



# COMMUNITY ACTIVATED EMERGENCY CENTRE GUIDE

THIS GUIDE IS TO BE REVIEWED AND THEN UTILISED IN AN EMERGENCY  
EVENT TO ASSIST THE COMMUNITY TO ESTABLISH AN EMERGENCY CENTRE



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# Objectives of the Community Activated Emergency Centre



Give guidance to the community when they cannot contact outside assistance



Collate information so your community knows how to help each other and stay safe



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



Coordinate the welfare response to the community through the use of community members



# How to use this guide

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NOTE: Unless designated by the Manawatū-Whanganui CDEM group Controller, people working under the use of this document or at the Emergency Centre have no legal powers to force anyone to do anything. In a Declaration of state of Emergency there are however emergency powers that can be exercised by the Controller if needed.

When considering the emergency use of this document contact with Manawatū District Council needs to be attempted on 06 323 0000, via the Councils radio system, via email of: **public@mdc.govt.nz** or at a last resort the EOC satellite phone 00881641400760 long distance calling fees will apply to caller.

If contact cannot be made with the Council or EOC there are instructions contained in this guide as to how to respond at a community level until such time assistance from the EOC is available. Once assistance from the EOC is available they will supply Welfare team members who will take over control of the centre and it will become a Civil Defence Centre with continuing assistance of community members if needed.

Please do not separate the pages from this guide, relevant documents are contained in the toolkit bin.

Adapt the guide contents according to the emergency and building selected by the community for use as an Emergency Centre.

This guide is to be used alongside the Community Response and Recovery Plan, if still in development please utilise this document alone.

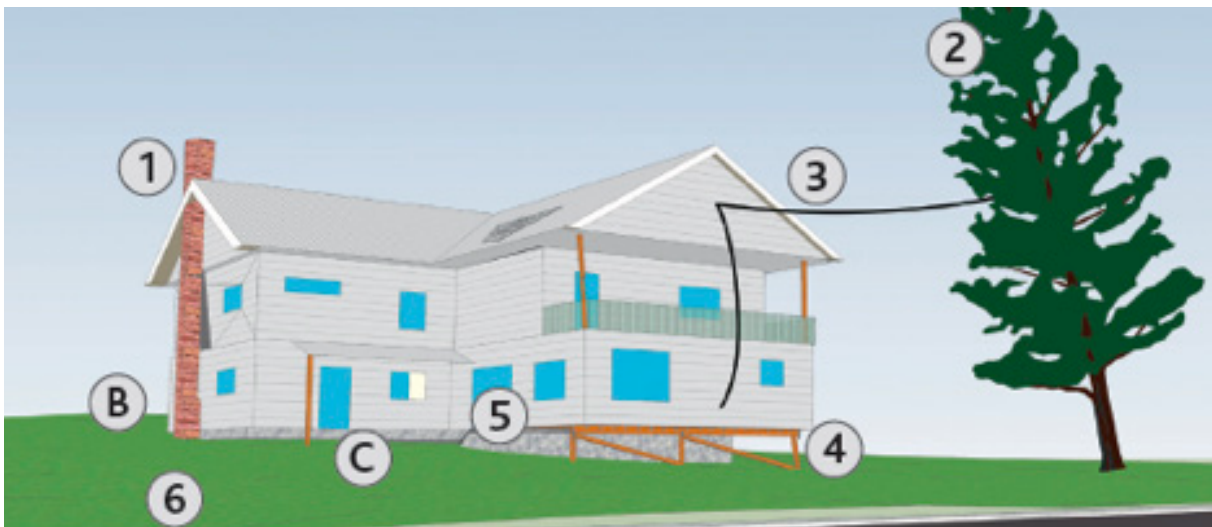
## SATELLITE COMMUNICATIONS

If available in the community and if all other alternatives are not available, contact can be established with the EOC through satellite communications on phone number 00614-80082126. Long distance calling fees will apply to the use of this number, there is not a voicemail available.

