



**AUCKLAND NORTH
COMMUNITY AND DEVELOPMENT**

Te Runanga Ratonga Hapori o Te Raki-Pae-Whenua

YOUR GUIDE TO EMERGENCY PREPAREDNESS

2023

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**AUCKLAND NORTH
COMMUNITY AND DEVELOPMENT**
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**Auckland
Emergency Management**
Tokonga Mate Ohotata o Tāmaki Makaurau

**Devonport-Takapuna
Local Board**
Auckland Council 

AREC
Amateur Radio
**Emergency
Communications**
Ngā Iirangi Ohotata Tūao



St John

1. ABOUT THIS GUIDE

Resilient Communities Auckland North is an initiative run by Auckland North Community and Development (ANCAD) in consultation with Auckland Emergency Management. Our goal is to create communities that are more knowledgeable about risks, are empowered to problem-solve, and can participate in decision-making about their future.

This guide is a collation of information from various emergency response agencies. All information has been reviewed by Auckland Emergency Management.

You can utilise this guide as-is or use it as a base for a community plan.

You can download a digital version of this document at
<https://www.resilientaucklandnorth.org.nz/community-plans>

2. GET INVOLVED

1. **Join the Resilient Communities Auckland North Facebook Group** for updates on community preparedness across the North Shore. You will also hear about opportunities for community workshops and meetings here.

<https://www.facebook.com/groups/resilientcommunitiesaklnorth>

2. **Sign up to be a volunteer!** During an emergency event, volunteers can come together to help the community recover. This may include moving debris, helping at an **emergency hub**, or securing buildings and homes.

Email madison@ancad.org.nz if you'd like to volunteer.

3. BE PREPARED FOR EMERGENCY EVENTS

For every event risk, having a household plan and evacuation route, and up-to-date emergency supplies is essential. Check out the **PERSONAL RESILIENCE** chapter at the back of the guide for checklists and templates to help you prepare.

EXTREME WEATHER

Extreme weather events can bring strong winds, heavy rain, flooding, slips, thunderstorms, tornadoes, cyclones, coastal inundation and rough seas. King tides coupled with storms can significantly increase tidal surge and cause coastal inundation. Extreme weather may interrupt utilities such as electricity or water.

BEFORE

- Examine your evacuation plan and remind others in your circle/neighbourhood.
- Secure or move indoors all items that could get blown about and cause harm in strong winds.
- Clear gutters and drains, protect windows and make sure your roof is secure.
- Prepare for loss of power affecting lights, appliances and medical devices.
- Monitor radio, TV, or social media for updates and advice. Use car radio if necessary.
- Check that your neighbours are aware of the storm warning.

DURING

- Pick a safe place in your home for household members and pets to gather during an emergency event. Ensure it is away from windows, skylights and glass doors.
- Draw the blinds and curtains over windows to prevent glass being dispersed in the event of a breakage and close all interior doors.
- Do not drive unless it is an emergency. Choose safe travel routes. Watch for tree falls, floods and slips.
- If you need to, or are told to evacuate, go to an Emergency Hub.

AFTER

- Check your neighbours to ensure they are safe and check on any urgent needs.
- Ensure your own safety - use protective clothing if needed.
- Ring your insurance company if your property is damaged.

FLOODING

Heavy rain can cause flash or long-lasting flooding. Both can cause injury, loss of life, contamination of waterways, property damage and disrupted lifeline utilities, requiring possible local evacuation. Roads could be inaccessible, and you could be isolated.

BEFORE

- MetService monitors weather systems and is responsible for issuing weather advisories and warnings.
- Examine your evacuation plan and remind others in your circle/neighbourhood. Make a plan for your pets (see the [PERSONAL RESILIENCE](#) and [PETS](#) chapters for more information).
- Move electronics and valuables out of reach of flood waters.
- Have tarpaulins on hand to help keep your belongings dry.
- Check and secure all loose outdoor items.
- Turn off power and gas at your meters if there is risk of flooding.
- Take responsibility for informing guests of any risks, and what they should do to stay safe.
- Check on your neighbours.

DURING

- Don't attempt to drive or walk through flood waters as their depth and flow can be deceptive.
- Flood waters can be contaminated.
- Monitor radio, TV broadcasts, hazard alerts or emergency social media for updates and advice.
- Effects of flooding in coastal communities can be exacerbated by tidal rise.

