

# Independent Marae Emergency Resilience Residence Support Plan

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*Every urban and rural Marae stands in its own space with its own tikana and kawa process and as such, is a place used by all family members connected to that Marae by whakapapa or tikana. It is a place of representation especially Marae who are of Taurahere descent where they are gifted a place in a region by local Tangata Whenua or Mana Whenua Rangatira Communities.*

*Whichever Marae is closest to the disaster event is the Marae who takes the lead coordinating their efforts to help and support its local people, and all other persons during and after the disaster event whether the marae is Tangata Whenua or Taurahere. Tangata Whenua will then coordinate all supporting efforts using whatever means is needed pulling in support from all government agencies, extended iwi, hapū and whanau connections, businesses and private individual.*

*The Marae had a structural historical communal framework where its core executive was headed by a principle chief or chiefs who managed the governance of its people, its lands, the functions of its community and its region.*

*All governance operations, structured business operations, strategic planning, long range planning for community growth, food productions, hunting, harvesting, fishing, warfare, travel, security, welfare support, housing, disaster resilience, supply of water, were issues for discussion with outcomes always decided in the meeting house.*

*In today's market the Marae framework was forced to change due in part to colonialism, world war 1 and 11, global disasters like earthquakes, Tsunamis and the current pandemic outbreak, COVID-19 and its sub variants*

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## **The Marae Emergency Resilience Vision**

- Prepare the Marae with whoever is available ready to care for the first wave of people
- Delegate roles, tasks and duties to responsible whanau whanui and volunteers
- Provide a facility to cater for any person or persons of the community who are displaced, injured, lost, looking for a place of security and safety, accommodation, warmth and shelter following a disaster
- Provide a safe gathering point to any person or persons, pets and animals offering comfort, security, protection and or care and support
- Activate Maori Wardens recon area damage, secure streets, buildings, people safety reporting back to the Marae connecting to local Emergency Resilience Networks.

## The Marae Emergency Resilience Mission

- Connect with our local Emergency Resilience Networks to provide up to date information of all events occurring in the region to date
- Advise current situation, assistance, support and guidance services needed
- Secure the area, region minimising risk, maximising safety

*Offers of assistance in kind, koha of services or resources will be happily accepted. People will never be asked for resources, or forced to do anything they do not want to do but will be offered a place of comfort, protection, warmth and shelter no matter the circumstances*



# **About the Marae Emergency Resilience Model**

This model provides context and detail to help our Marae set up and run an Independent Marae Emergency Residence for the quick recovery of normality for our community.

- Adapt these ideas to meet the needs of our community to provide for them a place of comfort, shelter, security
- Pages from this manual are designed to guide and aid teams to effectively empower them to act immediately to assist our local community to offer assistance effectively and safely.
- Effective Visual identity of the Independent Marae Emergency Residence will be displayed with the use of flags and high visual signage to guide the community to the centre
- A setup kit with a quick reference contents manual located at the top of the kit will be made available to every Registered Independent Marae Emergency Residence.
- Training sessions will be organized for your Independent Marae Emergency Residence to access information at every critical point that is in the kit contents manual throughout the year
- Training programs will guarantee certification at the end of each session to guarantee our members are duly qualified and trained to administer quality assistance to our community
- Each training program will be offered at a nominated Independent Marae Emergency Residence venue to familiarize members with the site and to widen member networks
- A wide selection of Government Agencies, companies who specialize in emergency processes, regional and local councils and our own qualified whanau members

This guide has been customised to meet our Independent Marae Emergency Residence ethics and Maori cultural ethos in the community to offer a place of comfort, shelter and security as soon as is practical following a disaster declaration.

All trained persons will receive an ID card unique to our group in partnership with our local WREMO Response Unit and Council Emergency Operations Center to support our community using all manner of local resources that are made available.

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Independent Marae Emergency Residence objectives and the wider response Manual

Access to the Independent Marae Emergency Residence or Site

Independent Marae Emergency Residence Leadership with assigned roles

- Independent Marae Emergency Residence Site Supervisor with an assistant
- Independent Marae Emergency Residence Operations Director
- Reception and Registration Director
- Communications Director

Declaring the site safe to enter and setup

Generic Independent Marae Emergency Residence layout

Independent Marae Emergency Residence Response – local ideas and solutions for challenges you may face.

- Search and Rescue, checking on people
- Medical assistance
- Water
- Food
- Sanitation
- Pets and animals

## Independent Marae Emergency Residence objectives and the wider response Manual

The Independent Marae Emergency Residence is a place where the community can coordinate their efforts to help each other during a disaster.

You need to:

- Provide information to the public so that the community knows how to help each other and stay safe
- Understand what is happening
- Solve problems with the resources and skills available in the community;
- Provide a safe gathering place for members of the community to support one another.

Providing the community with information helps them make informed decisions about how to help themselves, so even if you do not have the capacity to help in a more practical way, providing information is a better option and an important service.



## Information about the wider response

Emergency and Council services are likely to be overwhelmed with critical situations and may not be able to respond to every request immediately for at least 72 hours or three days which will be our critical timeline to make contact with our local Council Emergency Operations Center

Each Independent Marae Emergency Residence will have an Emergency Communications and Welfare Center set-up kit consisting of an AM/FM radio, a Civil Defence VHF radio and Independent Marae Emergency Residence operations manual packed with information that will allow direct communication with our immediate Local Council Emergency Operations Center for an all immediate official response support network.

Other community support groups may also start to operate in the same area area, and the official response may come in, if needed. Work with them to make sure everyone in need is reached, the workload is shared, and the overall response is efficient and coordinated.

