

# Older Adults Emergency Preparedness Handbook

[hbemergency.govt.nz](http://hbemergency.govt.nz)



HAWKE'S BAY  
EMERGENCY MANAGEMENT

GROUP

# Acknowledgment

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This booklet was originally produced and distributed by Gore District Council. It has been altered with permission by Hawke's Bay Civil Defence Emergency Management

## Hawke's Bay Emergency Management

Hawke's Bay Emergency Management is responsible for the delivery of Civil Defence and Emergency Management responses throughout the Hawke's Bay region.

Hawke's Bay Emergency Management is responsible for the 24/7 operation of the Emergency Coordination Centre, which facilitates planning and operational activity during an event.

We also work with emergency services, councils, and community partners to service our work across the 4Rs (Reduction, Readiness, Response and Recovery) in a seamless way.

The vision of Hawke's Bay Emergency Management is "A Resilient Hawke's Bay Community". A resilient community is one which expects and is well prepared for an adverse event; they can cope well with the disruption and recover quickly.



# USING QR CODES

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*Throughout this guide QR codes are used to direct you to additional content you may find helpful. The following page outlines how to use QR codes.*

## For Android phones.

- On your compatible phone or tablet open the built-in camera app.
- Using QR codes and downloading apps
- Point the camera at the QR code.
- Tap the banner that appears on your Android phone or tablet.
- Follow the instructions on the screen to finish opening the link.

## For Apple phones.

- Open the Camera app from the Home Screen, Control Centre, or Lock Screen.
- Select the rear-facing camera.
- Hold your device so that the QR code appears in the viewfinder in the Camera app.
- Your device will recognise the QR code and open the link.

**You can test out opening a QR Code on this code.**



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# INTRODUCTION

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**"Sometimes it does us a power of good to remind ourselves that we live where two tectonic plates meet in a somewhat lonely stretch of wind-swept ocean just above the roaring forties. If you want drama - you've come to the right place."**

*- Former Prime Minister the Hon Geoff Palmer*

This booklet has been designed as a handy guide for older people living in Hawke's Bay. Its focus is to help you prepare for and get through emergencies and their consequences.

Emergencies can happen anytime and often without warning.

Emergency services, Councils and Hawke's Bay Emergency

Management will respond but can't be everywhere at once. So, this booklet will help guide you to be better able to respond.

New Zealand refers to the 4 'R's when planning for and responding to emergency events.

**Reduction:** Identify and priorities risks then 'reduce impact if possible'.

**Readiness:** Have a plan, practice the plan, and be prepared.

**Response:** Planned actions you will take during the event.

**Recovery:** Post event, get back to your normal or as close to normal as pre-event living.

Experiencing an emergency can be overwhelming. But being prepared will reduce the pressures. Preparing takes time and effort so you might want to do a little at a time.

The more you do, the better you can look after yourself and your loved ones in a emergency.

# REDUCTION

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**Reduction can involve eliminating or avoiding the risks of a hazard.**

**Example:** Secure heavy objects to a wall so the fall hazard is reduced

We can't completely eliminate hazards and their impacts on our households and communities, which is why it is important to know what to do in an emergency and take steps to be prepared.

Reduction can involve eliminating or avoiding the risks of a hazard where practicable to do so.

However, in many cases this may not be possible. Instead, the focus is reducing the likelihood of the risk and the magnitude of its impact to an acceptable level.

Reduction can take many forms ranging from an individual's actions to look after themselves, their family, business, and property, through to collective actions undertaken on behalf of communities.

Some basic things we can do are:

- Secure heavy objects such as shelves, bookcases, cabinets and water heaters to the walls and floors.
- Placing large, heavy, or breakable objects on shelves.
- Hanging heavy items, such as pictures and mirrors, away from areas where people sit or gather frequently.
- Bracing overhead light fixtures.
- Repairing wiring and leaky gas connections. These are potential fire risks.
- Repairing any deep cracks in ceilings or foundations. Get expert advice if there are signs of structural defects.
- Storing flammable products and hazardous material securely on bottom shelves in cabinets that are closed with latches.
- Making sure we are insured to protect our homes.



