



**HAVELOCK NORTH
EMERGENCY MANAGEMENT PLAN
AND
CIVIL DEFENCE PLAN
2018**



Address: 249 Te Mata Road, Havelock North
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The law requires that Summerset have a disaster plan for each site.

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Note: In August 2011 Summerset in the Vines signed an agreement with Mary Doyle to assist each other in times of emergency.

STRATEGIC INTENT

Strategic Intent

The core business activities and fundamental philosophy of Summerset's being is to build and manage retirement villages that provide affordable retirement living for New Zealand's mature population with a continuum of care provided on one site, and to provide the best value and service possible within the long term financial objectives of producing good value to our customers and fair returns to employees, shareholders and other stakeholders.

PREPARATION AND RESPONSIBILITIES

a. Staff Responsibility

- Summerset staff will be educated about civil defence policies, procedures and expectations and on requirements for their own families.
- Summerset staff will be made aware that in a disaster, their first duty is to themselves, then their families and then to Summerset.
- If on duty, their first priority is to themselves and then the residents and other staff.
- Summerset staff are termed disaster service workers. Staff will be required to stay on duty until relieved, or if at home, to come to Summerset if at all possible.
- It is therefore necessary for staff to have an emergency family plan.
- To notify all residents' next of kin in an emergency at the earliest possible time.

b. Summerset's Responsibility

- To educate staff:
 - Emergency policies and procedures
 - First Aid
- To plan proactively for all possible disasters.
- To have a civil defence kit.
- To notify all residents' next of kin in an emergency at the earliest possible time.

AFTER HOURS EMERGENCY CONTACTS

For any life threatening or urgent event, contact should be made via the phone to the appropriate emergency service.

Fire / Ambulance / Police

Phone 111

For any other events that have the potential to harm property / people or you feel there is sufficient risk that the situation needs to be escalated, the following plan should be followed:

STEP 1

Ring the Village Manager – Tracey Morrison
Mobile 027 5465344

If unable to contact the Village Manager – go to Step 2

STEP 2

Ring the Nurse Manager – Margaret Drury
Mobile 027 4722361

If unable to contact the Nurse Manager – go to Step 3

STEP 3

People Issues

Ring the Operations Manager – Stu James
Mobile 022 0791591

Property Issues

Ring Property Manager – Peter Linnell
Mobile 029 770 0060

ACTIONS IMMEDIATELY FOLLOWING DISASTER


The Emergency (Civil Defence) supplies are in the cupboard outside the laundry. The key is behind the reception door. Additional supplies are located in shed 3, including a BBQ and spare water. Water is also stored in the tank beside shed 1.



In reality, the most likely natural disaster to plan for in Havelock North is an earthquake.

Should an earthquake occur the following actions should take place:

1. During the quake immediately get under the nearest table, bed or solid structure, away from glass and large unsecured objects such as dressers. Look after yourself first
2. When the shaking has stopped immediately check on other staff, then the most vulnerable residents. Attend to the needs of any injured staff first, then residents. For seriously injured or ill people dial 1111 but prepare for long delays
3. If there is damage to the building or loss of power caring for residents in the safest and most practical manner is fundamental. This may mean relocating residents from their normal room to a more central location such as the lounge or all together in one wing to make ease of monitoring quicker (eg all immobile residents are moved to one wing and mobile residents in that wing are transferred to the other wing)
4. Arrange the most suitable toileting facilities. If plumbing is damaged in the first instance use commodes. Commodes are located behind the sheds in the staff car park. A hole may need to be dug for waste to be deposited. If so lime is kept in shed 4 and should be used to neutralise waste in the hole.
5. Remind staff and residents to use alcolgel and maintain regular hand washing
6. Ensure residents are warm. Distribute blankets if necessary.
7. Distribute whistles to those residents that require them so they can call for assistance
8. If there is no power use telephones that do not require electricity, including those in residents rooms or in Family Room 76 (Pinot wing)
9. Conserve water – refer to later in these plan for guidelines
10. Prepare meals using the BBQ. Use food that requires to be chilled first, then food that may thaw, using canned food last.
11. Work with the DHB, other rest homes/retirement villages to pool resources
12. Attempt to issue medications as close as possible to normal issuing times

WHERE THINGS ARE

Emergency Operations Centre:	Care Centre, 249 Te Mata Road
Emergency Medical Centre:	Care Centre, 249 Te Mata Road
Premises & Building:	249 Te Mata Road, Havelock North
Staff & Residents:	Facility accommodates 41 residents and up to 12 staff, 24 hours a day.
District Warning System:	Existing NZ Fire Service siren system Radio:
Mains Electricity:	<p>Power for all areas is controlled from the plant room. (located up stairs in care Centre) The main switch is marked, move lever up to shut off power.</p> <p>The plant room is unlocked</p> 
Gas:	<p><u>Manual shut off:</u> Gas for the Care Centre is controlled from the box on the outside wall at the end of Vento wing facing the staff car park.</p> <p>Turn yellow handle 90 degrees.</p>

	
<p>Water:</p>	<p>Water supply is from the mains - the shut off valve is located in the lawn, at the driveway end, in front of Pinot wing.</p> <p>Turn either handle 90 degrees.</p> 
<p>Main Gates:</p>	<p>To override the main gates so they remain open go to the box on the inside of the left front gate post and follow instructions located inside the box. Use the nail to push appropriate button on the grey digital rectangle box.</p>



INITIAL EMERGENCY AND FIRST AID EQUIPMENT

Equipment is stored in the cupboard outside the laundry, with most larger supplies in garage 3. The garage door can be opened manually by simply lifting the door. The key for the CD cupboard is behind the reception door.

Contents

Medical Supplies:

Airway x1
Band-aides x2 packs
Bottle of antiseptic 500ml x2
Waterless hand sanitizer 500ml x2
Surgical scissors x1
Cotton Wool Roll x1
Gamgee Squares x
Crepe Bandages x6
Triangler Bandages x 2
Steri strips x 2 packs
Adhesive Tape x 2 rolls
Safety Pins x 12
Splints x 2
Saline Solution 100ml x 6 bottles
Sterile Dressing packs x 6
Adaptic x 1 box
Telfa x 1 box
Plastic Bags, medium x 100
Plastic Bags, large with ties
Disposable Gloves x 6 boxes

Non Medical Supplies:

Orange Whistles x8
Radio including batteries or Dynamo type
NB: *batteries wrapped separately*
Pad and Pens
Duct Tape x 4 rolls
Torch including batteries or Dynamo type
NB: *batteries wrapped separately*
Crow bar x1
Jimmy bar 600ml x1
Hammer 450g x1
Shovel x2
Saw (multi purpose)

