Emergency Management Otago
Te Rākau Whakamarumaru Ōtākou

COMMUNITY
EMERGENCY
HUB GUIDE

CENTRAL OTAGO DISTRICT COUNCIL

Clutha District Council

DUNEDIN CITY COUNCIL | kaunihera a-rohe o Ōtepoti

Otago Regional Council

QUEENSTOWN LAKES DISTRICT COUNCIL

Waitaki DISTRICT COUNCIL
TE KAUNIHERA Ā ROHE O WAITAKI

About this guide

This guide provides information to help you set up and run a Community Emergency Hub. Take the time you need to set the Hub up properly, you don't have to open until you are ready.

Symbol reference guide

↺ Repeat these actions after every aftershock or change in situation

! Important information

★ Useful advice or information

💬 Messages for the public

✓ Use this guide to check off things as you complete them

♿ Considerations for people with disabilities

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Community Emergency Hub

A Community Emergency Hub is a place where the community can coordinate their efforts to help each other during a disaster. It is run by Community Response Groups – members of the community who provide information and assistance to their community whilst supporting the official response.

The National Disaster Resilience Strategy 2019, seeks to enable and empower communities to take action to look after themselves and others in times of crisis.

This guide is a framework for communities to respond to an emergency event in a structured way, enabling community groups to be selfsufficient and reducing reliance on the wider response.

Each group will have different resources available to them and they are encouraged to adapt this guide to meet their needs.

Objectives of the Hub

The Community Emergency Hub is a place where the community can coordinate their efforts to help each other during a disaster.

› Provide information so that your community knows how to help each other and stay safe.

› Understand what is happening.

› Solve problems using what your community has available.

› Provide a safe gathering place for members of the community to support one another.

COMMUNITY EMERGENCY HUB

The Emergency Operations Centre and the wider response

The local Emergency Operations Centre (EOC) is the centre for coordinating a response. This is where decisions are made such as where to direct resources and what the priorities are.

› If help is needed in your community, that the community can't provide for themselves, let the EOC know.

› Other community groups may self-organise in your area and the official response may deploy extra resources. Working with them will help to ensure the overall response is efficient and coordinated.

› The local fire brigade and other emergency services may be involved in the response, however they do not report to Community Response Groups.

What Community Response Groups can and can't do

Community Response Groups are encouraged to respond and coordinate a community-level response; however, they must still work within the Emergency Management structure. This includes meeting council requirements and taking direction from the Local Controller in an emergency.

No powers under the CDEM Act 2002 have been delegated to Community Response Groups.

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

The following are examples of what groups can and can't do:

Can do

> Report on what has happened

> Pass information on to the community

> Look after community's wellbeing if able

> Open a Community Emergency Hub if needed

Can't do
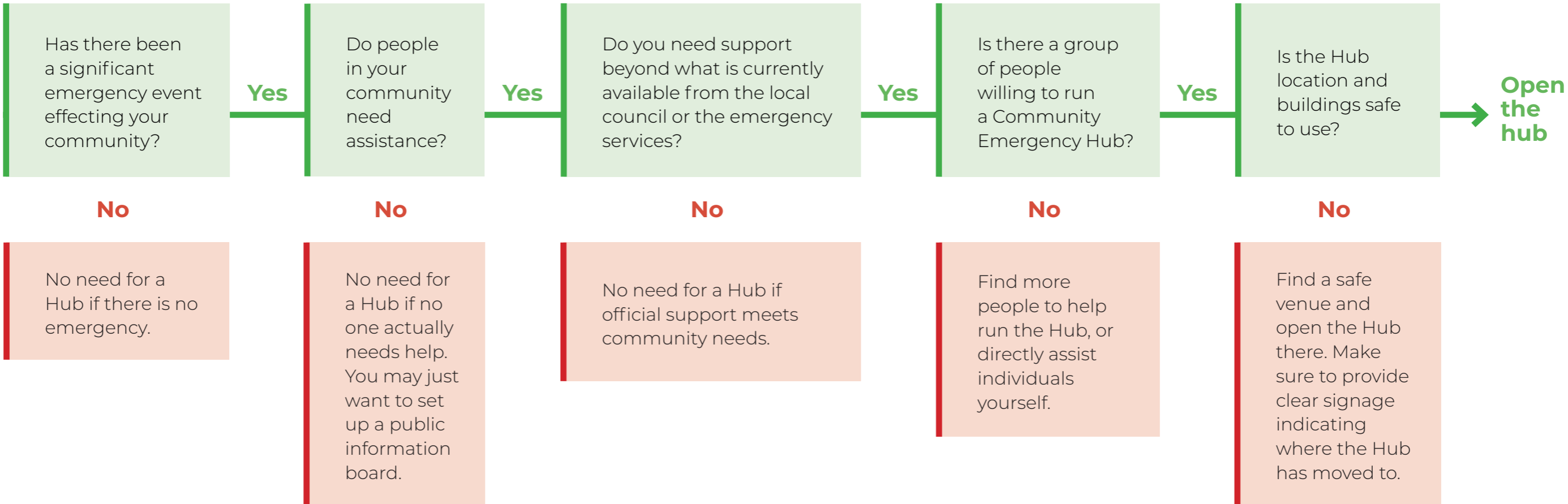
> Open or close roads (if concerned report to EOC)