# RAPID BUILDING ASSESMENT FOR COMMUNITY EMERGENCY CENTRES

**Note: This should be undertaken by a member of the community that is either a builder or structural engineer**

- A) Observe the exterior of the building from the street access.
1. Look out for falling hazards from above, in particular roof tiles, broken windows or brick chimneys.
  2. Inspect whether neighbouring buildings or natural features such as hills, dams or trees pose a hazard.
  3. Identify non-structural hazards such as chemical spills, fallen power lines or gas leaks and any broken water lines or sewage leaks.
  4. Inspect street level damage to the building structure.
  5. Where possible, look into the building through windows to identify interior damage.
  6. Inspect the ground around the building for slopes or fissures.
  7. Inspect the roof of the building from the ground level.
  8. Inspect the foundations of the building without going underneath.
- B) Walk around the building as far as possible and inspect each elevation.
- C) Enter the building for a closer inspection, if entry is safe.



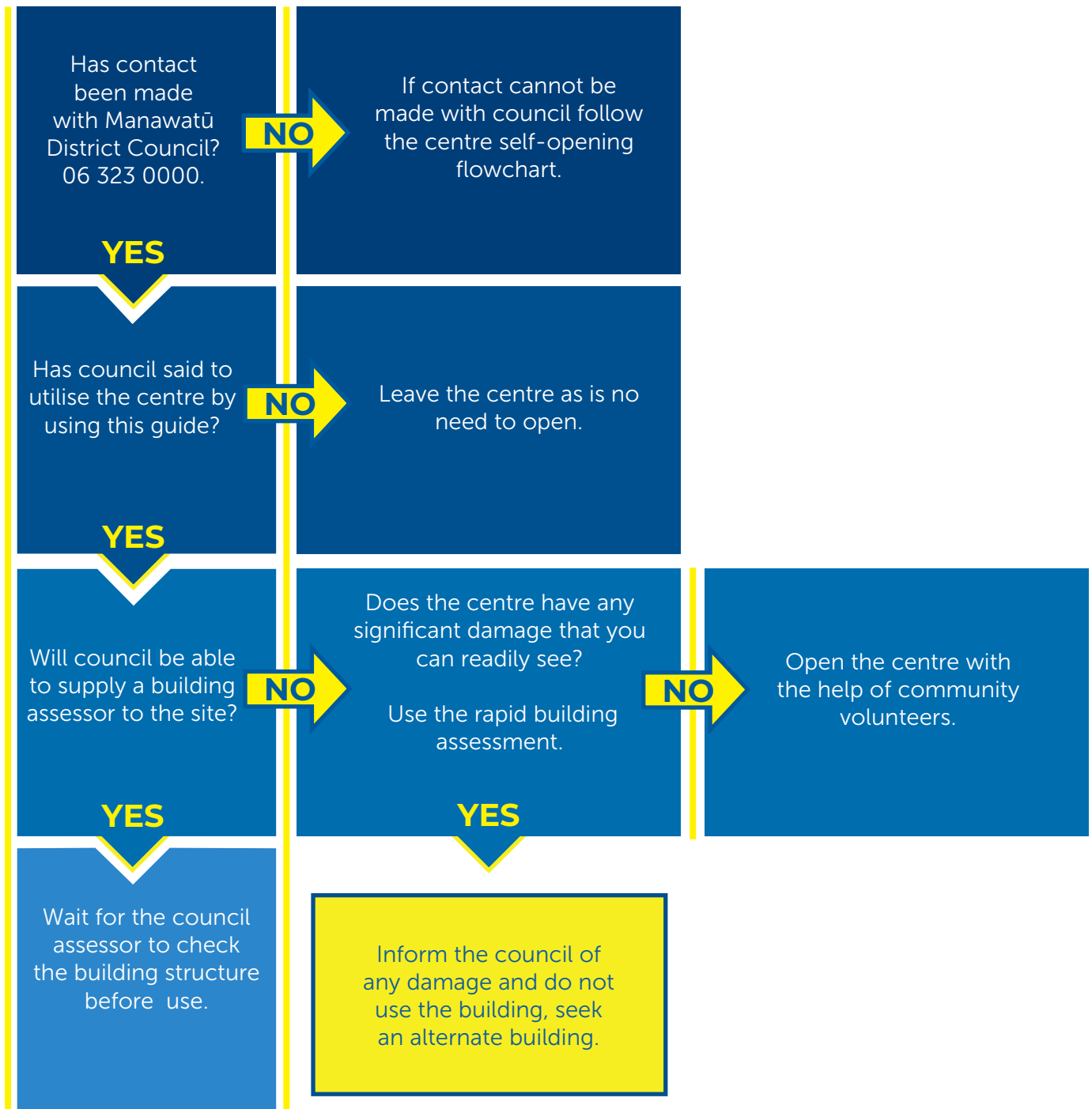
## The key criteria (or observed conditions) to look for are:

1. Collapse, partial collapse, off foundation
2. Building or storey leaning
3. Structural damage to vertical system. Look for damage to posts, joists, beams and columns
4. Structural damage to lateral system – look for racking of sheet or strip cladding and disconnections at the top and bottom of studs and posts, and at the base of walls; buckling of steel braces; racking of timber linings; buckling of roof peak lines.
5. Observe whether significant interstorey movement has occurred.
6. Falling hazards – for example, chimneys, overhanging canopies, broken windows, pergolas and balconies
7. Ground slope movement or cracking. Look for ground displacement under or next to the building, or foundation damage
8. Other hazards present – gas, electricity, sanitary sewer, stormwater or hazardous materials/processes.

## OPENING THE CENTRE AFTER CONTACTING THE COUNCIL

If you have been able to make contact with the Manawātū District Council through any communication form follow their guidance and use this flowchart to assist you to open the centre.

### Community Activated Emergency Centre Opening

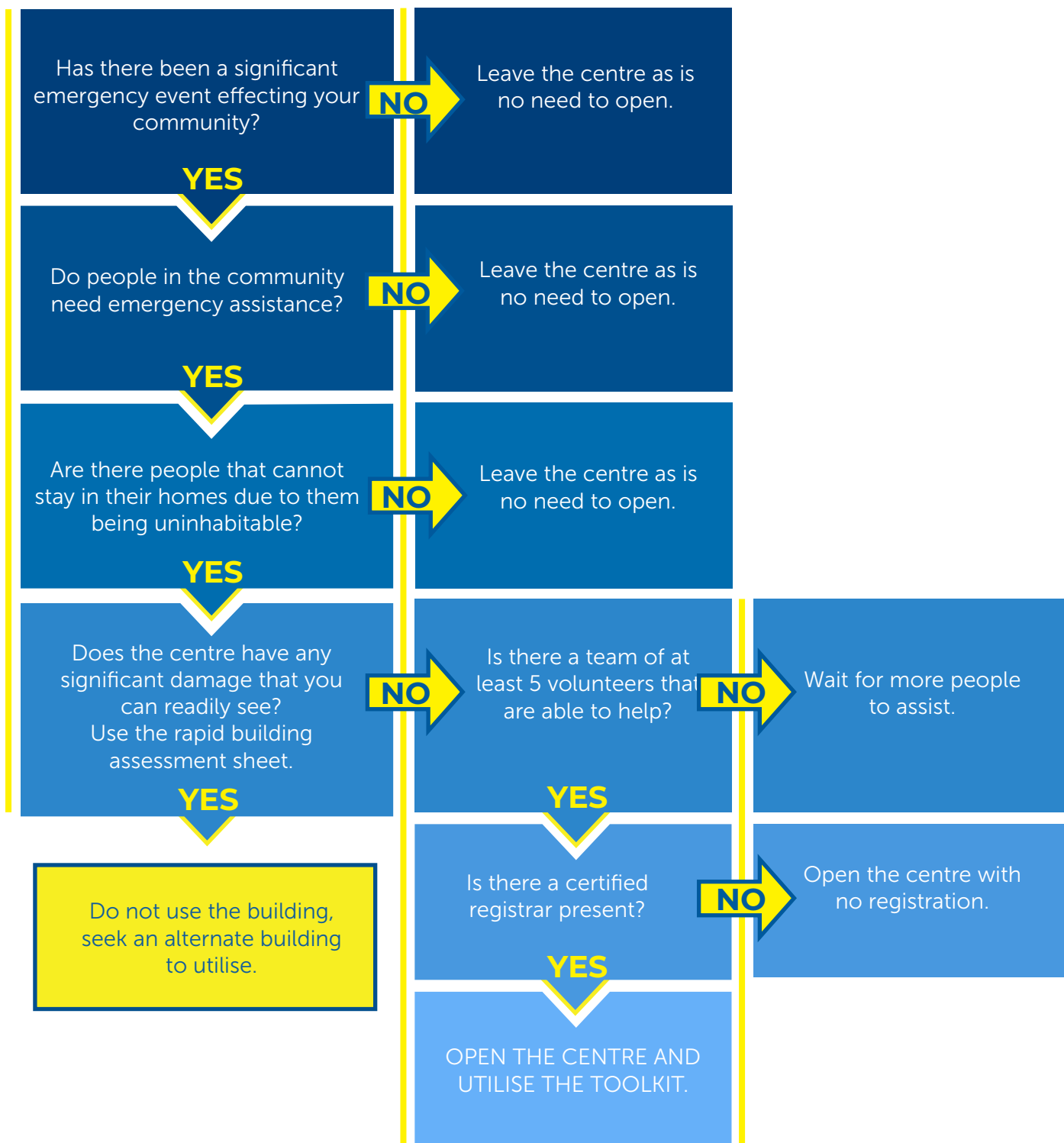


## OPENING THE CENTRE WITHOUT CONTACTING COUNCIL

If you are unable to make contact with the Manawatū District Council because of critical infrastructure failure, use this flowchart to guide you through the process of opening.

**At all times attempt to contact the Council until you are able to inform them of the situation.**

Community Activated Emergency Centre Self Opening Flowchart



## COMMUNITY ACTIVATED EMERGENCY CENTRE KIT

Once the building has been deemed safe to utilise and the need for the centre to be opened is established. Utilise the toolkit to place Emergency Centre Open signage out and place whiteboards onto appropriate walls, the toolkits contents are outlined below.