Hacksaw x1
Hacksaw blade x10

INITIAL EMERGENCY AND FIRST AID EQUIPMENT continued

Pliers # 8 x1
Axe 4lb x1
Ear Plugs 100 pr
Safety goggles x 8
Stanley Knife x1 and pack of blades
Sledge hammer 3.6kg x1
Rescue Rope (Nylon) 12metres x 1mm x1
String x 2 balls
Water containers 6 x 20 litre (40pax x 3 litres x 3 days)
Hard Hats x8
Roll of Caution tape
Gumboots (large) x 2
Leather Gloves x 8 pr
Dust masks pack x100
Survival Blankets x 30 (thermal – foil coloured)
High vision Vests x8
Water purification tablets x 36
Wet Ones (Aqueous) x 12 pottles
Black Rubbish Bags 23 litre with draw string x 50
Blue Rubbish Bags x 50
PVC Rain Jackets x 8
PVC Rain over Trousers x 8
Tarpaulins 3.6 x 3.6 x2
Step ladder 1.5m-2.7 x1
Plastic buckets x5
Barbecue
Full LPG gas bottle x 2

Items stored in linen cupboards

3 cartons of white sheets and 2 blue rubbish bags (approx 60 sheets)
6 packs of hand wash liquid
Carton toilet rolls
4 cartons of disposable incontinent sheets (300m sheets)
28 blankets contained in one black and seven blue rubbish bags

EMERGENCY RESPONSE PROCEDURES

FIRE	
In summary:	<ul style="list-style-type: none"> a. First - sound the alarm b. Inform the fire brigade : telephone 1-111 c. Remove people in immediate danger d. Extinguish the fire only if safe to do so.
If you discover a fire:	<ul style="list-style-type: none"> a. Activate fire alarm. b. Inform the fire brigade by telephone 1-111. c. Move residents away from area shown on the alarm panel and evacuate to designated assembly points.
If in another area:	<ul style="list-style-type: none"> a. On hearing the alarm, proceed immediately to mimic panel to check location of fire. b. Proceed to the location of the emergency and assist with residents' movement away from the area. c. Do not enter the building without speaking to the person in charge to get instructions. d. The senior member of staff present will be in charge and is to liase with the Fire Officer on the arrival of the brigade.
Reporting of Fires:	<ul style="list-style-type: none"> a. In all cases of fire or suspected fire, it is essential that the Fire Brigade is notified immediately so that a complete check is made of possible hidden danger spots even when the fire is apparently extinguished. b. This is necessary precaution even in minor instances that are dealt with by first aide appliances.
Duties of the Warden (Registered Nurse):	<ul style="list-style-type: none"> a. Respond to mimic panel – identify the zone and room affected. b. Don identification attire (jerkin). c. Proceed to the affected zone and give instructions to staff to direct residents to the nearest safe evacuation point. d. If anyone remains in the affected zone, note his or her location.

EVACUATION IN EVENT OF FIRE OR SUSPECTED FIRE

Summerset facility buildings are divided into fire cells to help contain fires and to minimise the necessity to completely evacuate the building in a fire.

The alarm sounds continuously in the fire cell where the fire is located and it is to be evacuated first.

Residents closest to the fire are to be evacuated first. Then staff are to work out from there.

Residents are to be evacuated to a fire cell where the alarm is sounding intermittently.

If the sprinklers are activated all alarms will sound and the building is to be totally evacuated.

Full Evacuation – residents should be evacuated away from the fire by the nearest Fire Exit to the assembly point at the front of the building. If possible, ensure someone stays with the residents once evacuated.

No one is to go back into the building until the all clear has been given from the Fire Department.

FOR A FIRE TO OCCUR IT IS NECESSARY TO HAVE:

- a. Fuel
- b. Air
- c. Heat

This is known as the fire triangle and since a, b and c are required to produce it, it can be readily accepted that the removal of either a, b or c will extinguish the fire.

Water is the most common way of extinguishing fire. By applying water, the heat is removed. Water should not be used on fat, oil or other flammable liquids, as this is likely to spread the fire further. Neither should it be used on electrical fires since there is a danger of electric shock.

Extinguishers, which may be used safely on electrical and liquid fires, are CO₂ and dry powder respectively.

FIRE EQUIPMENT LOCATION

Care Facility	Fire Hose Reels	Wing 1 Wing 2 Wing 3 Bottom of stairs	2 2 1 1
	Extinguishers	Laundry Kitchen Wing 1 Wing 2 Wing 3 Bottom of stairs	1 1 2 2 2 1
	Alarms	Laundry Kitchen Wing 1 Wing 2 Wing 3	1 0 4 4 2
Recreational Facility	Fire Hose Reels		0
	Extinguishers kitchen		1
	Alarms		2
Serviced Apartments	Fire Hose Reels		1
	Extinguishers		2
	Alarms		2

Wing 1 Shiraz (Giacon)
Wing 2 Merlot (Mermande)
Wing 3 Pinot (Venteo)

EVACUATION

<p>Essential Components</p>	<ul style="list-style-type: none"> ♦ All staff shall know the alarm signal and evacuation procedure so that they may assist when evacuation is required. ♦ Assume all Summerset residents will require assistance. ♦ Use the help of fit, reliable residents and neighbours.
<p>Routes of Egress (EXIT)</p>	<ul style="list-style-type: none"> ♦ All Summerset buildings are provided with more than one exit route. ♦ All exits are to remain uncluttered at all times, they shall be checked regularly to ensure they are available for use.
<p>Emergency Shelter</p>	<ul style="list-style-type: none"> ♦ If following an emergency evacuation, Summerset is found to be unsafe to re-enter, staff and residents will move to emergency shelter at Waiapu House (see attached letter).
<p>Evacuation of Residents to Designated Emergency Shelter</p>	<ul style="list-style-type: none"> ♦ Requirements for each resident: ONE NAMED pillow case (use permanent marking pen) <ul style="list-style-type: none"> · Extra clothing for 1 change · 1 nightie or 1pr of pyjamas · Dressing gown · 1pr shoes or slippers · 4prs of underwear · 4 singlets · 1 warm cardigan or jersey · 1 jacket · 1 towel · 1 facecloth · Toilet bag containing soap, toothpaste, toothbrush, shampoo, talc, deodorant and shaving gear ♦ Senior person in charge will ensure the following requirements are collected and taken to the transport area: <ul style="list-style-type: none"> · Residents' pillow cases secured with string · Wheelchairs x 5 · Walking frames x 5 · Medications, resident files and medications charts · Extra bedding as required by (<i>emergency shelter</i>) · Staff to accompany residents

<p>Places of Assembly</p>	<ul style="list-style-type: none"> • It is essential after an evacuation has taken place that staff hold a roll call at assembly areas to ensure that everyone is accounted for. • The senior person shall report to the Emergency Services Personnel upon their arrival, advising whether all residents/staff/visitors are accounted for. • Check using daily register, resident records, staff roster and visitors book. • It is imperative that Emergency Services know immediately whether further rescues are required. • Assembly points should be well clear of the exit point of the building and preferably provide shelter. • Evacuation methods will include two people lifting residents to walk them out, wheeling a bed out, using a wheel chair, shepherding ambulant residents.
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PLEASE NOTE

- ***In the event of an earthquake, evacuation of a building shall not commence until the shaking stops.***
- ***The need to evacuate will depend on the extent of the damage.***
- ***Most earthquakes are not severe enough to cause evacuation but if it is believed that buildings may have been structurally weakened – evacuation should be ordered.***

ASSEMBLY POINTS

ASSEMBLY POINTS	
Facility:	Front car park
Recreational Centre:	Front car park
Serviced Apartments:	Front car park
Villas:	Front car park

EARTHQUAKE

‘ Duck, Cover, Hold ’

1. Keep yourself safe during an earthquake
2. **DO NOT** run outside the building.
3. **DO** take shelter by squatting down beside a bed, table or desk and hold onto the legs.
4. Alternatively, move to an inside wall with your back to the windows and squat down with your hands covering your head.
5. Remain in a sheltered position until the shaking has stopped.
6. The senior person on duty will be in charge (yellow jacket)
7. When the shaking has stopped, account for everyone in your area.
8. If evacuation is necessary proceed to the nearest grassed area.
9. Residents will need reassurance even in a gentle earthquake.
10. **Aftershocks** – be prepared for aftershocks that could topple heavy furniture etc.