> Open a Civil Defence Centre (responsibility of EOC)

> Buy or hire machinery or equipment

> Welfare support (if required contact the EOC)

If in doubt, contact the EOC.

When to open the Community Emergency Hub

Remember, in an emergency always check on your household and neighbours first.

> Community Emergency Hubs are opened by their community when assistance is required to deal with the impact of an emergency event. In the first instance, contact your local Emergency Management Advisor to discuss the situation.

| Has there been a significant emergency event effecting your community? | **Yes** | Do people in your community need assistance? | **Yes** | Do you need support beyond what is currently available from the local council or the emergency services? | **Yes** | Is there a group of people willing to run a Community Emergency Hub? | **Yes** | Is the Hub location and buildings safe to use? | → | **Open the hub** |

No	**No**	**No**	**No**	**No**
No need for a Hub if there is no emergency.	No need for a Hub if no one actually needs help. You may just want to set up a public information board.	No need for a Hub if official support meets community needs.	Find more people to help run the Hub, or directly assist individuals yourself.	Find a safe venue and open the Hub there. Make sure to provide clear signage indicating where the Hub has moved to.

Note: If the situation changes, remember to check the venue is still safe to work from.

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Accessing the Hub

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 and safety risk?
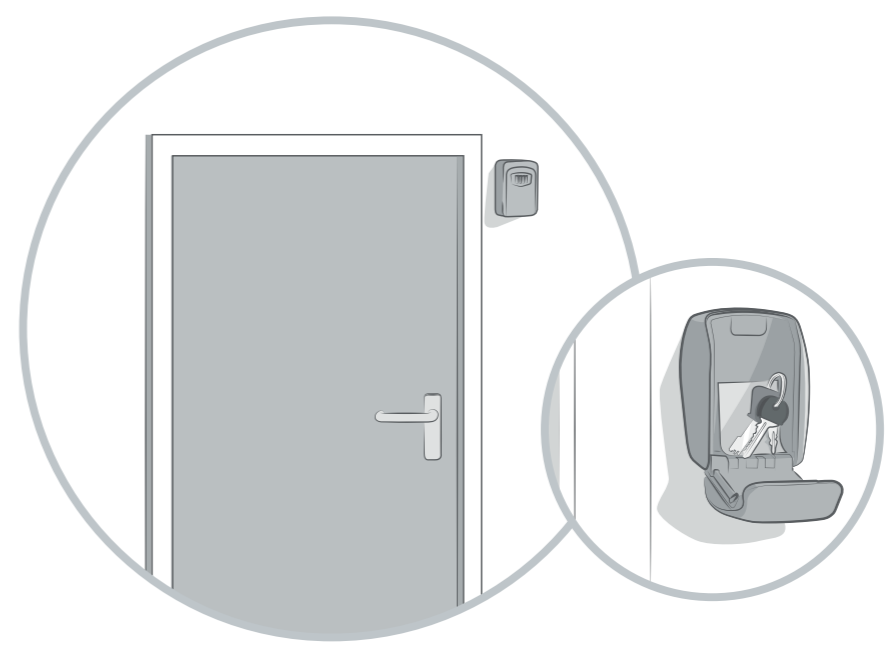
Flooding or slips which threaten the facility

Fires nearby

Smell of gas or sewage

Exposed electrical wires

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 near the entrance to the building.

Locate keys / Entering the hub

› Anyone who has keys to the Hub facility can open a Hub for the community when it's needed.

› Some Hubs may have a lockbox, with lockbox code holders identified from within the surrounding community. The lockbox holds the facility key and alarm code (if applicable).