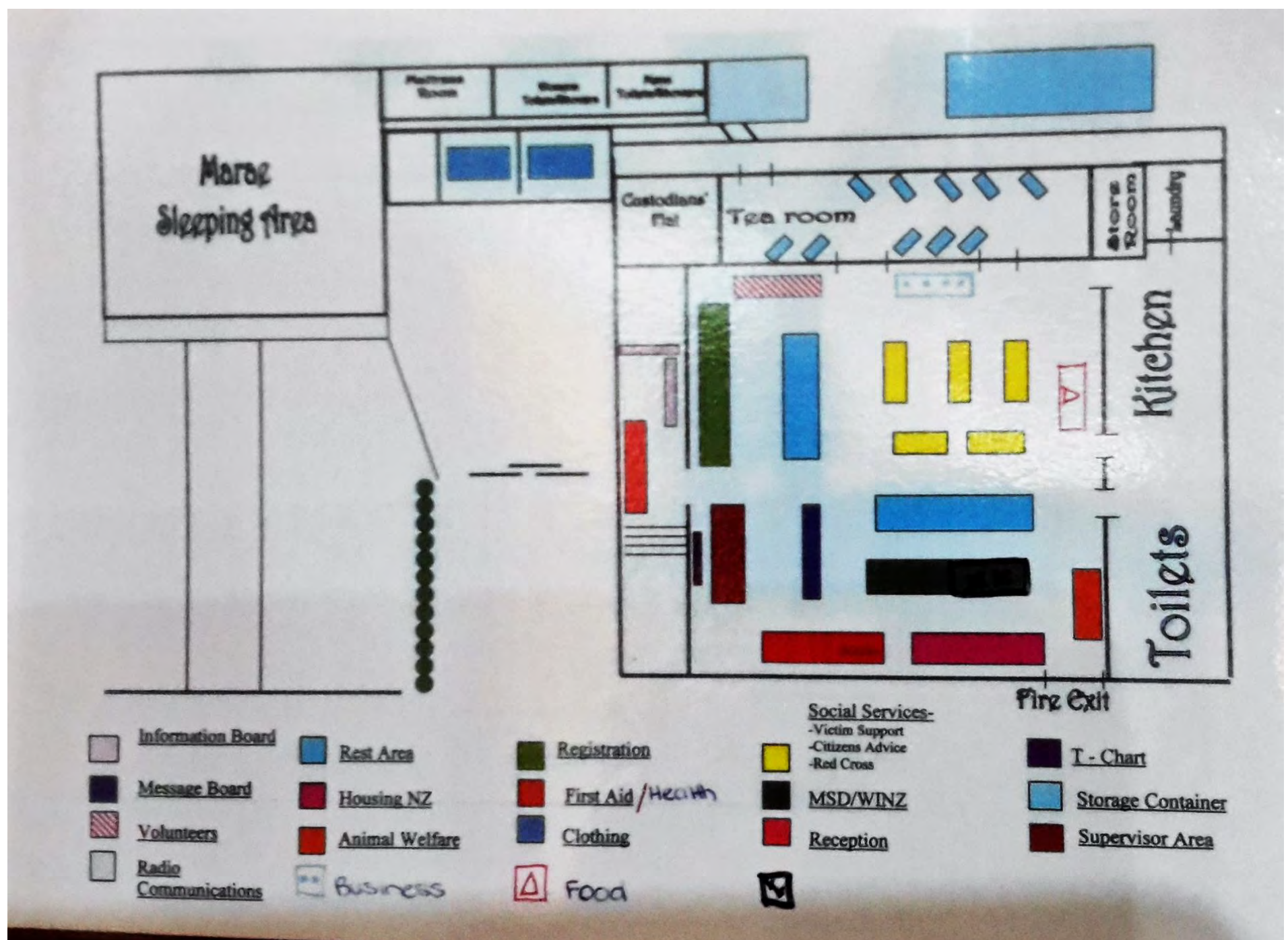
People working at the Marae have no legal powers to take resources from anyone, or force anyone to do anything. All laws still apply in an emergency.





## Facility map – map must be customised to match each Residence

This map provides an overview of the facility that the Independent Marae Emergency Residence objectives and the wider response Manual is based in. Use it to help find basic resources, such as whiteboards, pens and paper, and to find a good area to set up.



## Accessing the facility

For your safety, always work with other people.

Check that the environment around the facility is safe

- Are there any potential hazards that present a health & safety risk?
  - Flooding or slips which threaten the facility
  - Fires nearby
  - Is the facility in a tsunami evacuation zone?

- If the area is not safe, find another location. Leave a note to say where you are relocating to, and why to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible on a building.

### **Locate keys**

- The location of the lockbox is marked on the Facility Map.
- The lockbox holds the facility key, and alarm code (if applicable).
- Other people in the community may have keys for the facility, such as the building owner, staff or neighbours.

### **Check that the buildings are safe**

- Check the outside and inside of the buildings to make sure they are safe enough to use.
- When you get inside, look for hazards which might not have been visible from outside the buildings.
- If there are any concerns, find another location. Leave a note to say where you are relocating to, and why to help keep others from harm. It could be written on a footpath in chalk, or left somewhere visible on a building.

### **Locate the Independent Marae Emergency Residence kit**

- The location of the kit is marked on the Facility Map.
- You are looking for a plastic tub containing a Civil Defence VHF Radio and stationery, and a cardboard tube of maps.
- If the kit is damaged or you cannot get to it safely, find alternative or additional equipment from within your community.



### **Identify a safe working space**

#### **Keep in mind:**

- The facility needs to be easily accessible - remember some people may be in wheelchairs, have buggies/pushchairs, or have limited mobility.
- The Marae may need to increase or decrease in size over the time it is open, depending on the community's needs.
- Somewhere with extra rooms or additional buildings nearby will be useful if you have many people coming to the Marae.
- If the radio is required, this will need a quiet room away from the public.



## **Clean up**

Tidy up the rooms you plan to use to make them safe to work in.

- Clean up rubbish and broken items
- Move furniture to free up space
- Secure any items which might fall in aftershocks

If more people come to the Marae while you are setting up, encourage them to help, if they can.

# **Working as a team**

## **Bring everyone together**

Once you have tidied up the available spaces, but before you start setting up tables and noticeboards, gather your helpers together to talk about what you are actually there to do.

The Independent Marae Emergency Residence is a place where the community can coordinate their efforts to help each other during a disaster.

You are here to:

- Provide information to the public so that the community knows how to help each other and stay safe
- Understand what is happening by gathering information
- Solve problems with the resources and skills available in the community;
- Provide a safe gathering place for members of the community to support one another.

Providing the community with information helps them make informed decisions about how to help themselves, so even if you do not have the capacity to help in a more practical way, providing information is an important service.

## **Identify the team**

People like to know who they should talk to when they need assistance, so people helping at the centre should be identifiable in some way.

Establish a way to identify yourselves:

- Use name tags
- Use coloured vests if you have them.



## **Appoint a Marae Supervisor**

Remember that you are forming a team. While it is useful to have one person overseeing the Marae, decisions are made as a group and must be inclusive of newcomers that want to help.

The Supervisor may change as numbers grow and someone with more experience is collectively agreed on.

Make sure everyone knows who the Supervisor is and they are easily identifiable.

# **Assign Roles**

Each of the following roles should be assigned. If there are more roles than people available to help, some people may have two or more roles. Information on each of these roles can be found on the following pages.

## **Roles:**

Marae Supervisor \*

Information Coordination \*

Public Information \*

Communications

Needs and Offers

Community Space

Reception \*

Facility Maintenance

\*These roles are priority positions and should be filled first if you have limited people.

## **Role Lanyards**

Lanyards for each of the key roles are included in the Independent Marae Emergency Residence kit. These hang around the neck of the volunteers responsible for that position. The lanyards have the position titles on the front to identify the role to other people in the Marae. The lanyards also include a list of tasks on the back to remind the person of what they need to do for that role.

# Marae Supervisor

The Marae Supervisor oversees all activities in the Independent Marae Emergency Residence to make sure the Marae's objectives are being met, ensuring the Marae runs safely, smoothly and efficiently. This includes making sure all the jobs are being done, that basic needs are addressed, and significant decisions are discussed and agreed with the wider team. The Marae Supervisor may need extra help to achieve these objectives, depending on the size and duration of the emergency, so may need to allocate extra staff to help oversee the running of the Marae.