REMEMBER

- ❖ **Keep yourself safe first - then attend to others**
- ❖ **Stay calm and keep together - do not leave the building**
- ❖ **Do keep clear of unstable walls and wires, buildings and trees if outside**

IMMEDIATELY AFTER:

- ❖ Keep calm and reassure residents
- ❖ Make sure you are not injured
- ❖ Check for small fires and put them out
- ❖ Civil Defence equipment is located in steel cabinets beside laundry if required
- ❖ Turn on transistor
- ❖ Turn off power, gas and water at mains
- ❖ Find least damaged area and move residents to it, checking for injuries.
- ❖ If help is needed, send someone to the *Civil Defence Centre* (e.g. villa resident or neighbour)
- ❖ If there is a smell of gas after gas supply has been disconnected, evacuate building (see emergency evacuation plan)
- ❖ Do not light matches or candles
- ❖ There may be a lot of broken glass
- ❖ Additional first aid equipment is in the surgery.
- ❖ If your areas and people are safe then use available staff to check other areas and villa residents (use master keys)
- ❖ Do not run tap water
- ❖ Do not flush toilets

Residents Travelling on Facility Van during an Earthquake:

- Pull over and stop in a safe place and stay inside your vehicle
- Van driver is responsible for the resident's safety
- When resuming your journey, the van driver must proceed with caution and avoid potential hazards
- If the van is immobilised, it should be evacuated
- Report into centre via mobile phone
- Residents and van driver should make their way to the nearest house for emergency shelter

Re-occupation of the Buildings:

The re-occupation of buildings after an emergency evacuation should not commence until the Manager is satisfied that all rooms are safe for immediate re-occupation.

Health and Safety checks of the building is accomplished by staff checking the following:

- For obvious cracks in walls
- For dislodged bookcases or fittings which could fall in any earthquake aftershocks
- For leaks in water pipes
- For breaks and/or blockages in sewage drains and fittings
- For breaks in electric wiring (these can cause fires)
- For any fires which have not been completely extinguished

Inspection by Council Building Inspectors:

If there appears to be any structural damage to the facility buildings, the Manager shall arrange for their local Council Inspector or a qualified professional person to inspect the buildings to determine whether they are safe for immediate re-occupation.

RESPONSIBILITIES

- The most senior person on duty will be in charge and responsible for co-ordinating procedures
- The person in charge will liase with Civil Defence and/or Fire Service personnel and shall identify injuries and/or dangers.
- The first concern of the Civil Defence organisation is to the children and the elderly.
- As soon as they are available volunteers will be sent from the Civil Defence Centre.
- If off-duty staff are able, they are required to come to the complex
- Management have a responsibility to come to the complex.

THERE MAY BE NO:**WATER****ELECTRICITY****SEWERAGE****TELEPHONE****GAS****ROADS MAY BE IMPASSABLE**

We will have to be self-sufficient for at least 72 hours. There may well be after-shocks which could cause further damage.

FLOODS

If a flood were to occur:

1. Listen to the radio for information. Follow Civil Defence advice and instructions.
2. Disconnect all electrical appliances and move valuables, clothing, blankets, food, medications, chemicals, residents and staff records to above the likely reach of the flood (e.g. high shelving).
3. Turn electricity and gas off at the mains.
4. If necessary, evacuate the building, moving to higher ground - do this only if absolutely necessary. Keep an accurate register of staff and residents as you evacuate.

DO NOT:

- Go into flood waters alone
- Drink flood water - it could be contaminated
- Flush the toilet

FOREST FIRE

In the event of a forest fire:

1. Follow the guidelines in the Fire Policy.
2. Evacuate away from the direction of the fire, taking the direction of the wind into account.
3. Follow the directions of the fire service until the danger has passed.

STORMS

When a strong wind warning is issued:

1. Listen to the radio for information. Follow Civil Defence advice and instructions.
2. Move all rubbish bins / laundry bags inside and secure any outdoor furniture.
3. Put tape across large windows to prevent them from shattering.

During the storm:

1. Open a window on the side of the building away from the wind - this will relieve pressure on the roof. (Open windows in utility areas rather than in resident's rooms).
2. Close curtains to slow the passage of glass and debris if a window does smash.
3. Stay away from doors and windows. Also stay away from metal and electrical fixtures.

After a storm:

1. Avoid any dangling or broken power lines. Report these to the nearest electrical authority.

DO NOT GO OUTSIDE UNDER ANY CIRCUMSTANCES

TSUNAMI

Tsunami is an enormous wave

- a) Move to higher ground or at least 1kilometer inland**

- b) Keep away from streams and rivers flowing into the sea**

- c) Never go to the beach**

GAS LEAKS

If you suspect a gas leak, report it to the person in charge immediately. This person will then contact Summerset's maintenance staff and the fire service.

Call 1 - 111

Do not activate the alarms and ensure that all naked flames are extinguished and that Oxygen cylinders are turned off. This is to prevent sparks from igniting gas in the air.

Open as many windows and outside doors as possible to allow maximum ventilation.

Evacuate staff and residents immediately.

LANDSLIDE

Evacuate the building

Call 1 - 111

Do not approach landslide

**Follow instructions of the
Emergency Services**

HAZARDOUS MATERIAL

Civil Defence siren will sound

Listen to the radio, stay in the building and if necessary seal rooms

If you see an accident which may involve hazardous substances, check for warning signs on nearby vehicles, buildings and fences

Call 1 - 111

Do not approach accident

Move children and pets inside

Be prepared to evacuate if official statement is announced on the radio

SPILLS

Call 1 - 111
Do not approach spill
Move children and pets inside
Close doors and windows
and stay inside

Bomb Threat / Suspicious Package

Terrorism is a modern threat and is unpredictable. If you find a package or bag left unattended that looks suspicious, notify the Village Manager immediately and then contact the Police as soon as possible – dial 111.

When a bomb threat is notified **DO NOT SET OFF THE ALARM OR USE PHONES in the area. Electrical surges in alarms and cell phones could set the bomb off.**

Begin an evacuation by word of mouth. Advise people to take their personal belongings with them. This will minimise the property that needs to be searched by Police or the bomb squad. As with all evacuations, take a roll call and account for everyone that was on the premises.