***EQC Toka Tū Ake is a New Zealand crown entity investing in natural disaster research to help communities reduce their risks through identifying hazards.***

# INSURANCE

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## Homeowners

It's important to protect your home and its contents against loss or damage.

Check your insurance:

- Find out what your insurance policy covers, as well as what it does not cover.
- Check you have enough insurance cover to rebuild your home and replace your valuables.
- If you have been affected by an emergency, contact your insurer as soon as you can to lodge a claim and understand how they can help.

## Renters

It is strongly recommended you have contents insurance. This will help to replace your belongings if they are lost or damaged. Some contents insurance policies may include provisions for temporary accommodation if the property you rent becomes uninhabitable.

Landlords must not unreasonably withhold consent for a minor fixture, renovation, alteration, or addition to a rental property. However, be sure to talk to your landlord or property manager first.



# READINESS

**Get prepared to respond to an emergency.**

*Learning about the hazards that can occur in your community, and the impacts they can cause, will help you work out what steps you can take to get prepared.*

***Hazards that can affect Hawke's Bay area :***



Waipuke  
**Flood**



Taiāniwhaniwha  
**Tsunami**



Rūwhenua  
**Earthquake**



Paroro  
**Storm**



Pungarehu Puia  
**Volcanic Ash**



Ahi  
**Forest Fire**



Matū Mōrearea  
**Hazardous  
Substances**



Horo Whenua  
**Landslide**



Mate Urutā  
**Pandemic**



**The Hawke's Bay Hazard Portal maps the regions potential hazards, have a look and take note of any that may affect your property.**



# STAY INFORMED

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## Radio

If the power goes out, a solar or battery powered radio [or your car radio] can help you keep up to date with the latest news.

## Online and Social Media

You can head to official websites and social media pages for information and updates. You can also send any information of hazards to authorities.



## Telephones and Internet Communication

Emergencies may affect your ability to communicate by telephone, especially if the electricity is cut off.

- Because you have a fibre connection, your phone and internet will not work when the power is off.
- If your landline phone is not working, you will not be able to use it to dial 111.
- In an emergency, phone lines can become overloaded quickly.
- Keep them clear so emergency calls can be made and, if you can, use text or online messaging to keep in touch.
- Keep a written list of important numbers, in case you have to evacuate.

**The last page of this guide has a list of useful radio stations, websites, and other places you could go to stay informed.**

# MAKE A PLAN

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## Make a household emergency plan.

A household emergency plan lets each member of a household know what to do in an emergency and how to be prepared.

This makes emergency situations less stressful while saving precious time. Decide where you will go in case you have to evacuate or can't get home.

- A safe meeting place if you can't get home. It might be a friend's home or with family.
- A place to stay out of town during or after an emergency. Go here when you have time to evacuate from your neighbourhood (e.g., for a flood) or if you cannot get back to your neighbourhood.



Go to the [hbemergency.govt.nz](https://hbemergency.govt.nz) to find out more on how to get your household ready for an emergency.



# HAVE AN EMERGENCY KIT

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## Emergency supplies for your home:

In an emergency, Hawke's Bay Emergency Management, Councils and Emergency Services may not be able to respond immediately.

It is expected that you will be able to support yourself, for at least three days.

You could be stuck at home without basic services, such as electricity, drinking water, flushing toilets, and phones for days or even weeks.

Your house is already full of emergency items disguised as everyday things - as long as you can find them in the dark and in a hurry. They don't all need to be in one place.



## Your household emergency supplies should include:

Clean drinking water for a minimum of three days, or a week or more if you can - make sure you have at least nine litres of water for every person.

A minimum of three days, or a week or more if you can, of food. Consider how you will cook it; do you have a camping stove or BBQ and enough fuel for a minimum of three days?

Medications.

Torch and batteries.

- Do not use candles as they can tip over.
- Do not use kerosene lamps, they need a lot of ventilation.

A solar or battery-powered radio.

A large plastic bucket with a tight lid [or large rubbish bags] toilet paper, and disinfectant.

***Something prepared is always better than nothing.***

# SET UP YOUR GRAB BAG

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## Emergency supplies if you have to evacuate.