## Tasks:

- **Oversee the running of the Marae**
  - Make sure roles are allocated, decisions are made by the wider team, and people or groups aren't working in isolation.
- **Make sure everyone has what they need to do their job**
  - If they need more tables and chairs etc, talk to the Facility Maintenance person. If they need more people to help with a task, ask if there are members of the community willing to help.
- **Organise regular team meetings and make sure that the Marae staff work as a team**
- **Keep records of all major decisions that are made**
  - Others may need your records to understand what has happened, and what has been done about it.
- **Work with any media that show up**
  - The media can be a useful resource for sharing information with the wider community.
  - The sort of information you can provide:
    - Anything they can see (such as we are open, weather conditions etc.)
    - General information (we are really busy, we are quiet, we have had lots of offers of community help etc.)
    - Public information you have received from the Emergency Operations Centre (EOC)
  - Do NOT provide:
    - Personal information (people's names, address, etc.)
    - Any private or confidential information you have received
    - Details of any deaths or injuries
    - Addresses of evacuated homes
- **Make sure all staff have regular and adequate breaks, and are fed and hydrated**
  - If people don't look after their own needs, they are more likely to suffer stress. If someone is finding the work stressful, or looks stressed, they should consider changing roles, taking a break, or going home.
- **Create a roster for people working in the Marae**
  - Consider the hours the Marae will be open, and how long the Marae will be open for.
- **The Marae at the end of each day will be managed by the whanau<sup>1</sup>**

- Make sure all equipment is locked up securely.
  - Use signage to say that the Marae is closed, and when it will reopen.
  - Advise the Emergency Operations Centre (EOC) has closed for the night, and when it will reopen
- **Close the Marae when the community no longer needs it.**
    - It is important that the following happens:
      - Use signage to tell the community that the Marae will no longer open, and provide information on where they can now go to find assistance, e.g. a council-run facility.
      - Advise the Emergency Operations Centre (EOC) you are closing.
      - Clean up all areas - return any moved furniture and equipment.
      - Collect all of the records for the event. The Emergency Operations Centre (EOC) may need them for analysis.

## Legal Information

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

If a State of Emergency is declared, it allows the Regional and Local Controllers (local government) to have the legal ability to prioritise needs, and direct or restrict resources and activities. This may include recognised groups or organisations being given authority to do specific tasks or acquire specific resources to help the community. These instructions will come directly from the Emergency Operations Centre (EOC). Make sure you keep a record of them.

**If you do not have any special legal powers in your normal life, you don't have any in a State of Emergency either.**

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination Team.*

<h1 style="text-align: center;">Centre Supervisor</h1> <p>Oversee everything happening in the Centre to ensure it runs smoothly, efficiently, and meets its objectives. Make sure that basic needs are addressed. Ensure that everyone volunteering to work in the Centre is cared for.</p> <p style="text-align: center;">Community Emergency</p>	<ul style="list-style-type: none"> <li>● <b>Oversee the running of the Centre</b></li> <li>● <b>Ensure everyone has what they need to do their job</b></li> <li>● <b>Organise regular team meetings and ensure that the Centre staff work as a team</b></li> <li>● <b>Keep records of all major decisions that are made</b></li> <li>● <b>Work with any media that show up</b></li> <li>● <b>Ensure all staff have regular and adequate breaks, and are fed and hydrated</b></li> <li>● <b>Create a roster for people working in the Centre</b></li> <li>● <b>Close the Centre at the end of each day</b></li> <li>● <b>Close the Centre when the community no longer needs it.</b></li> </ul>
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# Information Coordination

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

The Information Coordination team collects, confirms, displays and shares information so that everyone has a clear picture of what is happening in the community and the wider areas, so the right help can be provided.

Some information in the coordination area could be sensitive, it is recommended that a quiet space is found away from the general public (perhaps in an adjacent room).

Information needs to be gathered from all sources, including people coming into the Marae, and displayed for the Marae team to be able to work with. Some information will be displayed on a Situation Board to build the overall picture, some will be displayed for the public, and some information will need to be communicated back to the Emergency Operations Centre (EOC).

Tasks are to:

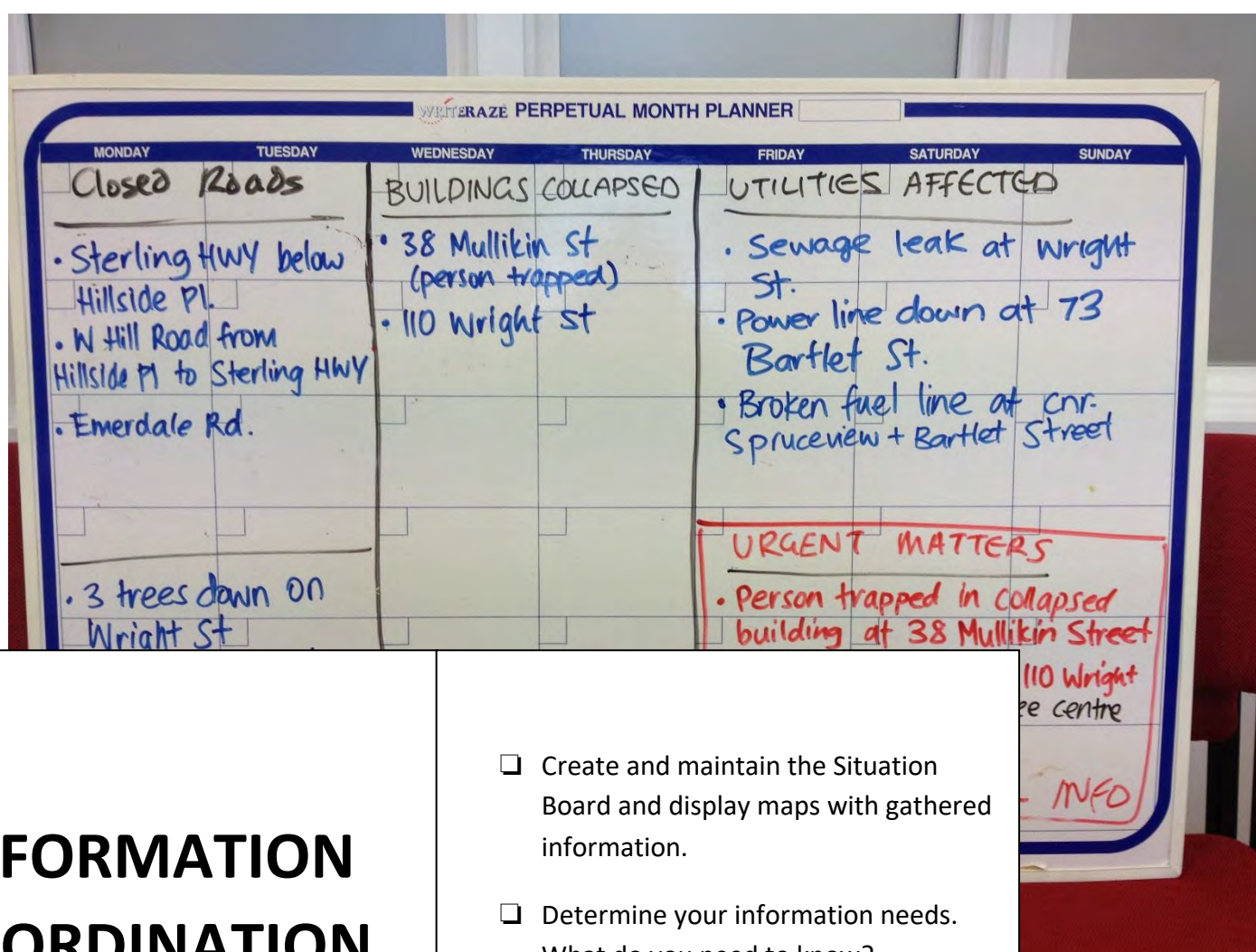
- **Create and maintain the Situation Board.**
  - Use materials from the kit and other available resources (whiteboards, sheets of paper, pens, tape etc). Use big headings to organise the space.
  - Display the maps from the Community Emergency Marae kit on the walls or a table.
  - Information for the board and maps should include:
    - Known hazards (e.g. slips, liquefaction areas, flooding, contamination or other at risk areas)
    - Status of lifelines (tap water, wastewater, stormwater, power, gas, telecommunications, transport networks (road & rail closures etc)
    - Latest weather reports (if available and relevant)
  - Clearly mark if information isn't confirmed.
- **Write down what type of information you want to know:**
  - There may be information that you don't have which would be useful. Brainstorm what this information is and where you could find out.
  - What information would help you know what's happening? For example, if a specific bridge is flooded or a road is open.
  - Are there areas of the community that you haven't heard from? If possible, try and check in on areas that haven't been heard from. Even if they don't need help, they may not have known about the Marae and may be able to offer help.