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Check that the buildings are safe

› Check the outside and inside of the buildings to make sure they are safe enough to use. Does there appear to be any structural damage?

› When you get inside, look for hazards that might not have been visible from outside the buildings.
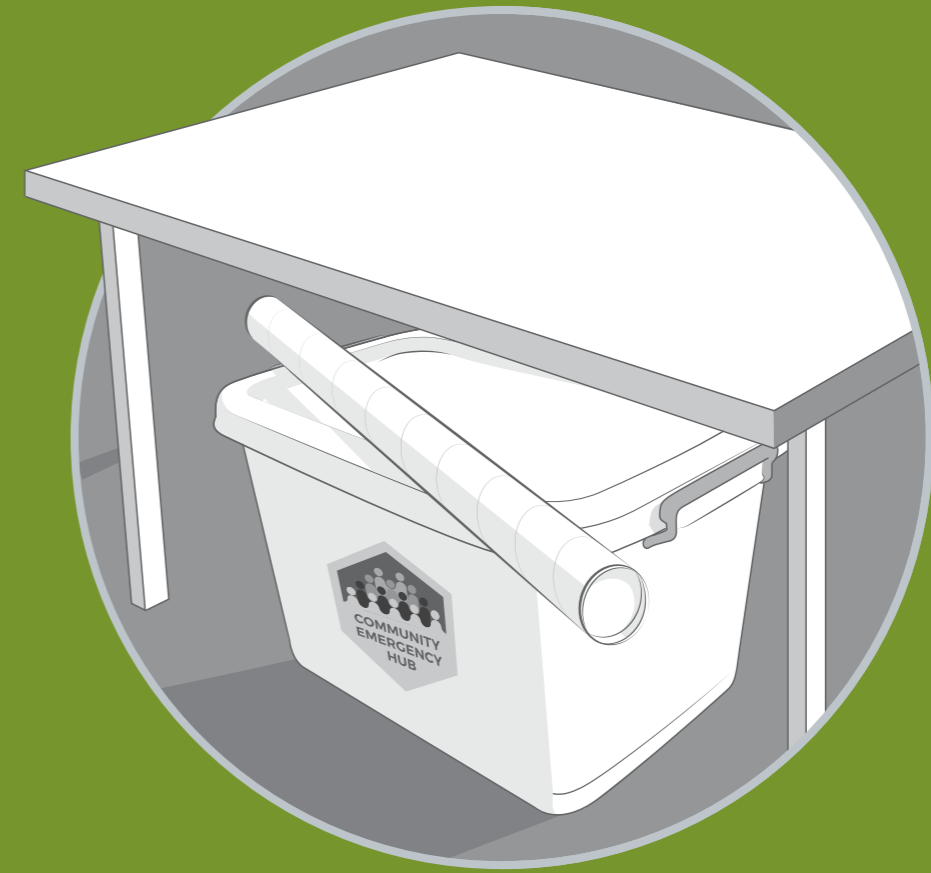
Locate the Community Emergency Hub kit

You may have access to:

› A copy of this guide

› Civil Defence VHF radio

› Stationery

› AM/FM radio

› Maps

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 Hub may need to increase or decrease in size during 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 Hub.

› 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 that might fall in aftershocks

♿ Ensure the space is accessible by everyone, keep walkways clear and consider those with mobility and visual difficulties.

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

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Working as a team

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Bring everyone together

Once you have tidied up the available spaces, but before you start setting up tables and noticeboards, gather together everyone available to help run the Hub to talk about what you are actually there to do and achieve.

The Community Emergency Hub 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 using 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 everyone make informed decisions about how to help themselves. Even if you do not have the capacity to help in a more practical way, providing information is an important service.

Appoint a Hub Coordinator

Appoint someone in the group to be the initial Hub Coordinator. It is important to have someone looking at the big picture of what you are trying to achieve. Consider both the immediate needs and potential assets in your community as well as what the anticipated challenges might be in the days to come.

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

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

★ Make sure everyone knows who the Coordinator is and that 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.

🟨	**Hub Coordinator**
🟪	**Information Coordination**
🟥	**Information Distribution**
🟩	**Reception**
🟦	Needs and Offers
🟧	Wellbeing Support
🟪	Communications
⬛	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 Community Emergency Hub 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 Hub. The lanyards also include a list of tasks on the back to remind the person of what tasks they need to do in that role.