The Police recommend that if you receive a threatening phone call saying there's a bomb, you try to ask some questions.

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. What does the bomb look like?
4. What will make the bomb explode?
5. Did you place the bomb?
6. Why did you place the bomb?
7. What is your name?
8. Where are you?
9. What is your address?

NO POWER

PROBLEM	ACTION
Fax / copier	<ul style="list-style-type: none"> · Will not run without power · Use carbon paper · Messenger
Computer Services	<ul style="list-style-type: none"> · Do regular weekly back ups
Telephone	<ul style="list-style-type: none"> · Keep mobile phones well charged
Warmth	<ul style="list-style-type: none"> · Cover broken windows with blanket and masking tape · If residents are wet – change clothing and wrap in blankets
Freezers / Fridges	<ul style="list-style-type: none"> · Restrict opening to maintain maximum refrigeration. · Stack frozen items on top of each other. · Use partially thawed food as priority
Lighting	<ul style="list-style-type: none"> · Spare torches with a supply of non-rechargeable batteries are in civil defence cupboard · Light sticks are also available · Emergency lighting will not run after 1.5 - 2 hours
Hoist Recharging	<ul style="list-style-type: none"> · Ensure battery is well charged when not in use · Follow safe practise for lifts and transfers
Oxygen Supplies	<ul style="list-style-type: none"> · Oxygen concentrator will not run without power · Ensure ALL oxygen cylinders are full and supplies are adequate for current needs - order in advance

Electric Fans	<ul style="list-style-type: none"> • Use natural ventilation – open doors and windows • Hand held fans • Cool water wipes • Monitor suitability of clothing • Ensure there are supplies of blankets available for warmth
Emergency Alarms	<ul style="list-style-type: none"> • On emergency battery, back-up will still run • Staff to follow emergency procedures as usual
Security	<ul style="list-style-type: none"> • Staff to follow security policies and procedures as usual
Medication for refrigeration	<ul style="list-style-type: none"> • Store in coolest part of the building
Motor vehicle fuels	<ul style="list-style-type: none"> • Maintenance person to ensure vehicles are filled with fuel • Ration use of vehicles to essentials
LPG Supply (bottles) for Primus and Barbecue	<ul style="list-style-type: none"> • Reduce to essential use (Food service) • Maintenance man to ensure LPG bottles are filled to capacity – bottles and primus stoves to be stored in maintenance garage • Refer to emergency housekeeping, personal cares and food service instructions

District Emergency Operations Centres have volunteer personnel and equipment available to assist in the event of a prolonged power failure or other emergency where residents require supplementary care and support, for example – the provision of portable generators, hot food and heating.

POWER LOSS

MAJOR EVENT MANAGEMENT

Scenario

A major and ongoing loss of power (which would eventually include loss of the emergency power backup system) affecting all or part of the village.

Management

Taking into account the duration of the outage, any guaranteed or possible resumption of service, weather conditions and day/night timing, the Manager may, at his/her discretion, declare the situation an emergency.

The Manager will –

- Be advised of the situation (in advance if at all possible or as the situation occurs) by staff on duty.
- Set up and remain at an “operation base” at the administration centre to facilitate communication and delegation with and to all involved parties.
- Liaise with corporate colleagues for advice and support.
- Liaise with contractors working on site.
- Endeavour with the contractors, to establish power supply to at least one area of the complex. This area would then become the village “base”.
- Call in off duty staff – numbers and skill mix as required.
- Delegate Registered Nurse to check as a priority. any resident/s known to be at risk – the nurse to be responsible for initiating remedial action, for example, moving frail, at risk resident from a villa to another area where warmth and direct care are available.
- Call on the Resident Committee to action their established neighbour support process.
- Arrange with Resident Committee to “man” a warm and secure area with power.
- Arrange with staff to provide the necessary resources to the Resident Committee enabling them to prepare and make available hot food and drink to any resident in need.
- Delegate responsibility to individual staff (or volunteer residents) to make one-on-one contact with every resident to establish their individual safety and comfort.
- Delegate staff (or volunteer residents) to undertake any care and support need identified on these visits.
- Maintain a checklist to identify any residents “missed”.

- Provide updates for all parties as frequently as practicable through staff and volunteers by phone or in person, when resumption of supply is expected, any subsequent request, for example – holding off with reuse of under-floor heating to avoid sudden load on the system.
- Leave electronic gate open and operate manually for convenience of residents, visitors and access for emergency vehicles.
- Delegate regular physical checks throughout the village, checking for any emergency call beacon activation on building exterior. Staff member undertaking this task must carry a cell phone at all times and use car at night for own security.
- Consider the use of a generator to maintain the emergency call system.
- Arrange extra care staff overnight to assist with this process.
- Use any Civil Defence supplies required, for example – torches, BBQs.
- Use cell phone communication with staff on site (with non-operating phone system).

Emergency Operations Centres may (if the emergency is localised and resources allow) be able to provide volunteer personnel and portable generators for specific areas of need, for example – resident requiring powered nebuliser.

Emergency Operations Centre phone: 8715000

Major Event Checklist –Power Loss

Where applicable, the following actions should be followed as a guide during a power loss.

Action/Task	Responsible	Complete
Immediately		
Inform Operations Manager or head office receptionist of power outage		
All management staff onsite as soon as possible		
Organise staff to check on residents: Apartments – who live by themselves every ½ hour, couples once immediately Village – immediately and then every 4 – 8 hours		
Arrange staff shifts for village resident checks – deliver hot food and check on safety. Priority for vulnerable residents.		
Update Operations Manager of situation		
Ensure gate is open to allow for ambulance access if necessary and for residents to come and go		
Brief staff to ensure all understand what they need to do		
Advise staff of regular meeting times where updates will be given		
Residents on oxygen – call family and arrange for them to be collected if required.		
Drive around village to assess any immediate damage		
Drive around village to advise update of power/phones etc (use megaphone if there is one on site)		
Call on the Residents Committee (if there is one in the village) to use their neighbourhood support process		
Organise a small generator for lighting in the Nurses station if available.		

Ensure large rubbish bins are secure		
Place emergency lamps in areas that require lighting e.g. stairwells		
Light sticks placed in toilets		
Ensure care staff have access to a cell phone		
Move obstacles in hallways to prevent injury		
Blankets distributed to lounge areas and residents as required		
Hot water bottles and blankets distributed to care residents		
Café – organise food – pots of soup, sandwiches, buns or fish and chips. If no café on site, use of the kitchens onsite may be required.		
Ensure there is a system for handing out food so that everyone gets some		
Organise BBQ set up and arrange sausages and bread if power cut extends into day 2		
Set up camp cooker for pots of hot water for tea and coffee – use paper cups and plates		
Ongoing		
Ensure rest home and hospital level residents are cared for as usual. If power outage is for longer than 12 hours seek advice for head office.		
Drive around village every 2 – 4 hours to assess damage		
Property staff clean up debris and minimise potential hazards		
Ensure there are staff to man food and hot drinks at all times		
Ensure an up to date list is kept of residents vacating the village over the course of the day/night		
Ensure staff are given adequate breaks and that cover is given		

SW

EMERGENCY PLANS

All staff must know what to do in the event of an emergency situation – fire, flood, earthquake, other disasters and emergency maintenance problems.