## Organise someone to collect information from people as they arrive

- Where appropriate, ask new arrivals:
  - where they have come from
  - what is happening in their area
  - what they saw on the way to the Marae
- This can be as simple as asking questions like "What street did you come from? What was going on there? Does anyone there need help?" etc.
- Finding more information:
- If you haven't been provided with enough information, you will need to send out people to find or confirm that information for you.
- A group from the Marae can walk or drive around the community to find out what you need to know.
  - Consider using already established groups to gather information.
    - Neighbourhood Support or similar groups could collate information from their streets.

- Does your area have a Community Patrol, or a 4WD club for accessing hard to reach areas?  
Groups like these may have vehicles and radio communications which could be useful.
- Plan where these groups will be going and arrange a time that they will be due back. People should not go out by themselves. It is safer to go in a group.
- Use mobile phones or portable radios to remain in contact with the Marae, if possible. Liaise with the Communications team so they know what teams have gone where, and how to stay in touch.
- **Situation Reports:**
  - Use this information to create Situation Reports (SitReps) which can be relayed to the official response at the Emergency Operations Centre (EOC) by the Communications team.
  - The Emergency Operations Centre may want to know
    - The impacts of the emergency in your community. E.g. Do you have power? Are roads blocked, or houses damaged? Are there people injured or in need of help?
    - What further assistance you need.
  - Having a clear Situation Report written means you'll be able to answer any questions from the Emergency Operations Centre (EOC).

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination Team.*



## INFORMATION COORDINATION

The Information Coordination team collects, confirms and shares information so that everyone has a clear picture of what is happening in the community and the wider areas, so the right help can be provided.

- ☐ Create and maintain the Situation Board and display maps with gathered information.
- ☐ Determine your information needs. What do you need to know?
- ☐ Organise the collection of information within the centre.
- ☐ Organise groups to go out to find further information in the community.
- ☐ Keep the team up to date with what is happening, especially the Centre Supervisor and Public Information people.

# Public Information

Information and advice help community members understand what has happened and how they can look after themselves.

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

Some people may only come to the Marae to find some information, so the Public Information Board should be visible, close to the entrance of the Marae, and be updated regularly.

Examples of important information include:

- Known hazards (e.g. evacuation zones, liquefaction areas, slips, flooded or at risk areas, contaminated water)
- Latest weather reports as available
- Status of tap water, wastewater (sewerage), stormwater, power, gas, telecommunications, transport networks including main and local roads, rail, etc.
- Key safety messages and advice (e.g. stay away from coastal areas or flood waters, boil water)

The Public Information person is responsible for maintaining the Public Information Board with relevant up-to-date information and advice.

Tasks:

- **Put up the posters [found in Marae kit] in the appropriate places around the Marae**
- **Work with the Information Coordination team to identify information that would be of interest to the public**
- **Position the Public Information Board somewhere clearly visible to both people coming into the center and people already working in the center.**
  - The board should be out of the way enough that people reading it don't obstruct others.
  - Make sure the Public Information Board is protected from rain and wind, and if possible out of direct sun.
- **Update the Public Information Board as new information becomes available, from official updates and what is happening in the community.**
  - Mark each piece of information with the time and date so people know how old the information is.
  - Write clearly to make sure it is easy to read. Use large print and a dark marker.
  - If information isn't confirmed, either don't put it up, or clearly state that it hasn't been confirmed.
- **Work with any media that show up**
  - The media can be a useful resource for sharing information with the wider community. The sort of information you can provide:
    - Anything they can see (such as we are open, weather conditions etc.)
    - General information (we are really busy, we are quiet, we have had lots of offers of community help etc.)
    - Public information you have received from the Emergency Operations Centre (EOC)



- Do NOT provide:
  - Personal information (people’s names, address, etc.)
  - Any private or confidential information you have received
  - Details of any deaths or injuries
  - Addresses of evacuated homes

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination team.*



<div data-bbox="390 1952 945 2160" data-label="Section-Header"> <h1>PUBLIC INFORMATION</h1> </div> <div data-bbox="373 2202 961 2338" data-label="Text"> <p>Set up and maintain noticeboards to display information to the community, so people can make informed decisions.</p> </div> <div data-bbox="432 2706 907 2804" data-label="Text"> <p>Community Emergency Marae</p> </div>	<div data-bbox="1050 1952 1602 2558" data-label="List-Group"> <ul style="list-style-type: none"> <li><input type="checkbox"/> Display important information and advice relevant to the community.</li> <li><input type="checkbox"/> Work with the Information Coordinator to identify relevant information to display.</li> <li><input type="checkbox"/> Maintain and update the board regularly.</li> <li><input type="checkbox"/> Ensure all information on the board is legible.</li> <li><input type="checkbox"/> Work with the media.</li> </ul> </div>
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# Communications

The Marae plays a critical role in keeping the Emergency Operations Centre (EOC) informed of what's going on in your community, so the official response can provide support where possible.

The Communications role feeds information to the Emergency Operations Centre (EOC) and receives important information from the EOC to be relayed to the Marae and the public (e.g. important safety messages, road closures etc.)

The Communications person should monitor the Civil Defence VHF radio and communicate via the radio, or preferably by phone and email if normal systems are still working.

The Communications person also works with any teams out gathering information if communication is possible while they are away from the Marae.

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

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

Tasks:

- **Set up an area for communications**
  - Establish a quiet space/separate room to set up the communications area. This could be for phone communication if available, or VHF radio if the telecommunications network is down.
- **Set up the radio if required**
  - Instructions on using the Civil Defence VHF radio are kept with the radio, in the Marae kit.
- **Contact the Emergency Operations Centre via phone, text message, email or radio and tell them that the Marae is open.**
  - The Emergency Operations Centre may want to know:
    - The impacts of the emergency in your community.
    - Do you have power or phone?
    - Are roads blocked, or houses damaged?
    - Are there people injured or in need of help?
    - What further assistance you need.
- **Monitor communication channels while the Marae is open so no messages are missed.**
  - This includes listening to broadcast radio to hear what public messaging is shared with the country or region.
  - Keep a record of all incoming and outgoing messages - include the date and time. Include details such as who the message is from, the date and the time it was received.
- **Pass on all information received to the Information Coordination team.**
- **Maintain contact with any groups out gathering information.**
  - Talk to the Information Coordination team about how many groups are out, how you might be able to contact them, when they are due back etc.

One of the objectives of the Marae is to solve problems using the resources and skills the community has available - meeting people’s needs with the community’s offers of assistance.