Hub Coordinator

The Hub Coordinator oversees all activities in the Community Emergency Hub to make sure the objectives are being met and ensure the Hub 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 Hub Coordinator may need extra help to achieve these objectives, depending on the size and duration of the emergency, so may need to allocate extra people to help oversee the running of the Hub.

Tasks:

Oversee the running of the Hub

› 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 other members of the community willing to help.

Organise regular team meetings

› Make sure that the Hub 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. This is useful for shift change-over.

Make sure everyone takes 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 Hub

› Consider the daily opening hours, the length of time it will be open and make a roster. Ensure no one works for too long and everyone has opportunities to take breaks and rest.

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Close the Hub overnight when appropriate

› Make sure all equipment is locked up securely.

› Use signage to say that the Hub is closed and when it will reopen.

› Advise the Emergency Operations Centre (EOC) that the Hub has closed for the night and when it will reopen.

Close the Hub when the community no longer needs it

› It is important that the following happens:

– Use signage to tell the community that the Hub will no longer open, and provide information on where they can 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 together all of the records for the event and leave them in the Hub container for collection. The Emergency Operations Centre (EOC) may need them for analysis.

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).

– General information (such as we are really busy, we are quiet, we have had lots of offers of community help).

– Public information you have received from the Emergency Operations Centre (EOC).

› Do NOT provide:

– Personal information (people's names, addresses, etc.).

– Any private or confidential information you have received.

– Details of any deaths or injuries.

– Addresses of evacuated homes.

The group of people in our community with impairments is wide and diverse. In fact, one in five people in New Zealand has some form of impairment. These include hearing, vision, physical, mobility or cognitive impairments. Ensure that the Hub caters for these different needs so that nobody is left behind. Make sure that all public information messages, signage and directions are clear and easy to read. Ensure the Hub is easy to get around for those with mobility challenges.

Legal Information

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

If a State of Emergency is declared, it allows the regional and l ocal 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 Hub or the wider response to the emergency, pass it on to the Information Coordination team.

Information Coordination

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

The Information Coordination person or team coordinates all the information coming into the Hub. They collect, display and try to confirm this information to present a clear picture of what is happening in the community. This information can then be used to prioritise help where it is needed the most.

Information needs to be gathered from any sources available, including people coming into the Hub, and displayed for the Hub team 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:

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 Hub 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, road and rail networks)

  – 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 but 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 you haven't heard from? If possible, try and check in on these areas. Even if they don't need help, they may not have known about the Hub and may be able to offer help.

Organise someone to collect information from people as they arrive

› When appropriate, ask new arrivals:

  – where they have come from and what is happening in their area

  – what they saw on the way to the Hub

› 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.

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Suggested Situation Board layout

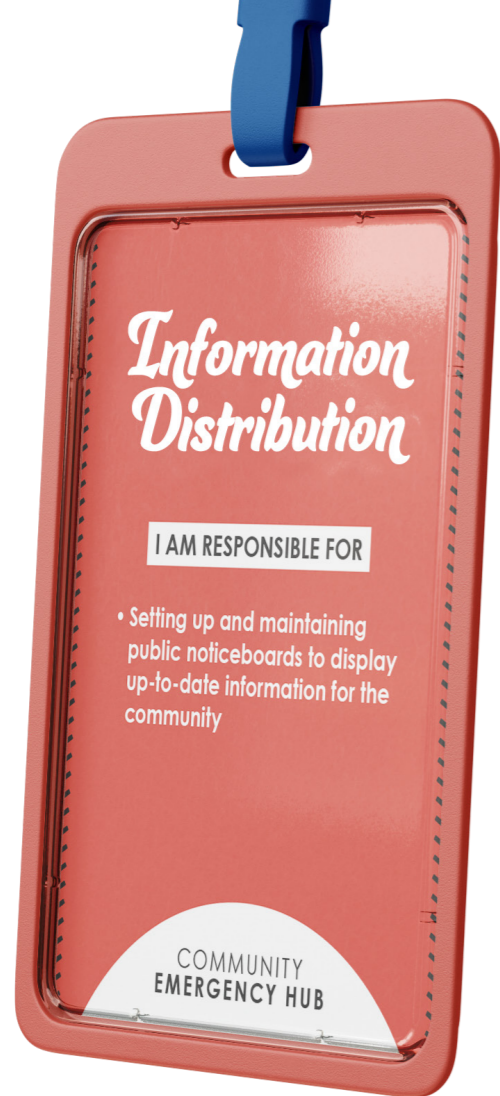|			
› **Date & Time**	›	When did you find out about it?	
› **Location**	›	Where is it? Record an address if possible.	
› **What's happening**	›	Brief summary of issue or information reported.	
› **Our response**	›	What you have done or plan to do about it, and who is taking care of it?	
› **Priority / Completed**	›	Lots of things may feel important, what needs to happen first? Mark when completed.	