The following instructions aim to guide staff through events.

PROBLEM	ACTION
Staff	<ul style="list-style-type: none"> • All off-duty staff are required to report for duty to Summerset as soon as they are able (after ensuring family safety) • On-duty staff cannot leave the facility unless they are relieved, so must prepare to be on site for up to 72 hours • Senior person to roster adequate staff • Appoint other staff on call or standby
Notifying Next of Kin (reassurance or for evacuation)	<ul style="list-style-type: none"> • Administrator is required to report for duty as soon as they are able • Administrator is responsible for notifying NOK re welfare and or evacuation process as instructed by the Manager • The Manager is to appoint a liaison person if the administrator is unavailable. All communications and updates to the NOK leaving this site will need to be authorised by the Manager and documented. • Communications may be limited, therefore the administrator or her deputy will ensure that any phone calls will be kept to a minimum.
Call Bells	<ul style="list-style-type: none"> • Will not operate without power • Staff must be more vigilant to residents needs • Hand held bells or whistles can be used if available for emergencies

EMERGENCY PLANS

WATER

In some emergencies, water supplies may be cut off, staff will have to restrict water use and will have to rely on emergency water supplies.

WATER	
PROBLEM	ACTION
Water restrictions	<ul style="list-style-type: none"> • Do not run taps or flush toilets or sluice • Do not use washing machines, insinkerator, dishwasher, sanitiser, hand basin, bath or shower • Use bowls and cups for water when carrying out personal cares • Use plastic bags for toilet waste • Use buckets for essential laundry • Empty waste water as for toilet waste (since sewerage system cannot function without water)
Emergency water supplies	<ul style="list-style-type: none"> • 2500 Litres of water stored in containers at each facility
Water containers	<ul style="list-style-type: none"> • Save suitable containers in general use –e.g. jam, margarine, ice cream containers • Solar showers for heating water
Alternatives	<ul style="list-style-type: none"> • Triple care spray cleanser • Hand sanitising gel • Disposable wherever possible – feeders, washcloths, serviettes, crockery, cutlery, aprons, gloves
Notify Villa Residents	<ul style="list-style-type: none"> • A standard letter will be on hand instructing people on the need for restrictions if this arises (people have received information about emergency preparedness)

INFECTION CONTROL EMERGENCY PROCEDURES

LAUNDRY

If normal laundry procedures cannot be followed, refer to the following emergency guidelines.

Note – in a disaster situation where water supplies are restricted, washing will be a very low priority activity.

LAUNDRY	
PROBLEM	ACTION
Personal Laundry	Prevent soiling of clothing to minimise washing: <ul style="list-style-type: none"> • Correct use of feeders/table napkins • Correct use of continence products • Spot clean outer clothing if necessary • Wear outer clothing again if unsoiled • Change underwear daily
Washing underwear, personals	<ul style="list-style-type: none"> • Wear gloves • Rinse off any soiling • Hand wash in bucket with regular laundry detergent <ul style="list-style-type: none"> • One normal plastic bucket holds 9 litres of water but this is too heavy when full – recommend fill bucket with 7 litres of water • Rinse well and dry clothing on clothes line before use • If whitening is required Napisan can be used in cold water: <ul style="list-style-type: none"> ▪ Recommended 1 level cap per bucket ▪ Mild sanitising effect of solution will last 24 hours • Facility to have supply of regular laundry detergent in stock • Remember personals are for use of individual residents only – they are not to be shared

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LAUNDRY	
PROBLEM	ACTION
Face cloths – non soiled	<ul style="list-style-type: none"> • Use disposable where possible • Can be hand washed in bucket as for underwear • Rinse well and dry on clothesline before use
Wash cloths - soiled	<ul style="list-style-type: none"> • Use disposables where possible • For cleaning residents following incontinence • Use triple Care spray cleanser and disposable tissues – this will reduce soiling of wash cloth’s <ul style="list-style-type: none"> ▪ Any soiled cloth that cannot be disposed of will have to be rinsed thoroughly in a bucket with small amount of water to remove excess soiling ▪ Once rinsed, hand wash as for underwear ▪ Wash separately to face cloths
Feeders/Table Napkins	<ul style="list-style-type: none"> • Use disposable table napkins, serviettes and feeders where possible • Feeders can be washed in a bucket of water with normal laundry detergent, rinsed well and hung on the clothes line to dry. • If feeders are not heavily soiled – keep for the same residents – use more than once
Linen	<ul style="list-style-type: none"> • Keep linen use to a minimum and put out to wash only if visibly soiled • Bag and place in laundry on dirty side as usual
Water supplies for laundry	<ul style="list-style-type: none"> • We will have limited water supplies so washing must be kept to essentials only • If there are no restrictions, cold water taps can be used cold water supplies • Solar showers will provide some warm water where available
Waste water	<ul style="list-style-type: none"> • If the sewerage system is not working waste water must be double bagged and placed in the sewerage collection area as for sewerage/toilet waste

INFECTION CONTROL EMERGENCY PROCEDURES

HOUSEKEEPING

To reduce the risk of cross contamination, remember the colour coding and single stations systems for your area. Remember water may be restricted in which case taps cannot run.

HOUSEKEEPING	
PROBLEM	ACTION
Floor cleaning	<ul style="list-style-type: none"> • Use static mop on lino or wooden floors to remove dust • Wash floors as normal using cold water and all-purpose detergent • Carpets cannot be vacuumed until normal power supplies are restored • Sweep up any obvious dirt or debris with a small Brush and Dustpan
Sluice Sink, Toilets, Bathrooms, Basins	<ul style="list-style-type: none"> • Wear gloves to clean <ul style="list-style-type: none"> ▪ Daily clean with chlorine based cleaner as directed ▪ If using Ataway powder apply powder to damp cloth then apply to surface ▪ Rinse well and dry before using
GENERAL SURFACES Living and Dining Areas	<ul style="list-style-type: none"> • General cleaning, damp dusting as usual using all purpose detergent and water
Floors – including Shower Floors	<ul style="list-style-type: none"> • Wear gloves • Daily wet mop with water and all purpose detergent
Kitchen	<ul style="list-style-type: none"> • Cleaning as usual
Cleaning Cloths	<ul style="list-style-type: none"> • Where possible use disposable cleaning cloths rather than washing reusable

HOUSEKEEPING	
PROBLEM	ACTION
Chemicals	<ul style="list-style-type: none">• Never mix chemicals – always rinse one cleaning chemical away before ever applying another• Follow procedures
Waste Water	<ul style="list-style-type: none">• If sewerage system is not working:• Double bag waste water, tie and place in collection bin with sewerage/ toilet waste