AFTER

- Work with neighbours to help ensure everyone in your neighbourhood is safe and has access to food and water.
- Wear gloves and strong footwear if flood waters are likely to be contaminated.
- Help to clean up.

EARTHQUAKES

Earthquakes can happen at any time, without warning and are often followed by aftershocks. Earthquakes can trigger other hazards such as liquefaction, landslides, flash floods, fires and tsunamis. Most earthquake-related injuries and loss of life result from falling debris, flying glass and collapsing structures such as buildings and bridges.

BEFORE

- Think about quake-proofing your home; there are some simple things you can do around your home to prevent damage and injury from earthquakes such as securing heavy items to the floor and walls
- Pick safe places in each room of your home and your office or school. A safe place could be under a piece of furniture such as a sturdy table or desk, or against an interior wall away from windows, bookcases, or tall furniture that could fall on you
- If you are near a coast, know your tsunami evacuation route.

DURING

DROP down on your hands and knees. This protects you from falling but lets you move if you need to.

COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there's no shelter nearby, drop and cover your head and neck with your arms and hands.

HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it. If there's no shelter near you, crawl to an inside corner of the room and cover your head and neck with your hands and arms. Many people are injured while trying to move **DURING** the shaking. It's safer to Drop, Cover and Hold until the shaking is over.

AFTER

- Expect to feel aftershocks
- Check yourself for injuries and get first aid if necessary, help others and people who require special assistance if you can – infants, elderly people, those without transportation, families who may need additional help, people with disabilities and the people who care for them
- Be aware that electricity supply could be cut off 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're in a damaged building, try to get outside and find a safe, open place; use the stairs, not the elevators.

UTILITY OUTAGES

The loss of power (as well as other utilities like water, telecommunications and roads) can cause severe disruption to households and businesses.

BEFORE

- Ensure emergency supplies are fresh and full. Make a plan for safe toilet waste recovery and disposal. Have torches or battery-powered lanterns in easy-to-access locations.
- Have a plan for dealing with householder health issues that may be complicated by power outages.
- In the event that you need to evacuate, identify family or friends you could stay with.

DURING AND AFTER

- Watch out for fallen power lines. Treat all power lines and household connections as live and never touch exposed electrical equipment.
- Use your phone for short essential calls only, to conserve battery life and to keep the lines clear for emergency calls.
- Contact your utility provider if you become aware of a particular utility risk.
- Eat the food from your fridge first, then your freezer, before you eat the food in the cupboard or your emergency supplies.
- Share what you can with your neighbours, friends and family.
- Listen to the radio for up-to-date news and advice.



HOME AND LOCAL FIRES

Fires in your home or local area can spread quickly and be life-threatening.

Call '111' to report fires.

PREVENTION

- Ensure there are smoke alarms installed in every bedroom, living area and hallway in the house — ideally, long-life photoelectric alarms.
- Remove all spilled fats, oils, or burnt foods from stovetops, clean rangehood filters.
- Keep a fire extinguisher near the kitchen.
- Ensure powerpoints or multi-boards are not overloaded with appliances.
- Ensure the fireplace has a screen with a proper fireguard, and the chimney has been checked/swept within the last twelve months..
- Check that BBQ fittings are tight and secure, with at least 1 metre of clear space around the BBQ.
- Ensure there is a clear break between structures on your property, and flammable vegetation.
- Before you light a fire, visit <https://www.checkitsalright.nz/>
- Report illegal dumping of waste on public lands (0800 663867).
- Report illegal use of fireworks to Auckland Council (09 301 0101). It is illegal to let off fireworks in public places including roads, parks and beaches.

PREPAREDNESS

- Create a 3-Step-Escape plan to ensure everyone in the household knows what to do in the event of a fire, and importantly, a safe place outside your property, where all family members should meet. Visit www.escapemyhouse.co.nz for more information.

DURING A FIRE

- In the event of a house fire - If there are others in the house, shout 'FIRE, FIRE, FIRE!', and phone 111
- If there's smoke, get on your hands and knees and crawl low and fast to escape.
- If you can, close doors behind you to stop the fire spreading.
- If you can't get out of the house, close the door of the room you're in and put a towel under it to stop the smoke coming in. Go to the window and yell, 'FIRE, FIRE, FIRE!'. Wait for help.
- If you have any concerns about fire in the surrounding area, follow official advice and evacuate if needed. Take your pets with you if you can do so safely or take them to a safe shelter place.

