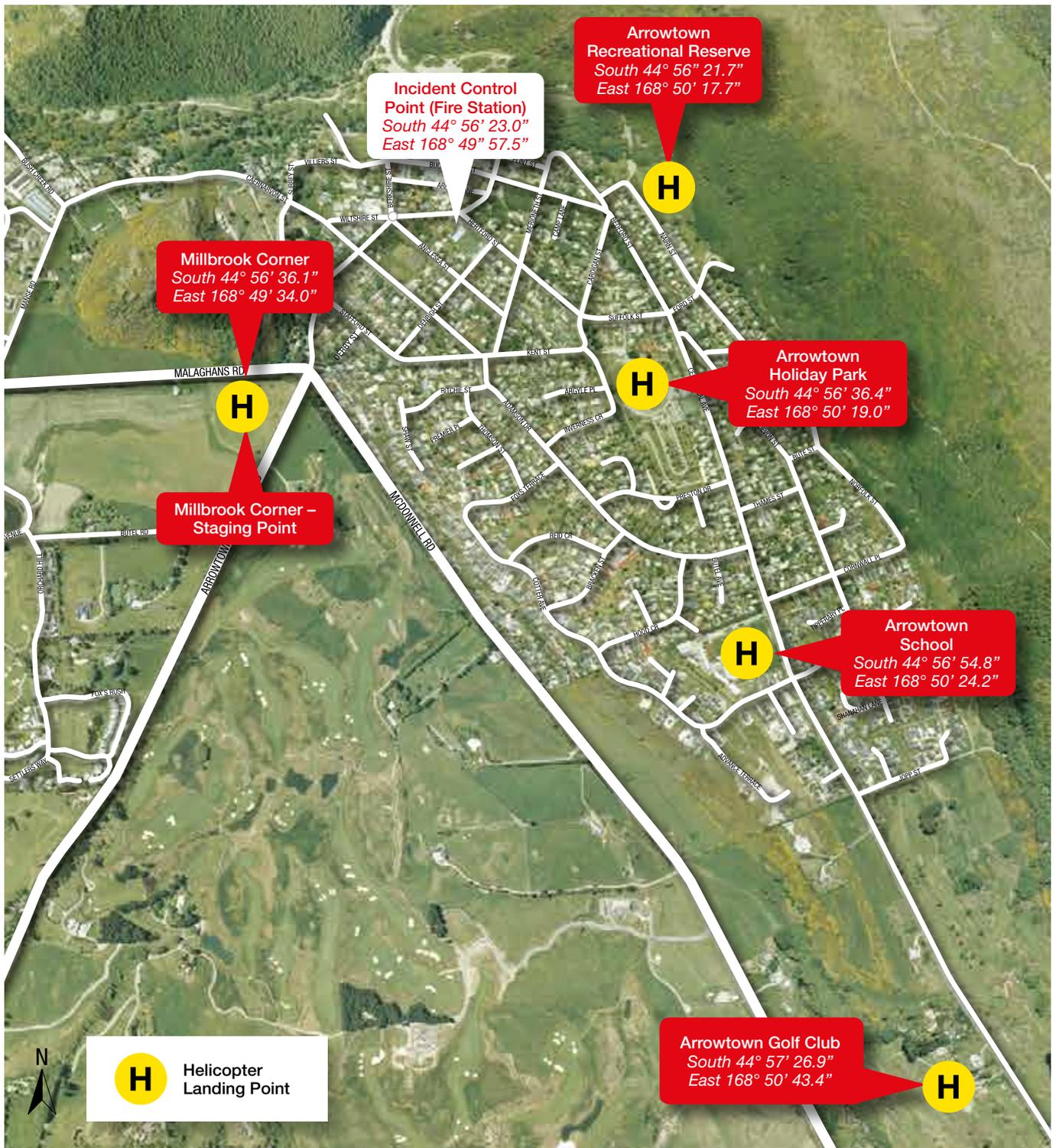
MEDICAL & AGED CARE





ARROWTOWN

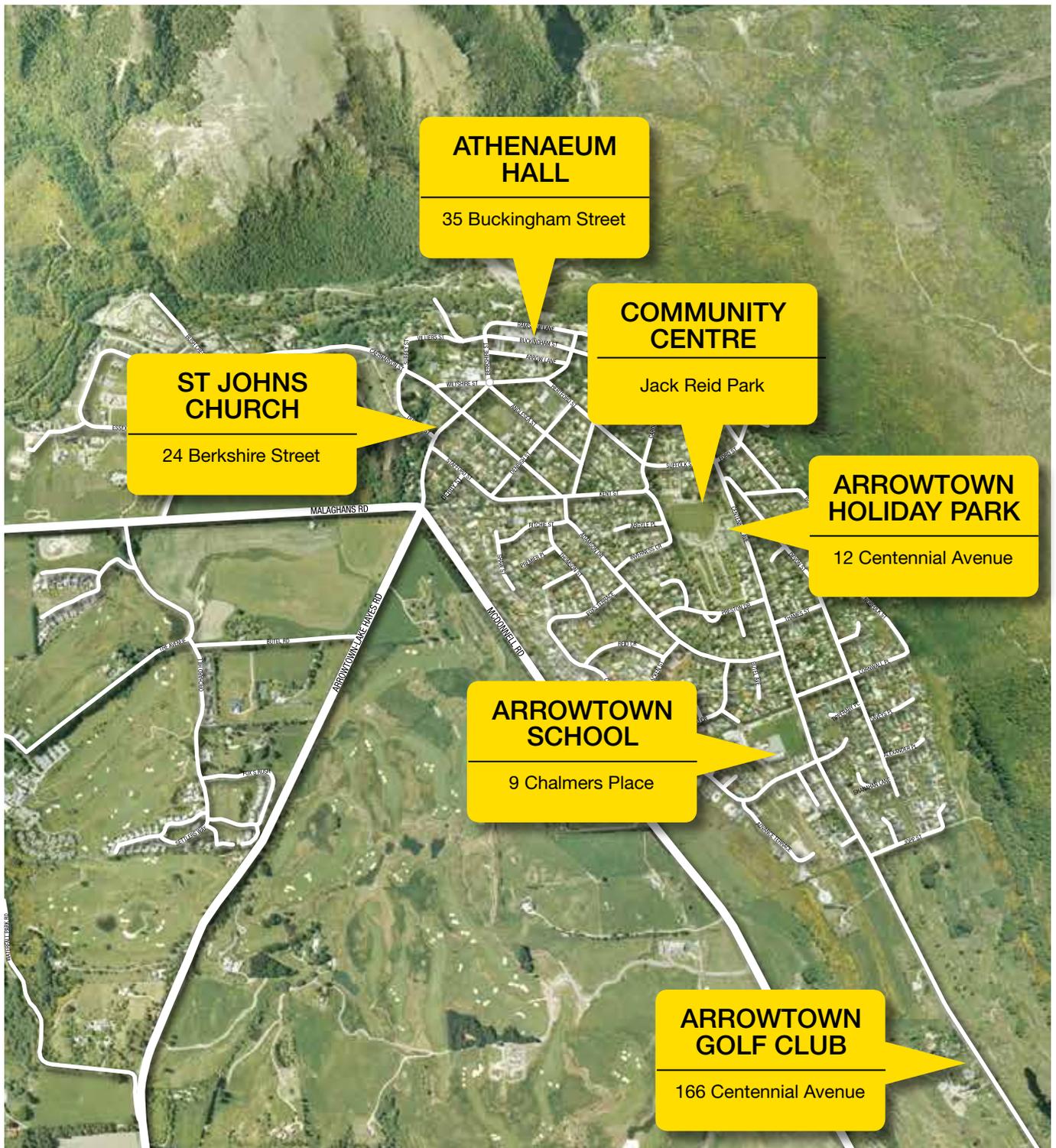
Tactical Sites Map





ARROWTOWN

Civil Defence Centres Map



get thru...



ARROWTOWN

Visitor, Tourist and Foreign Nationals Welfare



get thru...



Contact Information

Only call 111 in an emergency. Do not call 111 for information and advice. Calling 111 unnecessarily may put others who are in a genuine emergency situation at risk.



Emergency Management Otago
Te Rākau Whakamarumarū Ōtākou

otagocdem.govt.nz
0800 474 082



Dial 111 (Emergencies Only)
Queenstown Police Station
03 441 1600
www.police.govt.nz



Dial 111 (Emergencies Only)
Arrowtown Fire Station
03 442 1740 0800 673 473
www.fireandemergency.nz



St John

Dial 111 (Emergencies Only)
Frankton Ambulance Station **03 441 4555** www.stjohn.org.nz



NEW ZEALAND
REDCROSS

0800 REDCROSS
queenstownredcrossteam@gmail.com



03 441 0499
www.qldc.govt.nz



0800 474 082
www.orc.govt.nz



0800 362 468
www.doc.govt.nz



www.civildefence.govt.nz



www.aaroadwatch.co.nz



www.nzta.govt.nz



0800 808 587



www.metservice.com



0800 220 005
www.auroraenergy.co.nz

For further information:

LOCAL COUNCIL

Queenstown Lakes District Council
03 441 0499
www.qldc.govt.nz

Otago Regional Council
0800 474 082
www.orc.govt.nz

CIVIL DEFENCE SITES

Otago Civil Defence
www.otagocdem.govt.nz

Ministry of Civil Defence
www.civildefence.govt.nz

Be prepared
www.whatstheplanstan.govt.nz
www.getthru.govt.nz

EMERGENCY SERVICES

Fire & Emergency NZ
www.fireandemergency.nz

New Zealand Police
www.police.govt.nz

St John Ambulance
www.stjohn.org.nz