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

Some communities have already done some prior planning around these problems, as part of their local Community Response Planning Process, and potential solutions and offers from key organisations are included on [page\_\_ to\_\_]. For those areas that haven’t been through that process, those pages include questions which may help you find local solutions.

<div><h2>COMMUNICATIONS</h2><p>Communication is key to sharing and gathering information.</p></div>	<div><ul style="list-style-type: none"><li><input type="checkbox"/> Set up a communications area</li><li><input type="checkbox"/> Set up the radio, and any other communications methods</li><li><input type="checkbox"/> Contact the Emergency Operations Centre and tell them that the Centre is open</li><li><input type="checkbox"/> Monitor communications channels, including broadcast radio</li><li><input type="checkbox"/> Keep a record of all incoming and outgoing messages</li></ul></div>
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The Needs & Offers Boards

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

People in need of assistance go to the Needs Board and people who have a resource or skill go to the Offers Board. The people managing the boards match up the needs with the offers of assistance coming from the community. For example, people needing accommodation are matched with people offering spare rooms in their house.

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

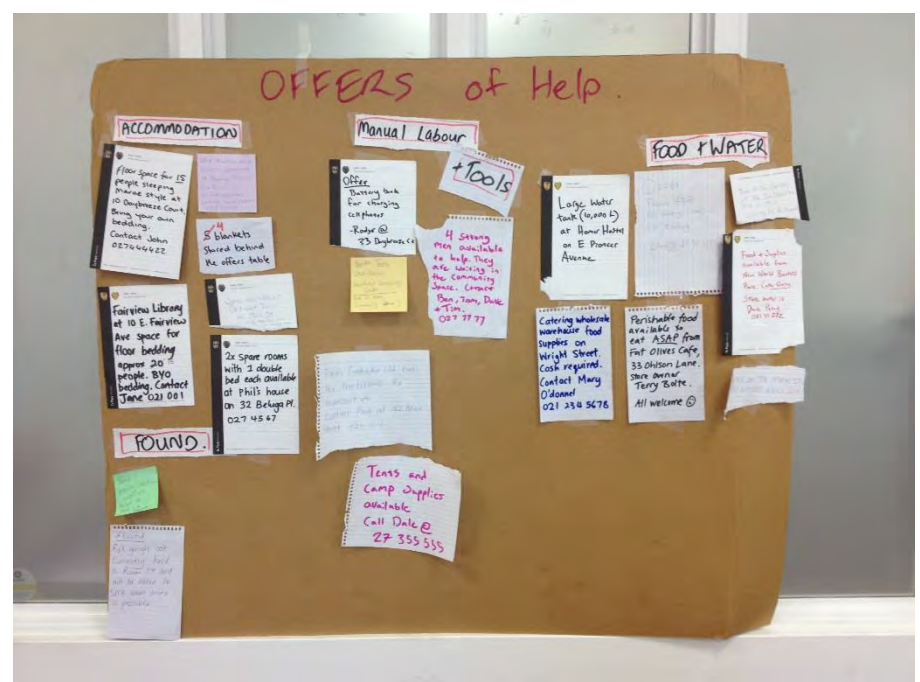
Tasks:

- **Address all life-threatening needs immediately**
  - Make sure the Marae Supervisor is advised as soon as possible.
- **Set up display boards for Needs and Offers**
  - Set up display boards near the entrance to the Marae marked “Offers” and “Needs”. You may also need desks for collecting and writing requests and offers.
- **Use notes to record community resources and requests for assistance**
- **Make sure people record:**
  - Date & time (especially if the offer or need expires - e.g. a place to stay until Monday)
  - Name and contact details of the person or organisation posing the message, or where to find them.



- A clear description of what is needed/what is offered
- Check the new offers or requests for assistance to see whether you know of an existing need or offer that matches
- Display new requests for assistance (Needs) on the board
  - Group these by theme where possible (e.g. labour required, accommodation, clean-up equipment etc.).
- Remove requests when the need has been matched with an offer
  - Note how the problem was solved, it may be useful again. Do not destroy completed notes, keep them for the Marae records.
- Display new offers of assistance (Offers) on the board
  - Group these by theme where possible. Dividing the board into categories will make it easier for people to match their Need or Offer (e.g. BBQs, manual labour, shelter, food/water etc.).
- Remove offers when they have been used up or are no longer available.
- In some cases offers may be large (e.g. from a supermarket) or be a critical resource or skill needed by many.
  - Requests for assistance could also be large or life threatening (e.g. people needing rescue). These requests should be forwarded through to the Marae Supervisor to make sure the community response is coordinated and the Emergency Operations Centre informed.

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination Team.*



# Community Space

People may want to be at the Marae for many reasons. People like to be around others for general support or company, or they may have come to the Marae because they have a specific need, can offer some assistance, or are wanting information.

The Community Space is a place where people can be around others, wait for help or resources, or wait to be given a task to do.

## NEEDS AND OFFERS

People may be in need of assistance and other people could be able to offer help. The job of the Centre is to link up these needs and offers. The Needs and Offers board are a simple way of linking these together - matching up the problem and the solution.

Community Emergency

- ☐ Address all life threatening needs immediately
- ☐ Set up display boards for Needs and Offers
- ☐ All Needs & Offers posted on the boards need to have:
  - ☐ Date & time
  - ☐ A clear description of what is needed
  - ☐ Name and contact details of the person or organisation posing the message
- ☐ Check the new offers or requests for assistance to see whether an existing need or offer matches
- ☐ Display new requests for assistance (Needs) on the board
- ☐ Remove requests when the need has been matched with an offer
- ☐ Display new offers of assistance (Offers) on the board
- ☐ Remove offers when they have been used up or are no longer available

Ideally it will be a room or space near the rest of the Marae. This could include the corner of a large space such as school hall or community centre.

## Tasks:

- **Set up the community space**
  - Have the community space as near to the rest of the Marae as possible. Ideally it will be a quiet space in a separate room away from the information boards. Make sure that the space has seating and is accessible to people with mobility impairments.
- **Put up clear signage so people can find their way to the community space.**
- **Be visible so people know who to approach if they need information or assistance.**
  - Wear the lanyard or use some other form of identification
- **If anyone appears distressed, comfort them as you would a distressed friend, but avoid counselling them (don't try talk them into being happier).**
  - A guide on providing comfort is detailed below.
- **If refreshments are available, set them out and keep the area tidy so people can help themselves.**
- **Keep a record of any key actions or decisions you or your team makes.**

## Providing comfort

While working in the Marae you should only provide comfort, not attempt to counsel. You can provide comfort to people by listening to them, giving them information about the situation and helping them with their practical needs. It is important to provide an environment where affected people can maintain their dignity while receiving assistance.

**When providing comfort, it is important that you:**

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

**When providing comfort, it is very important that you avoid some actions:**

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

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination Team.*



# COMMUNITY SPACE

People like to be around others for general support or company, or they may have come to the Centre because they have a specific need, can offer some assistance, or are wanting information.

The Community Space is a place where people can be around others, wait for help or resources, or wait to be given a task to do.

Community Emergency  
Marae

- ☐ Set up the community space
- ☐ Help people find information or assistance within the Centre
- ☐ Assist distressed people (but don't attempt to counsel)
- ☐ Make tea & coffee and other refreshments available, if possible.
- ☐ Keep a record of any key actions or decisions you or your team makes

# Reception

People coming to the Marae should be met on arrival by a friendly person who can find out what they are looking for and direct them to the area which can best meet that person’s needs.