**NOTE: Food is not supplied in this kit it will need to be sourced if needed.**

Item	Quantity	Comments
Community Activated Emergency Centre Guide	1	Information for Centre Staff
Rubbish Bin with Lid 60L	1	Hold kit contents 50cm deep internal dimension
Emergency Poncho	5	For use in wet weather
Colour Vest XXL size	6	Black, Blue, Yellow, Orange, Red, Green
Centre Role Card	6	Grey, Blue, Yellow, Orange, Red, Green
Lanyards	6	General filing i.e. Message forms etc
Centre Open Sign A3 laminated	3	To be placed outside to inform the public
Centre Section Signs A4 laminated	14	See centre layout page for placement of sections
Yellow Document Wallet	1	For filing Evacuee Registration forms
Green Document Wallet	1	General filing i.e. Message forms etc
Orange Document Wallet	1	For filing tasks
Wind up torch	1	Emergency Lighting & FM Radio
Roll of tape	1	Duct tape 30m
Pens	Box of 10	Black pens
Pencils	2	Mechanical BIC
Rubbish Bags	Pack of 5	Rubbish bags 60L
1B4 Writing book	2	Note taking
1B8 Writing book	2	Note taking
Message Pad	1	Scribing messages to be sent to the EOC
Map of the Manawatū District	1	Includes sections specific to the community
Registration forms	2 Packs	100 forms of both Individual and Family
Wristbands Blue	50	Show further assistance needs
Pins/Tacks	1	Box of 100
Flipchart Pad	2	20 pages per pad 60x90
White board pens	Pack of 4	1 x Blue, Red, Black & Green
Ruler	1	40 cm plastic
Stapler	1	Half sheet
Staples	1	Box of 5000
Clipboards	2	Hardboard A4 size
Scissors	1	Standard 175mm orange
Writing Pad	1	Lined A4 white
A4 Paper	1 ream	Lined A4 white
Name labels	5 sheets	10 labels per sheet
Marker pens	Pack of 4	Bullet tip assorted colour
Blu-tack	1 pack	
Post it notes	2 packs	100 per pack oversize
First Aid Kit	1	
Whiteboard Roll up	1	Whiteboard 500 x 1000mm