Hub Status Report

The Hub Status Report is a way of keeping the Emergency Operations Centre up to date about what is happening in your community, as well as requesting further assistance. Work with Communications to send an initial Status Report as soon as practicable to advise that you are open. The Emergency Operations Centre (EOC) will advise of a schedule for future status reports. For any life-threatening issues phone 111 and then advise the Emergency Operations Centre.

The Emergency Operations Centre will want to know about power and water outages, main roads that are blocked, buildings with significant damage, people injured, and other major impacts. They are primarily interested in the challenges your community cannot deal with yourselves and extra assistance you need.

Date Time	Location	What's Happening	Our Response	Priority / Completed
14/7 11:39am	Kowhai Rd	Report that Kowhai Rd bridge looks damaged	Note down for status report to EOC Advise community to avoid use (Public Info board)	Urgent ✓
11:51pm		First volunteer teams sent out for door knocking northern suburbs	Refer to map for locations First report due from team 2pm	On going
11:33pm	15 Rangeview Ave	House on fire	Sent Community Patrol to check everyone is out 11:50am All out	Urgent
12:53pm	Pine Medical Centre	Report: Pine Medical Centre CLOSED, use Mill Medical Centre	Advise community to go to Mill Medical Centre if need help (Public Info board) Advise Reception	Not Urgent
2:34pm	Palm St	Palm Ville Rest Home needs help clearing debris	Send volunteers to help clear debris	Not Urgent
2:46pm	Cat Cres	Vet is open for people needing first aid	Display on Public Info Board Advise Reception	✓
15/7 8:10am		Blocked roads – Tan St, Marine Dr, Pond Ln Dart St, Tin St	Note down for status report to EOC Advise Public Info board.	On going

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Information Distribution

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 community can use.

Some people may only come to the Hub for information, so the public information board should be visible, close to the entrance of the Hub, 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 information distibution person or team is responsible for maintaining the public information board with relevant up-to-date information and advice. Make sure information has been confirmed as accurate.

Tasks:

Put up the posters

> Put up posters in appropriate places around the Hub.

Work with the Information Coordination team

> 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 people coming into the center, such as near the entrance

> 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 known to be 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.

Make sure that all messages on the public information board are in large font, clear and easy to read for those that may have vision difficulties.

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).

– General information (such as we are really busy, we are quiet, we have had lots of offers of community help).

– Public information you have received from the Emergency Operations Centre (EOC).

› Do NOT provide:

– Personal information (people's names, addresses, etc.).

– Any private or confidential information you have received.

– Details of any deaths or injuries.

– Addresses of evacuated homes.

› Direct the media to the Hub Coordinator if you are unsure.

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

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The Needs and Offers Boards

The Needs and Offers Boards are a tool for managing and tracking what the community needs, 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.

Needs and Offers

One of the objectives of the Hub 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 who 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 that may come up.

Tasks:

Address all life-threatening needs immediately

› Attempt to contact the emergency services by phoning 111.

› Make sure the Hub Coordinator is advised as soon as possible.

› Pass the information to the Emergency Operations Centre through the communications team.

Set up display boards for Needs and Offers

› Set up display boards near the entrance to the Hub marked "Offers" and "Needs". You may also need tables to make it easier to collect and write requests and offers.

Use notes to record and display community offers 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 posting the message, or where to find them.
  – A clear description of what is needed or what is offered.

Match offers with requests for assistance

› Check the new offers or requests for assistance to see whether you know of an existing need or offer that matches.

Display requests for assistance (Needs) or offers of assistance (Offers) on the boards

› Group Needs by themes such as labour required, accommodation, clean-up equipment etc.

› Group Offers by themes such as equipment, manual labour, shelter, food, water, etc.

Keep the boards up to date

› 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 Hub records.

› Remove offers when they have been used up or are no longer available.

Significant Offers or Needs

› 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 complex. These requests should be forwarded to the Hub Coordinator to make sure the community response is coordinated **and** the Emergency Operations Centre is informed.