- The homeowner should advise arriving firefighters that you are all safely out of the house, or if anyone is missing. Once you're out of the house, stay out. Never go back inside.
- Check on your neighbours to establish if they are safe or need assistance.

AFTER A FIRE

- Seek advice from Fire and Emergency on next steps, and contact with your insurance company and/or landlord.

PANDEMIC

Pandemics (global disease events such as Covid-19) or epidemics (local disease events such as measles, hepatitis, tuberculosis, norovirus, whooping cough) are unpredictable in terms of timing, severity and who will be most affected. Influenza and respiratory diseases are currently impacting our communities with the surge of patients regularly overwhelming Health services, including Ambulance, Primary Health and Hospitals.

At all times, updates and information should be accessed from the Ministry of Health.

BEFORE

- Ensure you have adequate supplies of tissues, medical and hand hygiene products, and masks. It may be difficult to purchase such products once a pandemic begins.
- Immunise against infectious diseases, especially if you are at higher risk or with certain medical conditions.

DURING AND AFTER

- To minimise illness, encourage and promote good hygiene practices, regular and thorough hand washing and/or hand sanitising - especially before eating and preparing food.
- Wear a mask!
- Use cough and sneeze etiquette. Cover your mouth and nose when you cough or sneeze. Put your used tissue in a lined rubbish bin or plastic bag for disposal. Wash and dry your hands. Use soap or hand gel.
- If unwell, stay at home to stop the spread of infection to others.
- Regularly check for updates on the Ministry of Health website (www.health.govt.nz) Follow all their advice.
- If you have any concerns about someone's health, contact Healthline on 0800 611 116, or your GP, for medical advice. Healthline has translators and interpreters available.
- Check in on neighbours, family and friends who may be isolating and unable to pick up essential resources such as groceries or prescriptions.

TSUNAMI

A tsunami is a series of large ocean waves generated by disturbances on, or near to the sea floor. It's important to remember there may be more than one wave, and the following waves may be bigger. New Zealand can be affected by tsunami generated far from our coast, as well as from nearby coastal earthquakes and disturbances.

BEFORE

- Identify a safe space inland and high above sea level (refer to the map on page 14).
- Plan an evacuation route and practice it.
- Make a plan to help vulnerable community members.

DURING

- Listen to local radio or Radio New Zealand (RNZ) for instructions from emergency services.
- If possible, walk, run, or cycle when evacuating from a tsunami - you don't want to get stuck in traffic in a tsunami zone. Consider carpooling if you have to drive.
- Stay in your safe place until you receive the all-clear from emergency services.
- Take an emergency getaway bag, and pets with you if you can.

AFTER

- Stay tuned to a local radio station or RNZ.
- Use extreme caution when using roads, bridges, homes or buildings as they may be damaged.
- Report broken utility lines to appropriate authorities.

VOLCANIC ACTIVITY

Volcanoes can produce a wide variety of hazards, including ash and falling rock debris, lava flows, gas, shockwaves, earthquakes and tsunamis. Volcanic ash can be acidic and abrasive.

BEFORE

- If a volcanic eruption is imminent, put all vehicles and machinery inside a garage or shed, or cover with large tarpaulins to protect them from volcanic ash.
- Bring animals into closed shelters to protect them from volcanic ash.
- Protect sensitive electronics and do not uncover until the environment is totally ash-free.
- If you have a disability or need assistance, make contact with your support network.
- Check on friends and neighbours.

DURING

- Evacuate if possible.
- If not, take shelter in a building or car and stay indoors.
- Close all windows and doors, place damp towels at thresholds (i.e. under doors).
- If you must go outside, wear a dust mask, goggles and cover as much skin as possible.
- Check in on your neighbours if possible.



Photograph by Avril Welsh

4. COMMUNICATIONS

ALERTS AND WARNINGS

Alerts and warnings are issued to inform you about an emergency and to take a specific action, for example, '*seek further information*' or 'evacuate'. There are different ways you can receive alerts and warnings.