## ROLES AND RESPONSIBILITIES WITHIN THE CENTRE

The roles listed here are to assist community volunteers in knowing what personnel structure needs to be in place in a centre. The individual role cards are available on lanyards in the toolkit each has an associated colour along with it to give an ease of role identification. The lanyards are to be worn with the jerkins supplied in the toolkit. The roles on the cards will assist the centre to operate along with the help of a trained and designated registrar to register people for Welfare assistance. If a trained and designated registrar is not available you can still operate as a centre but without the registration process. The cards are to be distributed between 5 adult community volunteers that are suitable for each role, these can be pre-determined persons in the community or they are able to be decided on the day with who is available.

### CENTRE LEADER (GREY CARD)

Centre Leader oversees all activities in the centre to make sure the objectives are being met and ensure the centre runs safely, smoothly and efficiently.

- Identify and procure any resources that are necessary to preserve human life or welfare of persons.
- Ensure that any reasonable health and safety is considered for any resources procured.
- Oversee the running of the centre.
- Make sure everyone has what they need to do their job.
- Organize regular team meetings.
- Keep records of all major decisions that are made.
- Look after people in the other roles to ensure they are not run down with workload.

### REGISTRAR (BLUE CARD)

People coming to the centre should be met on arrival by a friendly person who can direct them to the area which can best meet their needs. They will also get people to fill in the Welfare Registration forms.

**NOTE:** This person is trained and designated by Manawatū District Council, no other person is allowed to take this position. If there is not a designated registrar on site, notify the Council as soon as possible for them to supply one.

- Ensure that any unaccompanied minors under the age of 18 are notified to the police and are kept with you until police arrive.
- Register all needing assistance using the registration forms, assist them to fill in the forms. Without the form they will not be able to receive assistance from Council.
- Stay calm at all times - expect people that may be emotionally unstable wanting assistance. If you identify any emotional concerns direct them to the Centre Supporter, for them to be assisted to the correct service.
- Work with the Information Co-ordinator to ensure that people are informed that come into the centre.

## INFORMATION CO-ORDINATOR (GREEN CARD)

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Gather information and advice, help community members understand what has happened and how they can look after themselves. Work alongside the Registrar to greet people as they come in the door and provide security assistance for the centre.

- Create and maintain a situation board to keep everyone informed of the situation.
- Write down questions from the community that they want answers to.
- Monitor progress of people in the Centre, ensure the security of people using the centre and the services provided are met. Ensure any sensitive or upsetting information is kept out of public view.
- Establish and maintain systems for handling pets and personal items brought into the Centre.
- Maintain a log of information reports coming in to be relayed onto the other people in the centre.
- Assist the Contact Agent to find out the official reports from the Emergency Operations Centre that are to be relayed onto public.
- Work with the Registrar to ensure correct and consistent messages are passed onto and taken from people coming into the centre.

## ASSISTANCE COORDINATOR (YELLOW CARD)

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To know what help is needed and where, you need to know what is happening in your community. One of the objectives of the centre is to solve problems using the resources and skills the community has available – meeting people’s needs with the community’s offers of assistance.