The Reception team needs to be welcoming, able to explain what the Marae is for, and what it can and can’t provide.

Reception needs to be located at the front entrance to the Marae. Make sure that the Reception team is clearly identifiable by lanyards, coloured vests, or name tags. People will be looking for some obvious sign of who is there to help the,

Tasks:

- Greet people as they come in the door, and direct them to the part of the Marae that can best deal with their needs.
- Stay calm at all times - expect people to be upset, frustrated or even angry.
- Be honest if you don’t know the answer. Try to connect them with someone who might know.
- Try and keep the reception area tidy and clear of rubbish and debris
- Make sure that Community Emergency Marae signage remains easy to see.
- Make sure that the Reception team are identifiable

<div><div>RECEPTION</div><div>People coming to the centre have been involved in a large scale emergency, so having a friendly person to welcome them and direct them to relevant parts of the Centre according to their needs is valuable.</div><div>Reception needs to be located at the front entrance to the Centre where volunteers are identifiable by a lanyard, coloured vest or name tag.</div><div>Community Emergency</div></div>	<ul style="list-style-type: none"><li>• Greet people as they come in the door, and direct them to the part of the Centre that can best deal with their needs.</li><li>• Stay calm at all times - expect people to be upset, frustrated or even angry.</li><li>• Be honest if you don’t know the answer. Try to connect them with someone who might know.</li><li>• Try and keep the reception area tidy and clear of rubbish and debris</li><li>• Ensure that Civil Defence Signage remains clearly visible</li><li>• Ensure that Reception Volunteers are identifiable</li></ul>
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# Facility Maintenance

People coming to the Marae are likely to be feeling stressed and will want to be reassured. The tidier the Marae is, and the less chaos there is, the better people will feel about being there asking for help, or helping others.

Make sure the Marae is kept clean and tidy, and safe to work in. It should be checked after every aftershock or any other environment changes that might affect the building.

## Tasks:

Clean-up any hazards - broken glass, debris, rubbish etc. to avoid people being injured. Where possible, use protective equipment to avoid injury.

- **Keep paths and walkways clear.**
- **Help find resources to make the Marae run smoothly - tables and chairs and other useful equipment from the facility**
- **Collect up general rubbish and make sure there are bins for disposal.**
- **Set up a hygiene station for handwashing with a minimum of a bucket of water with bleach/detergent/soap.**
- **Find or make a toilet facility.**
- **Make sure tea, coffee, and water is regularly refreshed for staff.**
- **Make the Marae weatherproof where possible.**

YOUR SAFETY IS PRIORITY - IF YOU CAN'T DO SOMETHING SAFELY, DON'T DO IT.

*If you come across any information that could affect the community, the running of the Marae, or the wider response to the emergency, pass it on to the Information Coordination Team [or the Marae Supervisor?].*



# FACILITY MAINTENANCE

People coming to the Centre are likely to be feeling stressed and will want to be reassured. The tidier the Centre is, and the less chaos there is, the better people will feel about being there asking for help, or helping others.

Ensure the Centre is kept clean and tidy, and safe to work in. It should be checked after every aftershock or any other environment changes that might affect the building.

Community Emergency  
Marae

- ☐ Clean-up any hazards - broken glass, debris, rubbish etc. to avoid people being injured. Always use protective equipment to avoid injury.
- ☐ Keep paths and walkways clear.
- ☐ Help find resources to make the Centre run smoothly - tables and chairs and other useful equipment from the facility
- ☐ Collect up general rubbish and make sure there are bins for disposal.
- ☐ Set up a hygiene station for handwashing with a minimum of a bucket of water with bleach/detergent/soap.
- ☐ Find or make a toilet facility.
- ☐ Ensure tea, coffee, and water is regularly refreshed for staff.
- ☐ Make the Centre weatherproof where possible.

**YOUR SAFETY IS PRIORITY - IF YOU  
CAN'T DO SOMETHING SAFELY,  
DON'T DO IT.**

# Setting up

Use this advice and the diagram on the next page to understand how the Marae will work.

Now that you have assigned the roles, the different Marae areas need to be set up. Each role can focus on setting up their particular area, but some areas are easier than others, so help each other as needed. Key areas to set up first are the Public Information Board and Coordination area.

☐ **Make sure all roles are filled**

- People may have more than one role until others who are able to help arrive.

☐ **Set up a Public Information Board**

- Set up a noticeboard somewhere near the front to display important information to the community.

☐ **Set up an area to collect offers & needs**

- Towards the front of the facility, set up display boards marked “Offers” and “Needs”.

☐ **Set up an area for Marae Coordination**

- Establish a Situation Board. The Situation Board maintains an overall picture of what is happening and records the actions taken or tasks which have been assigned or still need to be done.
- The Coordination area assesses, verifies and distributes important community information to the Public Information Board and Emergency Operations Centre (as and when appropriate).
- Some information in the Coordination area could be sensitive, find a quiet space away from the general public (perhaps in an adjacent room).

☐ **Set up an area for Communications**

- Establish a quiet space close to the Coordination area for telephone or VHF radio communications.
- If there is no electricity, find a car battery or alternate power source, such as a generator.