RADIO STATIONS

Local Radio Stations will be an important source of information from emergency services. Ensure you have a solar-powered or battery-powered radio in your home and getaway bag. If you find yourself without access to a radio, use your car radio.

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

Emergency Mobile Alerts are rapid messages about emergencies sent by authorised emergency agencies to capable mobile phones.

You can also take the following actions to ensure you receive emergency warnings as quickly as possible:

1. **Download** the Red Cross Hazard App. It gives alerts and has helpful information on what to do before, during and after an emergency.
2. **Download** the MetService App for the latest weather warnings.
3. **Sign up** for Auckland Emergency Management emergency text and email alerts on the www.aem.org.nz website.
4. **Connect Four:** Connect with four local households. When you hear emergency information, contact each household to let them know – that household should connect with four other households. This is a robust system to ensure no one in the community gets left behind.

A connected community is a resilient community.

5. **Follow your** local social media pages for local updates
6. **Help share this guide** with your neighbours and new families in the area. Consider holding a get-together with neighbours on your street to discuss needs and skills.
7. **Consider downloading** the 'GoodSam' app if you are first-aid trained and qualified.

The 'GoodSam' app is a free app that alerts people that a patient suspected to be in cardiac arrest is nearby, allowing them to possibly save a life by providing CPR and using an AED (if available) prior to emergency services arriving.

<https://www.stjohn.org.nz/first-aid/goodsam/>

5. PETS

Five tips to keep your pets safe in an emergency:

1. Make sure your emergency supplies include enough water, food, medications and sanitary items (poo bags, pet litter, etc) to care for your animals for three days.
2. If you have to evacuate, taking your pet with you is the best option: pack a lead/harness/muzzle/carrier or cage with your evacuation supplies.
3. If you are unable to take your pet with you, notify Auckland Council Animal Management (09 301 0101). They will make every effort to care for your animals if you are unable to.
4. Make sure your pet is identifiable in case you get separated: Microchip and register your pets and keep the details up to date. Make sure your pet is wearing a collar and tag with your details.

In the 2011 Canterbury earthquake 80% of microchipped animals were reunited with their owners versus 20% for non-chipped animals.

5. Put your name and contact details in a waterproof bag along with a photo of your pet and any special needs they have. Evacuation centres are not always able to care for pets but they can be diverted to animal shelters. You will be reunited after the emergency has passed!

For more information, including how to plan for livestock or service animals, visit:

<https://www.mpi.govt.nz/animals/animal-welfare/animal-welfare-emergency-management/preparing-animals-for-emergencies>

6. APARTMENT DWELLERS

- It's important for body corporates to initiate discussions around emergency planning and evacuation plans. Consider a plan that assigns responsibilities, for example, floor or zone wardens responsible for accounting for individuals on their floor.
- Know the robustness of your building. Is your building in a tsunami zone? Is your building earthquake safe?
- Make sure you have enough household emergency supplies. Storage space in high-rise buildings is often at a premium, so get creative - the back of your pantry, closets, under your bed or behind your couch are all good storage options. Consider discussing with your neighbours a central storage place for communal emergency items.
- Where possible, anchor furniture to the wall or floor. 3M strips can be used to secure lighter furniture.
- Have a plan as to where you would evacuate in case of an emergency. Remember that a strong or long earthquake could result in Tsunamis.
- Fire suppression systems can be damaged in disasters. Do not use candles as a source of light in the event of a power outage.
- In power outages, individuals with low mobility could be isolated or trapped in their apartments. Get to know your neighbours and their needs.
- In the event of a Tsunami, evacuate your building and get as far in-land and uphill as fast as you can. If you don't have enough time to evacuate, you need to go to the fifth floor or higher to be safe from a tsunami. You should only stay in your building if you think it is more dangerous evacuating by foot.

After an emergency, who is responsible for checking that my building is safe?

- Building owners are primarily responsible for ensuring buildings remain structurally sound.
- If a state of emergency has been declared, Civil Defence and Emergency Management have the legislative powers to inspect buildings to ensure their safety. Buildings will typically be inspected and stickered depending on the state of your building.
- If no state of emergency is declared, your local council is likely to become involved where buildings may be dangerous or unsanitary.