INFECTION CONTROL EMERGENCY PROCEDURES

WASTE MANAGEMENT

PROBLEM	ACTION
Kitchen Waste <ul style="list-style-type: none"> • Insinkerator cannot be used without power 	<ul style="list-style-type: none"> • Dry Food waste to be placed into plastic rubbish bag then double bagged into another rubbish bag and placed in the waste bin. • General kitchen waste bagged and placed into a secure collection areas as usual
Soiled Linen	<ul style="list-style-type: none"> • As usual – rinse any soiled matter from linen before placing into laundry bag.
Sewerage, Toilet, Sluice Facilities: Toilet and sluice cannot be used or flushed if sewerage system is not working	<ul style="list-style-type: none"> • Plastic bags to be placed in commodes or in buckets/rubbish tins can be used as toilets • Tie a knot in the bottom of the bag before placing in commode or bin (prevents leaks) • After use tie bag (string, tape, ties) then double bag into rubbish bags – also to be tied when partly full • Bags then to be taken to central container bin for safe storage prior to daily removal by waste management contractors
Contaminated Waste	<ul style="list-style-type: none"> • Sharps as usual, - ensure there is a replacement sharps container available to replace the one in current use. • Full sharps container to be stored securely until it can be collected • Used dressings and other contaminated waste should be wrapped and placed into soiled / contaminated bags or bins as usual.
Waste Water	<ul style="list-style-type: none"> • As for sewerage/toilet waste
General waste	<ul style="list-style-type: none"> • Bagged and placed in collection area as usual

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INFECTION CONTROL EMERGENCY PROCEDURES

PERSONAL HYGIENE	
PROBLEM	ACTION
Wash clothes	<ul style="list-style-type: none"> • Use disposable where possible • Used clothes have to be hand washed
Basic wash	<ul style="list-style-type: none"> • Top and tail wash for residents twice daily – face, underarms, bottom • This will be in cold water in bowls
Continence Care	<ul style="list-style-type: none"> • Use Triple Care Spray (cleanser, moisturiser, deodoriser) to clean residents after incontinence – available at beach facility • Spray cleaner onto residents’ soiled skin and wipe off with disposable washcloth
Face/Eyes	<ul style="list-style-type: none"> • Use disposables where possible • Remember eye cleaning procedure to avoid infection
Oral Cares	<ul style="list-style-type: none"> • Clean teeth in a small amount of water in a cup or bowl • Rinse mouth in water from cup • Provide another small bowl or cup to spit into, following rinse • Do not run tap
Special needs – full bed sponge	<ul style="list-style-type: none"> • Heat a little water for a full bed sponge (Primus) • Solar showers may provide some warm water
Clothing	<ul style="list-style-type: none"> • Outer clothing – spot clean unless heavily soiled • Singlets/petticoats – worn 2 days • Panties/underpants – change daily
Staff Hand washing	<ul style="list-style-type: none"> • Hand washing must continue as per procedure – even in cold water

REMEMBER – waste water must be disposed of as per toilet waste if the sewerage system is not working – use bowls to hold water and sanitise after use.

EMERGENCY PROCEDURES

FOOD SERVICE

In an emergency the kitchen remains the responsibility of the kitchen staff on duty at the time.

FOOD SERVICE	
PROBLEM	ACTION
Food Supplies	<ul style="list-style-type: none"> • Use all food in fridge and freezer first • Try to give one hot meal per day • Make sure that all food given is uncontaminated • Use portable gas barbecue as means of heating food in case deliveries are not made: <ul style="list-style-type: none"> ▪ Emergency food stores are kept in each kitchen ▪ Kitchen staff will rotate to avoid expiry • Emergency Menu is based on emergency food supplies - no choice is offered <ul style="list-style-type: none"> ▪ Cold breakfast to be served ▪ One hot meal per day ▪ Staff and residents to be catered for
Cold Storage of Food	<ul style="list-style-type: none"> ▪ Keep fridge and freezer doors closed as much as possible – Freezers will stay cold for up to three days ▪ Use food in fridge first ▪ Then use food from freezer ▪ Then use dry and canned food stores
Cooking of Food	<ul style="list-style-type: none"> ▪ Primus stoves and barbecues <ul style="list-style-type: none"> • Thaw if necessary • Put wire rack ¼ inch apart and stack on top of each other • Put baking tray lid over top • Heat 45 minutes between high and medium setting – (inside temperature of 83 degrees (test with probe)

Crockery/Cutlery – plates, cup, knives, forks etc	Supplies of disposable cutlery, plates, cups and bowls are available at all complexes
Cleaning of Cooking Pots and Utensils etc	Use water boiled on barbecue or Primus for cleaning
Water	<ul style="list-style-type: none"> ▪ Cold water can be accessed from bores if available <ul style="list-style-type: none"> ▪ Use emergency supply ▪ Use water from cold taps sparingly ▪ Water coolers ▪ Emergency Water stores are kept at each complex ▪ Purify with purifying tablets (in civil defence case) or bleach (2 drops per 1.23 litres of water)
Hot water	<ul style="list-style-type: none"> ▪ Boil water for tea/coffee and dishwashing essentials in pots on Primus stove or barbecue
Dishwashing	<ul style="list-style-type: none"> ▪ If there is no power to use dishwasher: <ul style="list-style-type: none"> • Use disposables where possible • Clean pots and other used equipment in water boiled on barbeque or Primus • Air dry
Personal Hygiene	<ul style="list-style-type: none"> ▪ Careful hand washing and drying as usual – conserve water ▪ If water supplies are restricted use hand sanitising Gel provided for kitchen
Kitchen Appliances	<ul style="list-style-type: none"> ▪ Use hand operated appliances
Tea Towels Aprons Tablecloths	<ul style="list-style-type: none"> ▪ Extra supplies of tea towels in stores ▪ Use disposable aprons ▪ Use paper placemats instead of tablecloths ▪ Washing to be bagged and sent to laundry as usual
Kitchen waste	<ul style="list-style-type: none"> ▪ As Usual – extra rubbish bags in stock
Enteral Feed Pumps	<ul style="list-style-type: none"> ▪ Protocol to use bolus feeds

VILLAGE CIVIL DEFENCE PLAN

The Village Manager will be the Summerset site representative for Civil Defence committee meetings, community liaison and advice and support to the committee during work hours.

In an emergency, the village Civil Defence wardens will be responsible for the care of the village residents. This team consists of a leader, deputy, 13 wardens and 8 first aid helpers.

Please Note: These numbers may vary according to site size.

Emergency Centre

In an emergency, the village Recreational Centre will be used as follows:

It will become the principle evacuation location for the village residents.

A First Aid post

A temporary care centre for the injured

A Control Centre (if required)

In the event that the Recreational Centre is unusable, any evacuation needed will be to the nearest local evacuation point and a First Aid Post and/or Control Centre will be set up in the most suitable and available villa/apartment.

Care Centre Responsibilities

- As soon as circumstances allow, the senior staff member in the Care Centre is to send a reconnaissance person to the Recreational Centre for a report/feedback on conditions from the Civil Defence Leader (in jerkin). This must be documented.
- It is expected that all emergency resources will be shared between Care and Village residents where and when appropriate
- Extra help may be required from the Care Centre. This will greatly depend on staff availability.
- Management must be kept fully informed of any planning and activities proposed by the Civil Defence team.