☐ **Set up a Community Space**

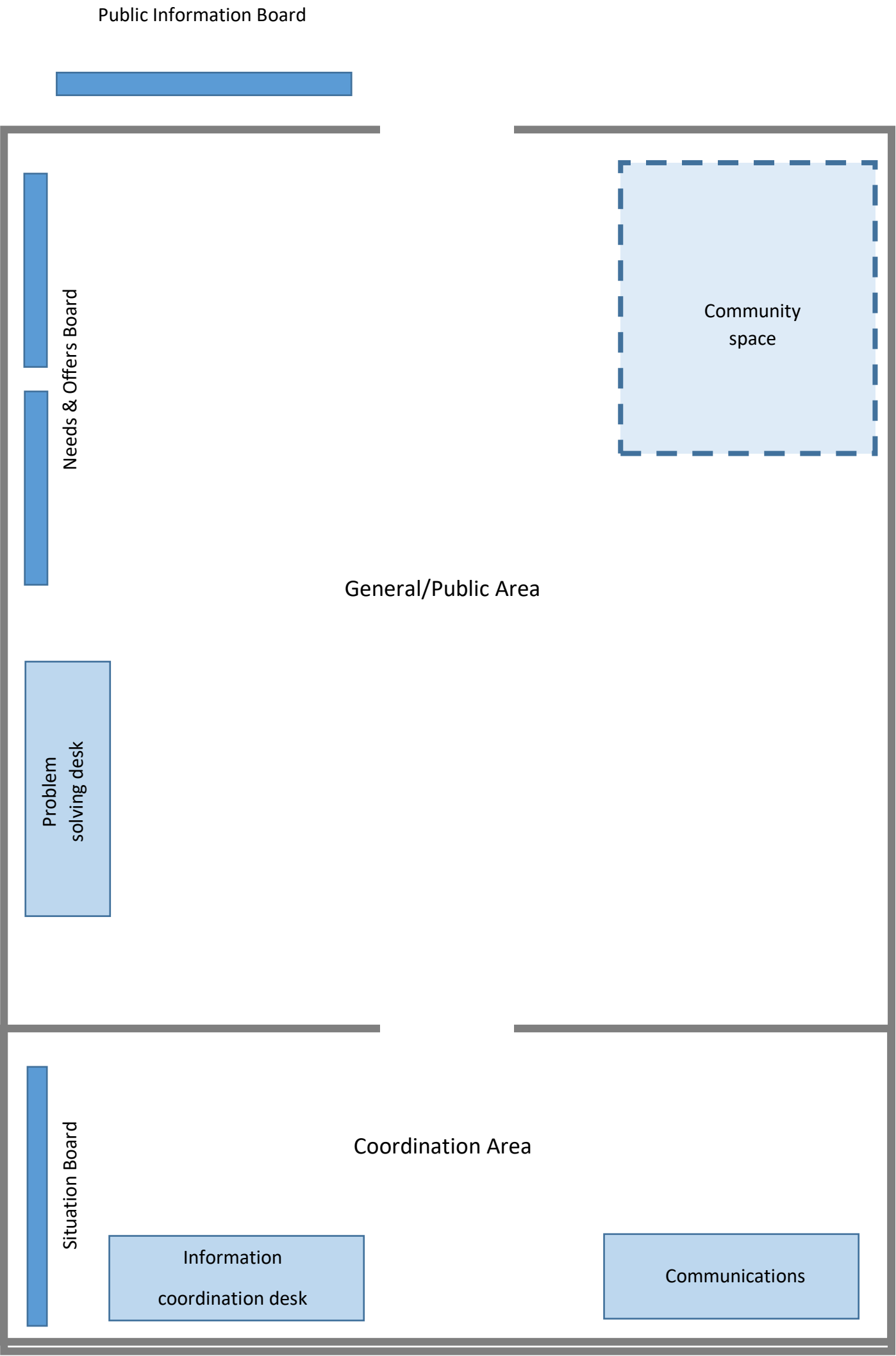
- Set up quiet space away from the information boards for people to rest, seek companionship, wait for assistance/information or a volunteer role.
- Make sure that the space is accessible to people with mobility impairments and has some seating.

☐ **Set up a toileting & hygiene station**

- Establish a hand washing area.
- Find or make a toilet facility.
- TIP: Ask neighbouring houses or local businesses for any tools and cleaning materials you need.

# Marae Diagram

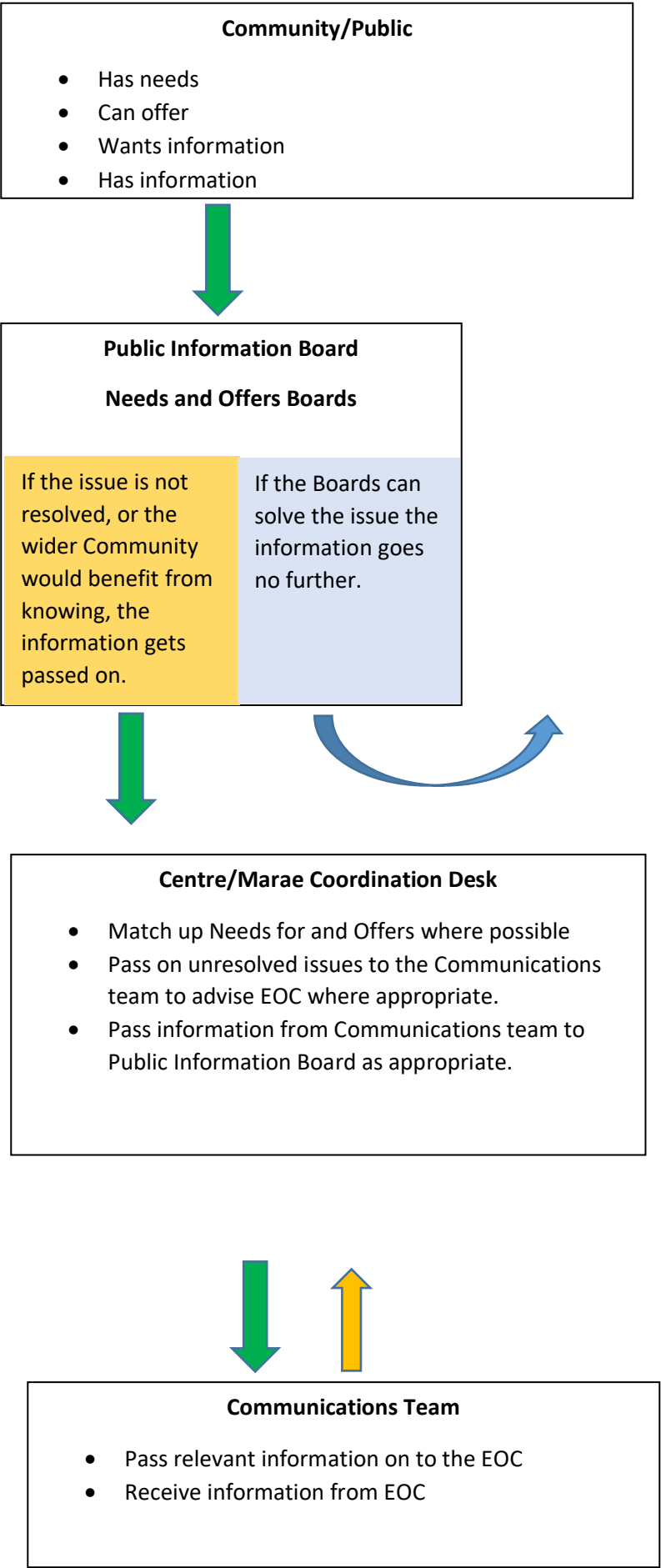
Community Emergency Marae - Generic layout





# Information flow in Marae

Community Emergency Marae – Where information goes



# Before you start helping

**Bring everyone together again and make sure everyone understands what they are here to do.**

**Some common initial objectives include:**

- Establish a working Community Emergency Marae
  - Find out what is going on
  - Tell people what is going on
  - Support and coordinate the community response
- 
- ☐ **Give an overview of who might be available to help**
    - Including community members, volunteers, response plan stakeholders
- 
- ☐ **Check everyone is happy with the role they have.**
    - If not, change roles/lanyards as appropriate.
    - If there are roles that still need to be allocated, people may end up with two or more roles.
- 
- ☐ **Understand the Marae processes**
    - Make sure everyone has a clear idea of how the Marae will run – how information and people might move through the Marae, depending on their needs.

## Open the Marae

- ☐ **Put up clear signage that the Marae is running.**
  
- ☐ **Contact the Emergency Operations Centre (EOC) to let them know that you are there.**

## **[Suburb]** Community's Response – local ideas and solutions for challenges you may face.

The following pages include prompts, ideas and local resources for assisting with the common needs of communities after an emergency -

- Rescue and checking on people
- Medical assistance
- Shelter
- Water
- Food
- Sanitation

Where a community has gone through a Community Response Planning Process, there are specific details about how to solve these problems with the local resources available.

In communities that have not yet been through that process, there are questions which may assist you in finding solutions.

## **Rescue & checking on people**

Emergency events are traumatic, and some people will be in need of assistance after an event – whether it's rescue and medical assistance, or just basic support and information.

How can the community make sure that everyone has been checked on, and rescued or otherwise looked after?

Remember that someone's circumstances may change in the days following the event, so people will need to be checked on regularly.