You will need essential items you can carry with you. Ideally you should store these items in a grab bag, ready for you to take if you have to leave in a hurry.

If not, figure out what you already have in your home, so you can grab them quickly.

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

- Torches, batteries, and a radio.
- Walking shoes, warm clothes, raincoat, and hat
- First aid kit and medication
- Water and snack food
- Hand sanitiser
- Cash - If power is out EFTPOS and ATM machines won't work
- Copies of important documents (online or paper).

***If you wear glasses or hearing aids, remember to take them to!***

## Special dietary requirements.

If you or someone in your household has special dietary needs, make sure you have sufficient stock of these food items for a minimum of three days, or a week or more if you can.

Include a supply of your special food items in your grab bag too.

Emergency shelters are unlikely to have the special food items you may need.

If you receive Meals on Wheels or other meal services make sure you have food supplies in your house you are able to prepare and cook, or that doesn't need cooking if you cannot be reached.



# MEDICATIONS

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**Complete a medical information list to put in your grab bag, include your:**

- Medical Centres name and phone number.
- Names of medication and their dosages and the condition you take them for.
- Any allergies or sensitives and any communication or cognitive difficulties.

For many, interruptions in medication can have severe and potentially fatal repercussions.

Keep a minimum of 3 days, or a week or more if you can, supply of essential medications.



If you have asthma or a respiratory disorder, make sure your grab bag has dust masks (rated P2 or N95). You may find hazards such as earthquakes make it harder to breathe.

If any of your medication needs to be stored in a refrigerator, keep ice packs in the freezer. Then, if you have to evacuate you can take it with you in a small chilli bin or wrapped in a towel/newspaper to keep cold for longer.

Know where to go for assistance if you are dependent on a dialysis machine or other life-sustaining equipment or treatment.

Every time medications are changed update your grab bag, also check the expiration dates of prescription medications in the bag every six months

**If you are diabetic make sure you have some high sugar foods in your grab bag in case blood sugars become low, such as lollies, honey, or juice.**

# BUILD A PERSONAL SUPPORT NETWORK

**Your support network will be the first people you can turn to in an emergency.**

They might be your neighbours, family, or friends - people who are regularly in the same area as you. It's important that your network includes more than one person.

- Get to know your neighbours. You'll want to look out for your neighbours, and they'll want to look out for you.
- Share contact details and agree on how you will contact each other during an emergency
- Tell them about your emergency plan and ask about their plans.
- Find out who can help you and who might need your help.
- Join a Neighbourhood Support Group.

Having connections in local community-based organizations is important - they may be able to assist you with everyday problems and emergencies or find roles for you to help others.

## Feeling stressed?

Emergencies are scary and it's perfectly normal to feel stressed or anxious.

Don't be afraid to talk to others about how you feel and to seek help if you need it. Everyone may be affected by an emergency differently. You may develop symptoms of stress, which are normal, if any symptoms persist, seek medical attention.

**Healthline 0800 611 116**  
**Want to talk? Call or text 1737**



# DISABLED PEOPLE & PEOPLE WITH SPECIAL REQUIREMENTS

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If you or someone in your family has special requirements or is disabled, you will need to include their needs in your emergency plan. It's important to take time to plan and prepare.

## Physical disability or mobility impairment

If you or someone you are caring for has a physical disability or mobility impairment, make sure you bring any aids required.

## Hearing impairment

Make sure you have a way to find warnings, information, and advice in an emergency.

- Arrange for your support network to alert you to any warnings and to keep you informed.
- Give a neighbour or someone in your support network a key to your house so they can alert you.
- Put a writing pad, pencils, and a torch with batteries in your grab bag so you can communicate with other.

**If you wear hearing aids, make sure have spare batteries.**

## Sight impairment

Be prepared if you have to evacuate. You may have to depend on others if you have to evacuate, or go to an unfamiliar Civil Defence Centre of Community Emergency Hub.

If you have a guide dog, make sure you have a grab bag for them with food, medications, vaccination records, identification, and harnesses.

Keep extra canes at home, even if you use a guide dog. Animals may become confused or disoriented in an emergency.