Village Responsibilities

- That part of Summerset Retirement Village occupied by residents living in villas and apartments, including serviced apartments.

- The Village Co-ordinator and Civil Defence team leader will establish links with local Civil Defence authorities so as to ensure the highest degree of co-operation during an emergency situation.
- The Civil Defence team will obtain pamphlets and produce notes and make these available to residents, to show what problems they may expect to encounter during emergencies and how they can best prepare themselves to meet these. Residents will also be advised on what assistance they can expect from Wardens and First Aid helpers and how they may assist their neighbours.
- In addition, the village residents will be encouraged to prepare and maintain their own survival kits and will be advised as to what these might contain.

Wardens

Each Warden will be allocated in an area containing approximately 8 villas or apartments. In the event of an emergency, each Warden, after ensuring the safety of his/her household, will then be responsible for:

- Contacting those residents in his/her allocated area to establish whether or not they need help and then assist them as required.
- Carrying out other tasks as may be set by the Team Leader, for example, assisting at the Care Centre.

First Aid Helpers

- First Aid helpers will be asked to assist other residents who suffer injuries in an emergency.
- They will be responsible for manning a "First Aid Centre" if the scale of the emergency requires such to be set up.
- First Aid helpers will carry out associated tasks as set by the Team Leader, for example, assist at the Care Centre.

Summerset will provide emergency first aid training to Wardens, First Aid helpers or other interested Village residents. In addition, emergency and organisational procedures will be exercised from time to time.

Civil Defence matters will be posted on the Noticeboard in the foyer of the Recreational Centre, by means of inclusions in the monthly Newsletter, by handouts delivered to mail boxes and by telephone. In emergency situations, the telephone will be used if the system is still functioning or alternatively Wardens will deliver messages/instructions by hand and word of mouth.

EMERGENCY ITEMS

PERSONAL RESPONSIBILITY

- Torch with spare batteries
- AM / FM battery powered radio
- 10 litres of bottled water for apartment residents, 20 litres of bottled water for villa residents
- 10 plastic bags (large)
- Plastic bucket
- Antiseptic hand soap
- First aid kit and spare essential medicines
- Alternate cooking system – BBQ, gas cooker, primus etc
- Spare non perishable food to last 5 days
- Disinfectant
- Spare toilet paper and sanitary supplies
- Wind and rain proof clothing
- Spare pet food & water

GET READY GET THRU ...

SUMMERSET HAVELOCK NORTH

Due to its location and environment, New Zealand faces many potential disasters. In some cases, such as a weather related or volcanic disaster, there may be time for a warning.

But an earthquake or a tsunami close to land could strike without warning. All disasters have the potential to cause disruption, damage property and take lives. So IT IS vital that you prepare now.

Be prepared to cope on your own for up to three days, or more

This is when you will be most vulnerable.

The following information will show you how to look after yourself. It will help you get ready, so you'll get through ...

You should have:

- A **Personal Emergency Plan**
- An **Emergency Survival Kit**
- A **Getaway Kit** if you need to be evacuated.

PERSONAL EMERGENCY PLAN

Many disasters will affect essential services and possibly disrupt your ability to travel or communicate with each other.

Make sure you have a plan!

You should work out:

- Where to shelter in an earthquake, flood or storm
- How, where and who you will meet up with during and after a disaster
- The best place to store Emergency Survival Items
- What you will need to have in your Getaway Kit and where you will keep it
- How to turn off the water, gas and electricity in your villa

Plan to recover after a disaster

Make sure your insurance cover is adequate and up to date and that important documents can easily be gathered if you have to evacuate.

YOUR GETAWAY KIT

In some emergencies, such as a flood or volcanic eruption, you will need to evacuate and take your Getaway Kit with you. Every resident should have a Getaway Kit.

Family documents	<ul style="list-style-type: none"> • Birth and marriage certificates • Driver's licences and passports • Financial information (insurance policies, mortgage information, etc)
Personal items	<ul style="list-style-type: none"> • Towel, soap, toothbrush, toothpaste, toilet paper and sanitary items • Spare glasses, medications

YOUR EMERGENCY KIT

In most emergencies you should be able to stay in your villa or apartment. In this situation, you may have to rely on your Emergency Survival Kit. This kit should include:

Emergency items	<ul style="list-style-type: none"> • Torch with spare batteries • Radio with spare batteries (check all batteries every 6 months) • A change of clothes (wind and waterproof clothing, sun hats, and shoes) • First aid kit and essential medicines • Blankets or sleeping bag • Pet supplies • Toilet paper and large rubbish bags for your emergency toilet • Face and dust masks
Food and water for at least three days	<ul style="list-style-type: none"> • Non-perishable food (canned or dried food) • Bottled water (at least 3 litres per person, per day for drinking) • Plan how to get water for washing and cooking • A primus or gas barbeque to cook on • A can opener • Check and replace food and water every twelve months

Place your Emergency Kit somewhere that is easy to get to in an emergency and make sure everyone in your villa/apartment knows where it is kept. If you keep some of your Emergency Kit items in your villa/apartment for everyday use, make sure you know where to find them quickly when an emergency occurs.

FIRST AID KIT

You can buy First Aid Kits ready made from a pharmacy. If you are making your own, you can download a list of the minimum recommended items required from the website: www.getthru.govt.nz

SPECIAL FOOD NEEDS

If you are caring for someone with special food needs, make sure you include food for them in your Emergency Survival Kit.

CARING FOR PETS

Remember, your pets will be affected by a disaster, too. Follow these steps to make sure they get through as well.

- Include your pets in your disaster planning
- Attach a permanent disc to your pet's collar that clearly states your phone number, name and address, if there is room
- If possible, take your pet's vaccination records with you if you have to evacuate. This will help your pet be rehoused if necessary
- Include a carry box, towel or blanket in your Emergency Survival Kit. Put your name and phone number on the box
- Keep an emergency supply of pet food
- Check with your local council about their arrangements for assisting with domestic animal issues

STORING WATER

Household water supplies, including drinking water, could be affected. Having a supply of water is absolutely essential and you need to store water for an emergency.

You need about **3 litres of drinking water** for each person each day.

You also need about one litre of water for each of the following:

- washing food and cooking for each meal
- washing dishes after a meal
- washing yourself (one litre per day for each person)

Your hot water cylinder and toilet cistern are valuable sources of water. Also, keep on hand a supply of household bleach, for disinfecting.

DRINKING WATER - OPTIONS AVAILABLE

- To store enough drinking water for three days, prepare six large plastic soft drink bottles of water for each person, including children. Add some extra for pets
- Wash bottles thoroughly in hot water
- Fill each bottle with tap water until it overflows. Add five drops of household bleach per litre of water and put in storage. Do not drink for at least 30 minutes after disinfecting
- Label each bottle with dates showing when the bottles were filled and when they need to be refilled
- Check the bottles every 12 months. If the water is not clear, throw it out and refill clean bottles with clean water and bleach
- Store bottles in two separate places, somewhere dark away from direct sunlight where there is not likely to be flooding
- Alternatively, fill plastic ice cream containers with water, cover, label and keep in the freezer. These can help keep food cool if the power is off and can also be used for drinking
- Keep a supply of ice cubes and fruit juices

Handy hints

Collect rain water but make sure that you disinfect it with household bleach (1/2 teaspoon to 10 litres). If you're at all uncertain as to the quality of water, e.g. from a well that has been flooded, or if it might have been contaminated by smoke or ash DO NOT drink it.