<https://www.wremo.nz/get-ready/home-ready/high-rise-buildings/>

7. PERSONAL RESILIENCE – PREPARATION CHECKLISTS AND HOUSEHOLD PLANS

HOUSEHOLD EMERGENCY SUPPLY CHECKLIST

Check and replace food and water resources every twelve months. Consider stocking a two-week supply of food and water for prolonged emergencies such as a pandemic. Batteries need to be checked and replaced regularly.

Resource	Recommendation	
Water	Water for three days or more - ensure you have at least nine litres of water for every person.	<input type="checkbox"/>
Food	At least three days of food that doesn't need cooking, food/formula for babies and pet food. Ensure you pack a can-opener, knife, and scissors.	<input type="checkbox"/>
Medical equipment	<ul style="list-style-type: none"> • First aid kit • Masks, wet wipes, alcohol hand wash. • Essential medications Medical equipment such as hearing aids, oxygen, glasses or mobility aids.	<input type="checkbox"/>
Torch and battery-powered lighting	Torch and batteries. Battery-powered lighting is the safest and easiest. <ul style="list-style-type: none"> • Do not use candles as they can tip over in a gust of wind or earthquake aftershocks and start a fire. • Do not use kerosene lamps; they need a lot of ventilation and are not designed for indoor use. 	<input type="checkbox"/>
Radio	A solar- or battery-powered radio so you can keep up with the latest news and alerts. In an emergency, you can also use your car radio.	<input type="checkbox"/>
Protective Clothing	Dust masks and work gloves to protect yourself. Windproof and waterproof clothing.	<input type="checkbox"/>
Fire extinguisher	A small fire extinguisher. For advice on fire extinguishers and how to use them, visit: www.fireandemergency.nz/at-home/fire-extinguishers	<input type="checkbox"/>
Blankets	Blankets or sleeping bags.	<input type="checkbox"/>
Pet supplies	For information about preparing and planning for your animals, visit: www.mpi.govt.nz/animals-in-emergencies	<input type="checkbox"/>
Bucket with lid and toilet paper	As a makeshift toilet.	<input type="checkbox"/>
RECOMMENDED	Solar-powered phone charger	<input type="checkbox"/>

GRAB BAG CHECKLIST

Basic supplies to have in a grab bag in case you have to evacuate:

Resource	Notes
Torch and batteries	
Radio (solar, wind-up or battery-powered)	
Hand sanitiser	
Cash	
Copies of important documents	
Walking shoes, warm clothes, raincoat and hat	
First aid kit and prescription medication	
Water and snack foods (remember babies and pets)	
Toiletries	
Supplies specific to your household such as: <ul style="list-style-type: none">• A spare pair of glasses.• Leads/collars for pets.• Toys for children.	

For more information: <https://getready.govt.nz/en/prepared/household/supplies/>

HOUSEHOLD EMERGENCY PLAN

Your address:			
Name:		Phone #:	
Name:		Phone #:	
Name:		Phone #:	
Name:		Phone #:	
Name:		Phone #:	

If we can't get home or contact one another, we will meet or leave messages at:
Where is our nearest Emergency Hub? (Check pages 3&4).

If we have to evacuate we will:	Our emergency grab bags are stored:
<input type="checkbox"/> Take our getaway kit <input type="checkbox"/> Turn off electricity, gas, and water <input type="checkbox"/> Take our pets with us	

In the event of an evacuation from a flood or tsunami, our route will be: *(You should practice leaving via your safest evacuation routes to your pre-organised place of safety)*

--

The essential medications in this household are:

--

In the event of an evacuation, these friends or neighbours may need our help:

Name	
Address	
Phone #	

Name	
Address	
Phone #	

Name	
Address	
Phone #	

8. IMPORTANT CONTACTS

Call 111 for any risk to life or property Call 105 for non-emergency Auckland Council (09) 301 0101	
Vector (power outages)	0508 832 867 https://vector.co.nz/
Healthline	0800 611 116
Watercare	09 442 2222 https://www.watercare.co.nz/
Auckland Transport's 24/7 roading and parking line	09 355 3553
MetService	https://www.metservice.com/
My Emergency Phone Numbers	
Doctor	
Dentist	
Chemist	
School/Pre-school	
Vet	
Your power provider	
Your internet provider	
Your cellphone provider	
Local builder(s)	
Local electrician(s)	
Local plumber(s)	
Neighbours	
1	
2	
3	
4	