# PETS

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Reduce the risks to your pets and other animals:

- Include essential supplies for your pets in your grab bag and emergency supplies.
- Ask your neighbours to look out for your pet if an emergency happens, and you can't get home.
- Make sure you have a pet crate or cage for your animal[s].

**Preparing pets for evacuation:** Bringing your pets indoors and confining them to one room to allow you to find them quickly when you need to leave. Have pet carrier boxes and leashes ready. Take your pets with you when you evacuate - if it will not delay you or consider an early evacuation.

**After an event:** Be aware of their wellbeing and take measures to protect them from hazards and to ensure the safety of other people and animal.

**Your animals are your responsibility. You need to include them in your emergency planning and preparation**





# SHELTERING IN PLACE

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## Sheltering at home

If it is too dangerous for you to leave your current location, you may need to take shelter where you are. Put on warm layers before you get cold, have a good supply of warm blankets to wrap up in and keep windows and doors closed.

You may be asked to shelter in place at another location. You should stay there either until you are asked to evacuate, or until you are told it is safe to leave.

Sometimes, emergencies make it unsafe for people to leave their homes.

Unplug small appliances. Small appliances may be affected by electrical power surges.

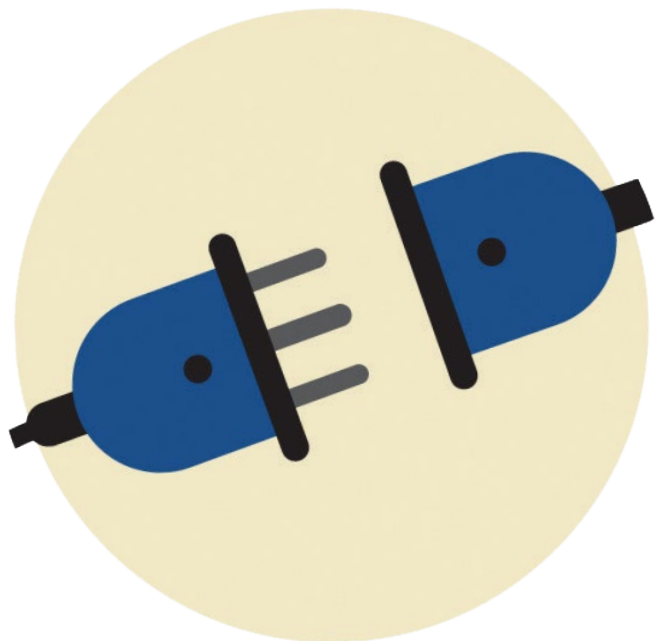
Turn off utilities if instructed by authorities. Authorities may ask you to turn off the water or electricity supply to prevent damage to your home.

## Electric heating

If all your heating is electric and you have no fireplace, you will need to consider what you will do to keep warm if the power goes out.

## Gas cookers and BBQs

Gas cookers and BBQs are a great alternative to use when power goes out. They can be used both for cooking, and for boiling water for hot water bottles to help keep you warm.



**Do not use outdoor gas appliances such as camping cookers and BBQs indoors.**

# COMMUNITY EMERGENCY HUB

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**Become a part of the establishment and running of your Community Emergency Hub, and be equip with the tools and knowledge to help yourself and your community respond to future emergencies.**

## **What is a Community Emergency Hub**

A Hub is a place for the community to coordinate your efforts to help each other during and after an emergency.

## **What does a Community Emergency Hub provide**

Hubs provide the community with information which helps everyone make informed decisions about how to help themselves, so even if you personally do not have the capacity to help in a practical way, providing information is a valuable service.



## **Who will run your Community Emergency Hub**

During an emergency the people you live nearest to will be your most immediate, and ongoing source of support.

Community Emergency Hubs are located at various community facilities and can be opened by key holders living in the local area.

**@Ufb'a cfY  
Uci hH Y'  
7ca a i b]mi  
9a Yf[ YbWni  
<i V'dfc ^YWI'**



# IF YOU HAVE TO EVACUATE

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## *Preparing to evacuate*

Evacuate immediately if told to do so by authorities. Take your grab bag with you if you have it with you. Use travel routes specified by local authorities, some areas may be impassable or dangerous.