GET YOUR CAR READY

If you are in your car or driving when a disaster strikes, you will need to know what to do. Follow these simple steps:

- If you drive to work, understand that you may be stranded in your vehicle for some time. A flood, snow storm or major traffic accident could make it impossible to proceed
- Store a pair of walking shoes, waterproof jacket, essential medicines, snack food, water and a torch in your car
- In an earthquake, pull over to the side of the road and stop
- Do not drive in floodwaters
- You can get up to date roading information at www.aaroadwatch.co.nz

Radio Stations

The following radio networks will carry civil defence information and advice in an emergency.

- National Radio
- Newstalk ZB
- Classic Hits
- More FM
- Radio Live

Know how to tune in to one of these stations in your area and record the station bandwidth in your Emergency Plan.

SERVICE PROVIDER CONTACTS LIST

Service Provider	Maintenance Contractors				Other Contact Details
	Name	Phone	Fax	Mobile	
Telephone	Head Office	04 8947320			A/hrs Brigid 0277340363
Electricity Supplier Network Provider Retail Provider	EDC	0800 200302		021 685575	
District Council 24Hr Enquiries Emergency Mngment	Hastings District Council	8715000	8715100		
Gas Provider	Pantons	8765057		021 2420605	
Electrician	Rowan Brown	8777441		0274 443904	
Plumber	Pantons	8765057		021 2420605	
Fire Protection Services	B&M Alarms	3555437		021 449342	
Structural Engineer					
Designer	Colour Plus	04 2986251			

Service Provider	Maintenance Contractors				Other Contact Details
	Name	Phone	Fax	Mobile	
Engineer	Welding Shop (Pete Johns)			027 4146626	
Roofer	Pantons	8765057		021 2420605	
Flooring	Floormart	8794501			
Landscaping	Hort Services	06 3484005		021 568045	
Irrigation	Megasons	04 5289522		0274 470132	
Painting	New Life Home Decorating (Chris Harrington)	8446655			
Laundry Equipment	KBM	8356322			
Kitchen Equipment	KBM	8356322			
Motorised Gate	Rowan Brown	8777441		0274443904	
Garage Doors	Dominator Doors	8436770			

Civil Defence Staff Competency

Competency Test 2 – Civil Defence

Resources;

- E04 Emergency and Disaster Management
- Site specific Emergency Plan

Ref	For each question you will be given a competency level – Met (M), Not Met (NM) or Follow Up Required (FU)	Level
	1. Describe the meaning of a Civil Defence Emergency	
20830 (2.4)	2. Describe Summerset's evacuation procedures in the event of: <ol style="list-style-type: none"> 1. Fire 2. Earthquake 3. Flood 4. Chemical Spills 	
20830 (2.3)	3. Describe how you would maintain the safety of the residents after an earthquake	
20830 (2.3)	4. Describe 4 emergency situations and state what your role would be in each situation <p>Situation 1 _____</p> <p>Role _____</p> <hr/> <p>Situation 2 _____</p> <p>Role _____</p> <hr/> <p>Situation 3 _____</p> <p>Role _____</p>	

	Situation 4 _____ Role _____	
20630 (2.3)	5. Complete the following: If there was no electricity how would you: <ul style="list-style-type: none"> a. Keep residents warm? b. Prepare meals? c. Enable residents to call for attention? 	
	6. Locate the emergency supplies such as spare batteries and extra torches, transistor radio, spare water and other essential equipment Storage area located <input type="checkbox"/>	
	7. Locate the Village First Aid Kit First Aid Kit located <input type="checkbox"/>	
	8. Locate your Village Emergency Plan Village Emergency Plan located <input type="checkbox"/>	
Date Completed:		
Assessed by:		Signature:

Trial Evacuation Competency

<i>For each question you will be given a competency level – Met (M), Not Met (NM) or Follow Up Required (FU)</i>	
Employee Name:	Date:
1. List the type of evacuation system that this building has? Explain how this works.	
2. Where is the fire mimic panel, what does it show/?	
3. When the fire alarm sounds what should happen?	
4. Who calls the fire service in the event of a fire?	
5. Explain what happens when the following occurs: <ul style="list-style-type: none"> • Smoke alarm activates • Sprinkler goes off • Manual call point activation 	
6. Describe how a sprinkler is activated and what happens when it is activated?	
7. What are the duties of the fire warden?	
8. Where is your evacuation point?	
9. Who mans the board during an evacuation?	
10. Who gives the all clear after an evacuation?	
11. What is discussed at the post trial evacuation meeting?	

AUDIT FOR PREPAREDNESS & PLANNING

Is the Civil Defence and Emergency Plan accessible to staff?

Is the Hazard Register available and up to date?

Are the staff identified to take charge understand their responsibility?

When was the last time building warning systems were checked?

When was the last time emergency lighting was checked to the time identified in the plan?

Is the staff / Residents Next of Kin contact details up to date?

When were computer systems last backed up?

Have new staff been trained and assessed for competency in a response to the Civil Defence and Emergency Plan?

Are staff aware of the chains of command in the case of an emergency?

Is there evidence of employees meeting to revise the emergency plan?

Is there documentation to support employees competency of the Civil Defence & Emergency Plans?



File: Z/01/02/02

13 December 2011

Mr Kym Noske
Operations Manager
Summerset Group Holdings Limited
PO Box 5187 Lambton Quay
Wellington 6145.

Dear Kym

Emergency Plan and Civil Defence Plan 2012

Your request to peer review your Summerset 2011 Plan refers.

In Civil Defence Emergency Management (CDEM) we use a tested and proven checklist to determine the readiness and completeness of our planning arrangements. In short we make sure that we have adequate **facilities** (buildings, operations centres, communication centres, welfare, etc.), **systems** (communications, information management, operations, etc.), **tools** (radio hardware, IT hardware, copiers, stationery, etc.) and **staff** (training, professional development, exercising, roles and responsibilities, etc.). Assessment of damage and needs (search and rescue, treatment and movement of the injured, welfare, medical, sanitation and the restoration of lifelines. We also look at the co-ordination of all these functions and the management of information throughout the event. All is of course aimed at resilience.

I have read your plan and again I must congratulate you with a very thorough Emergency and Civil Defence Plan. It is great that you are using pictures to clearly explain certain subjects and that you are making use of 'checklists' for staff on how to action certain problems and issues.

The Wellington region CDEM Group fully endorses your plan for 2012.

Please contact us should you need any support in future planning, training or exercising of your Plan.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rian van Schalkwyk', with a horizontal line extending to the right.

Rian van Schalkwyk
Manager, Wellington region CDEM Group Office/Group Controller
DDI: (04) 830 – 4236
Email: rianvan@gw.govt.nz