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

Wellbeing Support

People may want to be at the Hub for many reasons. People will be there because they have a specific need, can offer assistance, or are wanting information, others may just want general support, comfort or company at a time of stress. The Community Space is a dedicated place where people can seek company, wait for help or resources, or hang out until needed.

Tasks:

Set up the Wellbeing Support Area

› Have the Wellbeing Support Area as near to the rest of the Hub as possible. Ideally it will be a quiet space in a separate room away from the information boards. This could include the corner of a large space such as school hall or community centre.

› Make sure that the space has seating and is accessible to people with mobility impairments.

Put up clear signage

› Put up clear signage so people can find their way to the Wellbeing Support.

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 to talk them into being happier)

› A guide on providing comfort is on the next page.

Set out refreshments

› If refreshments are available, set them out and keep the area tidy so people can help themselves.

Keep a record

› Keep a record of any key actions or decisions you or your team makes.

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With all the excitement taking place during an emergency, the needs of people who are directly affected can sometimes be overlooked. A smile goes a long way in stressful situations. Treat people how you would want to be treated yourself.

Providing comfort

While working in the Hub you should only provide comfort, do not attempt to counsel unless qualified to do so. 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 Hub.

> 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.

Based on advice from the Ministry of Health

The group of people in our community with impairments is wide and diverse. In fact, one in five people in New Zealand has some form of impairment. This could include a hearing, vision, physical, mobility or cognitive impairment. Ensure the Wellbeing Support caters for these different needs. Keep the Wellbeing Support inviting, well lit and easy to access.

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

Communications

The Hub 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 Emergency Operations Centre to be relayed to the Hub 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 Hub.

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 Hub.

Tasks:

Set up an area for communications

› Establish a quiet space/separate room to set up the communications area. If telecommunications are down, you may have access to other options such as radio, Starlink, or a satellite phone.

Contact the Emergency Operations Centre via phone, text message, email or radio and tell them that the Hub is open

› The Emergency Operations Centre may want to know:
  – The impacts of the emergency in your community.
  – Do you have power, phone or email?
  – Are roads blocked, or houses damaged?
  – Are there people injured or in need of help?
  – What further assistance you need.

› Work with Information Coordination to provide a brief summary of key issues to the EOC. Refer to the Hub Status Report in the Information Coordination section.

Image content (badge): Communications — I AM RESPONSIBLE FOR • Receiving information over communication channels • Sharing information — COMMUNITY EMERGENCY HUB

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Monitor communication channels while the Hub 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

› 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.

Reception

People coming to the Hub should be met on arrival by a friendly person who can direct them to the area which can best meet their needs.

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

Reception needs to be located at the front entrance to the Hub. 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 them.

Tasks:

› Greet people as they come in the door, and direct them to the part of the Hub 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 Hub signage remains easy to see.

› Make sure that the Reception team is identifiable.

★ See guidelines for providing comfort in the Wellbeing Support section on the previous page.

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Facility Maintenance

People will feel better about being there and asking for help if the place is tidy and not chaotic.

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

Tasks:

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

> Keep paths and walkways clear.

> Help find resources to make the Hub 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 bucket of water with bleach/detergent/soap if better facilities are not available.

> Find or make a toilet facility.

> Make sure tea, coffee, and water are regularly refreshed for staff.

> Make the Hub 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 Hub, or the wider response to the emergency, pass it on to the Information Coordination team.

3

Setting up

Use this advice and the diagram on the next page to understand how the Hub could work.

Now that you have assigned the roles, the different Hub 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

Are the following roles filled?

Hub Coordinator		Needs and Offers	
Information Coordination		Wellbeing Support	
Information Distribution		Communications	
Reception		Facility Maintenance	

★ 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.

› Ensure the **public information board** is easy to see. If appropriate this could be outside.

Set up an area for Hub and Information Coordination

✓ Establish a Situation Board (see page 15).

› The Situation Board maintains an overall picture of what is happening and records the actions taken or tasks that 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 to collect Needs and Offers

✓ Towards the front of the facility, set up display boards marked "Offers" and "Needs".

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.

› The Communications space needs to be somewhere quiet.

Set up a Wellbeing Support Area

✓ 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.

› The Wellbeing Support Area could be in a separate room.

› If there are a lot of people around, try and figure out why they are hanging out and find an appropriate space for them.

Set up a toileting and hygiene station

✓ Establish a hand washing area.

Find or make a toilet facility.