- Create a board showing offers of assistance and those in need of assistance.
- Keep the board up to date by removing old information or assistance that is no longer available. (Take photos before wiping anything off the board to document).
- Allocate accommodation on the guidance from the Registrar, if not available record where people go to find accommodation and how to contact them.
- Brief affected persons on accommodation provisions and record accommodation allocation of those in need, pass this record onto the Contact Agent.
- Plan and maintain follow up actions required by affected persons.
- Create a list of communal resources available for people to access, i.e. where the water tanker is located, where there is a communal generator.
- Look after the animal holding area, ensure that animals are not brought into the centre for hygiene reasons, the animal holding area must be located outside the building in a secure location.

## CENTRE SUPPORTER (ORANGE CARD)

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

**NOTE:** This person must be first aid certified or medically trained professional.

- Link up people needing emotional assistance with people that can help them.
- Manage the provision of first aid treatment of injured persons.
- Identify any potential needs either immediate or ongoing, particularly loss of personal medication.
- Identify other agencies or systems that can assist them either immediately or ongoing.
- Manage the provision of recreational activities.
- Manage the support system for special needs groups in the centre.
- Language Interpretation provision through Language Line available 0900 to 1800 Mon-Fri, Sat 0900 to 1400, on 0800 656 656 other times contact the Council to provide an interpreter.
- Manage the centre for tidiness.

## CONTACT AGENT (RED CARD)

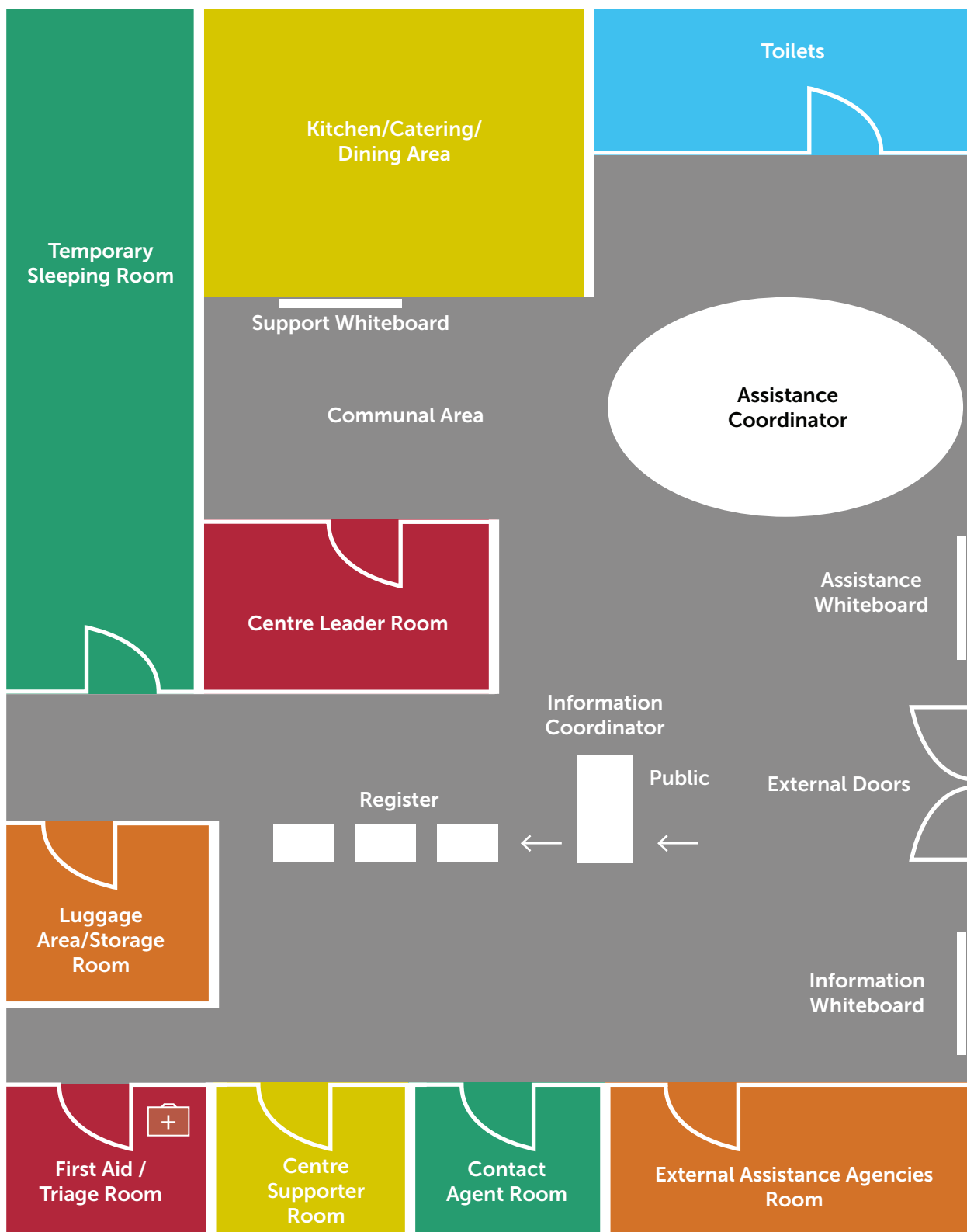
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The centre plays a critical role in keeping the Emergency Operations Centre (EOC) informed of what's going on in your community, so the official response can provide support where possible.