There may be times when authorities tell you to prepare to evacuate, but you do not need to leave immediately. For example, you may be told to prepare to evacuate if river levels are getting very high and there is a risk of flooding.

Get in the habit of keeping your petrol tank at least half full. If there are power cuts in an event, fuel stations may not be able to operate pumps.

## **Prepare to evacuate by following these steps:**

1. Put on protective, weather appropriate clothing to cover your arms and legs, and sturdy footwear in case you have to move through debris (e.g., if there has been an earthquake).
2. Put your grab bag by the door or in your vehicle.
3. Leave mobile phones on and charged so you can receive Emergency Mobile Alerts.
4. Listen to the radio or check website or Facebook pages for updates.
5. Listen to Hawke's Bay Emergency Management and emergency services and follow any instructions regarding evacuation of your area. Self-evacuate if you feel unsafe.



# RESPONSE

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## HAZARDS: FLOODS

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### BEFORE:

Find out if you are in a flood prone area. If flooding is possible in your area:

- Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Don't forget items in your garage or garden shed.
- Use watertight containers to store important items.
- Secure outdoor possessions, including outdoor furniture that can be swept away in floodwaters.



### DURING:

Listen to the radio for updates and check the Hawke's Bay Emergency Management websites and Facebook pages. Follow any instructions regarding evacuation of your area.

- Put safety first. Act quickly if you see rising water. Do not wait for official warnings. Head for higher ground.
- Do not try to walk, swim, or drive in floodwater: even water just 15 centimetres deep can sweep you off your feet.
- Always assume that all flood water is contaminated.

### AFTER:

Remember - if you have been evacuated, it may not be safe to return home even when the floodwaters have receded. Listen to official advice and don't return home until they told it is safe to do so.

**Go to the [hbemergency.govt.nz](https://hbemergency.govt.nz) to see how floods may affect your property.**



# HAZARD : SEVERE WEATHER

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## BEFORE:

Stay up to date with the latest weather information from MetService. Pay attention to watches and warnings.

## DURING:

If severe weather is coming, Severe Weather Outlooks, Watches and Warnings are issued by MetService. They are available through radio, television, the MetService website and the MetService app.

- Listen to advice provided by Hawke's Bay Emergency Management and emergency services and follow any instructions.
- Secure your home by closing windows. Pull curtains and blinds closed. This can prevent injury from flying glass if the window breaks.
- Close all interior and external doors.
- Drive only if it is absolutely necessary.
- Be prepared to evacuate and keep your grab bag close.



## AFTER:

Listen to advice provided by Hawke's Bay Emergency Management and emergency services and follow any instructions.

- If it is safe to do so, check on neighbours, friends or family who may have been affected.
- Continue to stay up-to-date with the latest weather information.

**Severe Weather can include heavy rain and snow, thunder, lightning, and strong winds.**

# HAZARD : EARTHQUAKES

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## BEFORE:

Identify safe places within your home and other places you frequently visit, these should be:

- Somewhere close to you, to avoid injury from flying debris.
- Under a strong table. Hold on to the table legs to keep it from moving away from you.
- Away from windows that can shatter and tall furniture that can fall on you.

## DURING:

- DROP, COVER and HOLD until the shaking is over.
- Do not go outside or you risk getting hit by falling masonry or glass.
- If you are outside, move away from buildings, streetlights, and power lines if you can.



## AFTER:

- Check yourself for injuries and get first aid if necessary.
- Look quickly for damage around you, particularly where furniture and fittings may have become hazardous.
- Be careful as you start to move about, many injuries happen after the shaking stops, look out for broken glass and sharp objects.

# DROP, COVER and HOLD



**DROP, COVER and HOLD** is the right action to take in an earthquake.

- Drop down on your hands and knees.
- Cover your head and neck, on the ground or under a sturdy table.
- Hold on to yourself or the the table legs.