★ Ask neighbouring houses or local businesses to borrow any tools and cleaning materials you need.

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Hub diagram

HUB COORDINATOR
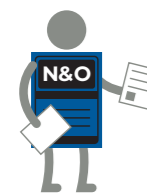I oversee that the Hub runs smoothly by helping everyone work together.

INFORMATION COORDINATION
I keep track of important information coming in and out of the Hub.

INFORMATION DISTRIBUTION
I keep the public information board up-to-date and tidy.

RECEPTION
I meet and greet people coming to the Hub and direct them where to go.

NEEDS AND OFFERS
I match people's needs and offers of assistance by using notes on a board.

WELLBEING SUPPORT
I create a welcoming comfortable space where people can connect and wait.

COMMUNICATIONS
I use whatever communications are available to stay in contact with the Emergency Operations Centre (EOC).

FACILITY MAINTENANCE
I ensure the Hub is safe, clean and has the resources it needs to run.

Priority areas to set up are the public information board and information coordination area.
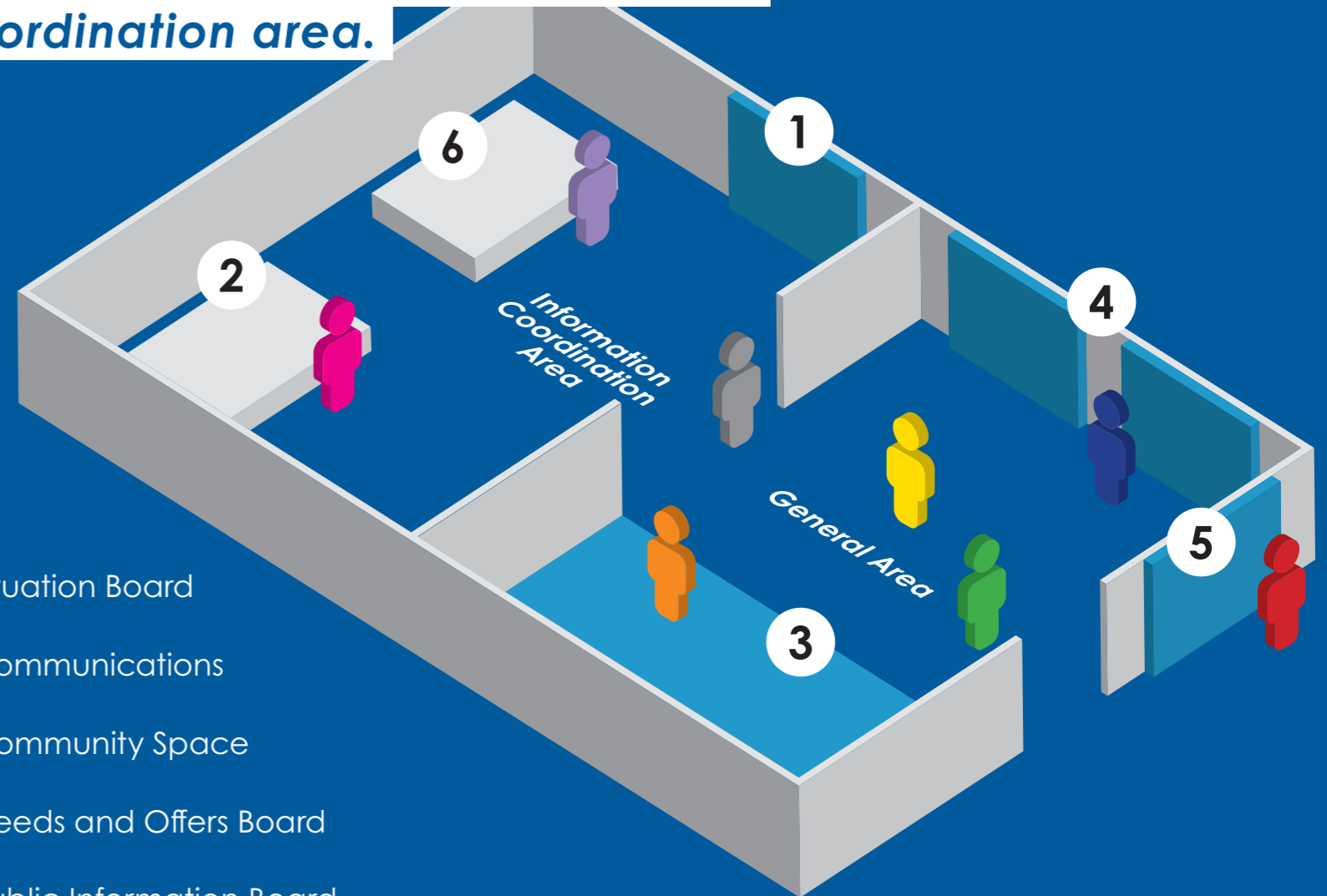
1 — Situation Board