- Set up an area for communications to go out of the centre.
- Set up the Manawatū District Council radio if required.
- Establish a line of contact with the Emergency Operations Centre and let them know when the centre is activated.
- Monitor all communication channels to ensure that information is received and passed on.
- Work with the Information Co-ordinator to ensure messages are passed onto the Emergency Operations Centre where needed.
- Record any financial expenditure by recording: the item procured, how much it cost, the company or individual it was sourced from and reason for procurement.

## LAYOUT OF THE CENTRE

**Guide only:** The facility being used will determine how the centre is to be set-up. What is listed are areas to be considered during set up and establishment of a centre.



## COMMUNICATING WITH THE COUNCIL'S EMERGENCY OPERATIONS CENTRE

Communications with the EOC are through various alternatives, the primary form of contact is through the Manawatū District Council's phone number of 06 323 0000.

The Council also maintains a radio system that can be adopted for use by communities in the time of Civil Defence Emergencies. The graphic below shows the radio network that is maintained and where radio handsets are placed. There is also a bank of handheld radios that can be taken to Community Emergency Centre sites from Manawatū District Council if there is not a radio already available there.

Radio Call Sign	Location of Radio	operator
APITI FIRE	Apiti Fire Station	Member of Public
APITI TAVERN	Apiti Tavern	Member of Public
HALCOMBE	Halcombe School	School Staff
HIMATANGI	Himatangi Beach Bowling Club	Member of Public
HIMATANGI FIRE	Himatangi Beach Fire Station	Member of Public
KIMBOLTON	Kimbolton School	School Staff
RANGIWAHIA FIRE	Rangiwahia Fire Station	Member of Public
AWAHOU	Awahou School, Pohangina	School Staff
POHANGINA	County Fayre, Pohangina	Member of Public
HIGHLAND HOME	Pohangina Valley East Road	Highland Home Staff
RONGOTEA	Rongotea School	School Staff
WAITUNA WEST	Waituna West School	School Staff
BAINESSE	Bainesse School	School Staff
KIWITEA	Kiwitea School	School Staff
MT BIGGS	Mt Biggs School	School Staff
NEWBURY	Newbury School	School Staff
BOULDER LODGE	Piripiri Road, Apiti	Private
KAWAKAWA	Kawakawa Road – Reticulation Office	MDC Staff
MDC HUB	Manawatū DC – Contact Centre	MDC Staff
UTUWAI	Pohangina Road, Utuwai	Private
MANAWATŪ	Radio Communications Room	MDC Staff