## **Where do we find help / assistance / resources?**

- Are there existing community groups who could provide people to help with checking homes?
  - Response Teams
  - Neighbourhood Support Groups



- Community Patrol
- Sports clubs
- Church groups
- Organise groups of people who have offered to help.
- Do any community organisations or businesses or individuals have any equipment or vehicles that could help?
  - Radios to help you stay in touch?
  - Vehicles to help people get to areas that aren't in easy walking distance?
    - People with 4WD vehicles for hard to reach locations?
- Do any community groups have contact/phone lists that could be used help?

## How do we get help to the people in need?

- How can you make sure that everywhere has been checked and that no one is left behind?
  - Start with known affected areas or groups that might need extra assistance.
  - Draw upon any local lists and knowledge
  - Begin a street by street, house by house check
    - Reference the street maps in the Marae kit.
- If you can't give someone immediate assistance, collect information about their needs, and bring that back to the Marae, then see if you can find an answer to their need with the resources you have available in the community.

## Messages for the public

Are you okay? Are the other people in your house okay? Are your immediate neighbours okay?

Check on your neighbours, and then others on your street. Bring information back to the Marae if anyone is in need of assistance in their own home.

## Life-threatening situations

- Help if you can, but do not put yourself in unnecessary danger to save someone else. You don't want to become a casualty too.
- Sometimes all you can do is keep other people from being harmed. Let people know that there is a hazard, and keep other people away from the hazard if you are able. This may include helping people evacuate an area.
- Attempt to call 111 to report all life-threatening situations.
- Report the information back to the Community Emergency Marae
  - What the problem was
  - What you did about it

- What still needs to be done about it, if anything
- This information should also be reported to the Emergency Operation Centre if it is an ongoing situation.

## Medical Assistance

Injuries are an obvious problem following an emergency event, but other medical conditions may occur or be made worse by a disaster.

How can you get people the medical help that they need?

### Where do we find help / assistance / resources?

- Is there a hospital or any other medical or veterinary facilities nearby?
- Are there any known doctors, nurses, paramedics or first aiders in the community?
  - Request medically or first aid trained people to come to the Marae or nearest medical facility to assist
- Where might you find first aid and other medical supplies?
  - Personal or workplace first aid kits
  - Pharmacy
  - Supermarket or other place which sells first aid supplies
- Medical providers may have lists of people who need early assistance.

### How do we get it to the people in need?

- Can you transport the person in need to medical assistance with a vehicle or other mode of transport?
- Can you bring some advanced or basic medical assistance directly to the person?

### Messages for the public

Let people know where they need to go to find medical assistance, if available

Encourage people to assist their neighbours.

# Shelter

Everyone need a safe and comfortable place to rest. Somewhere out of the weather at first, but somewhere more restful will be needed.

## Where do we find help / assistance / resources?

- Are there buildings with extra capacity in the neighbourhood or open spaces?
- Community halls may be good for temporary shelter, but a home is more comfortable and has better resources.
- Friends and neighbours (staying with people you know is best)
- Put up notices asking if people have a spare bed, couch, mattress that they could offer to someone in need.

## How do we get it to the people in need?

- Match up offers of accommodation with those in need.
- Is there a way to make the home safe enough for someone to remain there? Eg, temporary repairs to roof or broken windows?
- Is there any way to transport people out of the area?

Keep records of how many people are displaced and why. If there are large numbers that can't be accommodated within the community you will need to let the Emergency Operations Centre know.

## Messages for the public

- Stay at home if you are able to.
- Stay with friends or family if possible
- Open your home to people in need if you can help
- If you have to evacuate your home, bring bedding if you can.

# Water

Clean water for drinking, cooking and hygiene is very important. Everyone should have access to drinking water within the first 24 hours.

## Where do we find water?

- Water reservoirs

Technicians must inspect the reservoirs and alter the valve systems before the water inside can then be made available for people to manually collect. Wellington Water will assess reservoirs as soon as is practical but it will take a number of days to complete this process.

- Some bottled water may be available through the supermarkets and dairies.
- Household rainwater tanks
- Some schools and community centres have large water tanks installed. Are there some in your community?
- Local streams – take water from above the highest houses to avoid potential sewage contamination.

## How do we get water to the people in need?

- Clean plastic containers (preferably able to be carried by hand)
- Are there people in your community who could help deliver water to those who cannot get to the water delivery point? Consider vehicles for transport.
- The Fire Service could help to distribute water if there are no other priorities and may have hose and standpipes available.
- Identify a drop-off point for water delivery, when available

## Messages for the public

- Boil water before drinking or consuming in any other form (eg brushing teeth, washing food, making ice)
- Use bottled water if available. Treat all other water before consumption.



- Boil water to make it safe to drink. This will kill most types of disease-causing organisms that may be present. Heat the water until it boils, let it cool.
- Treat with bleach - If you can't boil water, you can disinfect it using household bleach. Bleach will kill some, but not all, types of disease-causing organisms that may be in the water. Add 2 drops of regular, unscented, liquid household bleach for each litre of water, stir it well and let it stand for 30 minutes before you use it.
- If the water is cloudy, filter it through clean cloths or allow it to settle, and draw off the clear water for treatment.
- Store treated water in clean containers with covers or lids.

## Food

Many people will have several days of food in their own homes, due to what people have in their pantries, fridges and freezers. Some people may not have access to their own homes, so how could you provide food those who cannot feed themselves?

### **Are there people in the community willing to feed an extra or two?**

- Can neighbourhoods team up and combine food to cook large meals (this will feed more people and use less gas etc for cooking)
- If power is out, can freezers be emptied in a systematic way to keep things frozen for longer?

### **Where could you find additional food?**

- Household supplies – stored food, freezer food, vegetable gardens, fruit trees
- Supermarkets
- Dairies and petrol station shops
- Restaurants
- Do the schools have any leftover supplies after all the students have been collected?

## Where could you find cooking equipment?

- Barbecues in the community
- Camping equipment
- Organisations and facilities used for catering to a large number of people
- Traditional cooking fires (hangi, umu etc)

## Messages for the public

Food safety messages

# Sanitation

Everyone has access to an appropriate place to toilet within 24 hours.

Improper management of human waste can cause all sorts of problems, both to the environment as well as public health.

## Where do we find help or supplies?

- Could you organise long drops throughout the community and close to groups who might not have the ability to organise one themselves.
- How do we get sanitation supplies, tools or people who can help to the people in need?
- Who could help dig or build toilet facilities?
- Could you build a closed off space for a long drop toilet at the Marae or other open space?
- Where are suitable locations for facilities that won't cause problems?

## Messages for the public

- Long drops are a good solution.
- Use a two bucket system - one for liquids and one for solid waste. Mix with sawdust. Can be used indoors and then emptied into a hole in the ground.

# Local spaces, places and resources

Large outdoor spaces

Large indoor places

Smaller indoor places

Significant resources

## Vulnerable groups

Elderly Care Facilities

Mental Health Care Facilities

Early childhood centres

Schools

Significant resources

## Community Emergency Marae Kit

The kit provided by WREMO and stored at the Community Emergency Marae is a 60L plastic tub of resources and a cardboard tube of maps

The plastic tub contains:

- Civil Defence VHF radio
- AM/FM radio
- Stationery
- Leather gloves (protect your hands during clean up)