**If you have difficulty getting onto the ground, or cannot get back up again, then follow these recommendations:**



If you are using a walker, **LOCK, COVER and HOLD**:

- Lock your wheels [if applicable].
- Carefully get as low as possible, bend over, and cover your head and neck as best you can.
- Hold on until shaking stops.

If you are using a wheelchair, **LOCK, COVER, and HOLD**:

- Lock your wheels.
- Bend over and cover your head and neck as best you can.



If you are in bed, **STAY, COVER and HOLD**:

- Stay in bed. Cover yourself by pulling the sheets and blankets over yourself.
- Hold your pillow over you to protect your head and neck.

# HAZARD : TSUNAMI

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All of the Hawke's Bay's Coastline is at risk of Tsunami. If you are in a tsunami zone and an earthquake occurs, remember...

**Long OR Strong,  
GET GONE.**

'Long' means longer than one minute and 'Strong' means it is hard to keep standing.

The earthquake is likely to be your only warning that there could be a tsunami. Don't wait for further instructions, evacuate immediately inland or uphill.

## BEFORE:

- Know and practice your routes to safety. You should identify multiple routes, that you could take, think about what you would do if it was night time, or if a route was blocked.
- Make sure you have a grab bag ready to go, and that you can carry it.
- Make a plan for what you would do if either a near-source or distant -source tsunami was imminent.

## DURING:

- Leave quickly - If you feel a long or strong earthquake.
- Evacuate tsunami zones by foot or bicycle if possible.
- Go either inland or uphill, regardless of pace every step towards safety counts.

## AFTER:

- Stay out of the tsunami zone until you are told it is safe to return.
- Continue listening to the radio and follow HB Emergency Managements advice.
- Help others if you can, and it is safe to do so.





# RECOVERY

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**Recovering after an emergency can be a long and stressful process, but there are some steps you can take to get back on your feet as quickly and safely as possible.**

## **If your property is damaged**

Please note this advice may differ depending on the type of event and the impact it has had on you and your community. For example, specific advice for a flood event may differ to advice for severe weather or earthquakes. If you have been affected by an emergency, get in touch with your insurer as soon as you can to lodge a claim and understand how they can help.

## **Urgent repairs and recovery**

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Food and water are easily contaminated during emergencies; you need to take extra care to avoid getting sick.
- Always wear protective gear, including gloves and masks, in case you're exposed to hazardous material.
- Do what you need to do to make your home safe and sanitary as possible.
- Take photos and videos of any damaged, perishable, or unsanitary items and note down the details of valuable items before disposal.
- Get essential services repaired and keep copies of invoices.



# HOW CAN YOU HELP YOUR COMMUNITY

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Older people are an important part of volunteer networks often forming the backbone of local community organisations, bringing extensive skills and experience.

If you want to volunteer it is easy to start close to home, think about people who might need your help in an emergency (e.g., disabled people, single parents with young children, people who are new to the area and people who live on their own).

If you are part of local community-based organisations there are often volunteer roles available during emergencies.

## Other ways to help.

- Support your community to develop a Community Resilience Plan alongside Hawke's Bay Civil Defence and volunteering to be a part of your local Community Emergency Hub.
- Join community groups like Red Cross Disaster Welfare and Support Team. Visit [www.redcross.org.nz](http://www.redcross.org.nz) for more information.
- Join Neighbourhood support, to bring neighbourhoods together to create safe, resilient, and connected communities and be prepared for emergencies alongside New Zealand Police and other partners. Visiting <https://www.neighbourhoodsupport.co.nz> for more information

# Key communications for Hawke's Bay

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**If your life or property is at risk  
- Call 111**

## Hawke's Bay Radio Station

In an emergency, the media will provide regular updates. Listen to the radio and follow trusted news sites.

- Newstalk ZB HB 90.3FM or 1278AM
- The Hits 89.5FM (Wairoa 99.7FM)
- The Breeze 97.5FM
- More FM 88.7FM
- Central FM on 106FM or 105.2FM (Dannevirke)
- Wairoa 88FM
- Radio New Zealand News 101.5 FM or 630AM
- Radio Live 106.3FM or 1368AM
- Radio Kahungunu 94.5FM or 765AM

## Hawke's Bay Emergency Management



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