2 — Communications

3 — Community Space

4 — Needs and Offers Board

5 — Public Information Board

6 — Information Coordination Desk

- Make sure the public information board is easy to see, accessible and near the front of the Hub

- Set up a situation board to give an overall picture of what is happening.

- Record actions taken and tasks assigned or yet to be assigned; some of this information could be sensitive so find a quiet space away from the public, maybe even in another room

- Set up a needs and offers collection area – near the front of the facility

- Set up an area for communications – in a quiet area

- Set up a wellbeing space – away from busy areas like information boards

- Set up toilet and hygiene station (if required)

4

Before you open

Once set up, bring everyone together to ensure they are clear on objectives, their roles, the layout, and how they will share information and work together. Regularly repeat this briefing with the Hub team to ensure things are working smoothly.

Some common initial objectives

Establish a working Community Emergency Hub.

Provide a safe gathering place.

Find out what has happened in your community.

Tell people what is going on.

Solve problems using what the community has available.

Match requests for assistance with offers of assistance.

Coordinate the community response.

Give an overview of who might be available to help

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 as appropriate.

If there are roles that still need to be allocated people may end up with two or more roles.

Understand the Hub processes

Make sure everyone has a clear idea of how the Hub will run and how information and people might move through the Hub, depending on their needs.

Open the Hub

Put up clear signage that the Hub is running.

Contact the Emergency Operations Centre (EOC) to let them know that the Hub is open.

Bring the Hub team together regularly to ensure everyone knows what is going on, to inform them of any significant issues, and to check everyone is ok.

5

Thinking about recovery

Thinking long term: Recovery

Working in your Hub, you may find yourself exercising leadership, problem solving, and other abilities you didn't know you had. You and your community will come across a variety of issues. Some of these will require outside help, but many may be solved by pooling the skills, resources and connections that your community already has.

As your community self-organises to respond, you will start to find solutions to these immediate issues. But what about longer term challenges? How does your community then continue to work together and support one another through long-term recovery?

Many communities throughout the world, from Christchurch here in New Zealand, to New Orleans in the United States, to Tohoku in Japan, have gone through disaster. Those communities that are active, work together and support one another, can adapt and rebuild stronger than before.

What can our community do to help each other through the recovery?

› **Stay connected.** Maintaining your existing relationships and those you have formed during the response is important for the community's recovery. Some people may be evacuated, or may be living temporarily outside the community. Strive to help keep everyone connected and informed. Setting up phone trees, social media groups and email chains, in addition to meeting in person helps keep people connected so they can take action and support one another.

› **Work together.** The drive to work together is often high at the start of a disaster when priorities are centered on meeting basic common needs. Keeping this positive energy alive through the recovery process will take a more concerted effort – sharing stories of the community's successes and challenges may help do just that. Consider how the community can continue to share knowledge and creativity as challenges change from just responding to what's in front of you, to proactively rebuilding the kind of community that you want to live and thrive in.

› **Speak with a common voice.** Getting your community's message heard by local government and organisations that may contribute resources to help rebuild is a challenge. Look for common goals that meet the needs of many community members. Just as importantly, your community's voice can be strong and inclusive of different needs. When a one-size-fits-all approach won't work, part of sending a clear message means communicating that needs in your community are diverse.

› **Talk about wellbeing.** During and after a disaster it is natural to experience different and strong emotions. Give yourself time to adjust and connect with family, friends and others who were affected in your community. Take care of yourself and each other, while respecting that people's needs will vary. Everyone may deal with challenges in different ways, but no matter what, remember it's ok to seek help. Re-establishing routines and engaging in healthy behaviours can help to enhance your ability to cope.

There is no perfect answer to how your community will tackle recovery. Staying organised and proactive through recovery may not happen in the Hub itself especially if it's located in a place that needs to return to its business-as-usual function. Whatever the form and place, it is the connections made, the shared experiences, and people being active in the community that will make it possible to adapt and rebuild stronger than ever.

Recovery will present challenges. Strong communities face them together.