## The Phonetic Alphabet

<b>A</b>	Alpha	<b>N</b>	November
<b>B</b>	Bravo	<b>O</b>	Oscar
<b>C</b>	Charlie	<b>P</b>	Papa
<b>D</b>	Delta	<b>Q</b>	Quebec
<b>E</b>	Echo	<b>R</b>	Romeo
<b>F</b>	Foxtrot	<b>S</b>	Sierra
<b>G</b>	Golf	<b>T</b>	Tango
<b>H</b>	Hotel	<b>U</b>	Uniform
<b>I</b>	India	<b>V</b>	Victor
<b>J</b>	Juliet	<b>W</b>	Whiskey
<b>K</b>	Kilo	<b>X</b>	X-Ray
<b>L</b>	Lima	<b>Y</b>	Yankee
<b>M</b>	Mike	<b>Z</b>	Zulu

## Example of use

**KELLOW ROAD** - I spell



First Word - Kilo, Echo, Lima, Lima, Oscar, Whiskey

Second Word - Romeo, Oscar, Alpha, Delta.



## EMERGENCY RADIO OPERATION



- Only one station can operate on a channel at a time. It is not like a telephone where two people can speak at the same time.
- The Push To Talk (PTT) button must be pushed for a couple of seconds before you start to talk and then held for a couple of seconds when finished, so as to avoid cutting the message off.
- Make sure you are on the correct Channel which is MDC 1 or MDC.
- Listen for any radio traffic to ensure that you are not going to cut over anybody else.
- Prepare your message beforehand.
- Keep messages brief and to the point.
- Do not make decisions or issue instructions beyond your authority.

## PROHIBITED TRANSMISSIONS

### Operators must NOT

Impersonate any other person or use the call sign of another station.

Transmit false or misleading information, or deceptive distress messages.

Pass on to any unauthorized person any communication not intended for them.

Interfere with the use of the radio

## INSTRUCTIONS FOR USE

- Hold the microphone approximately 5cm from your mouth.
- If possible stand out of the wind or shield the microphone from the wind.
- Adjust your speed to enable the receiver to write your message down if necessary.
- Use normal volume while talking.

## EMERGENCY OR URGENT MESSAGES

There are times when the radio operator needs to transmit an urgent message that reflects risk to life or property. These messages take precedence over all other messages of lesser importance. The prescribed way of indicating that someone has an emergency message is to transmit using, "MANAWATŪ, MANAWATŪ this is \_\_\_\_\_, Priority message, over". To anyone listening or on the radio this is to signal that you must wait for the Priority message to be passed on.



## PAYMENT OF OR REQUESTS FOR GOODS OR SERVICES

Resource requirements are always co-ordinated through the Emergency Operations Centre (EOC). There will be a priority classification placed on these resources based on factors of availability and urgency of need.

If contact cannot be made with the EOC and critical resources are required urgently for the purpose of preservation of human life or welfare of persons these can be ordered by the Centre Leader. The reasonable costs of obtaining these can be reimbursed after critical infrastructure is restored and contact can be made with the EOC. Any services provided at a community led response level without prior authorisation by the EOC are under the direction of the community and will need reasonable health and safety considered before use.

**The centre must ensure that detailed records of the resources used and procured are kept, these are to be recorded by the Contact Agent.**

**NOTE:** Only basic resources that are essential to preservation of life are covered in the reasonable costs, for example cigarettes and alcohol are not considered essential resources and are not reimbursed.

## UNACCOMPANIED MINORS (CHILDREN WITHOUT PARENTS OR CAREGIVERS)



Any person under the age of 18 is considered to be an unaccompanied minor. If anyone in the community is unsure of where the parents are of that child they will need to be cared for by an approved person until police are able to come and collect the child.

### Steps to be followed for unaccompanied minors:

1. Child identified as not knowing where their parents are and is under the age of 18.
2. Call EOC immediately inform them that there is an unaccompanied minor at the centre.
3. If EOC is not able to be contacted, try to inform police directly that there is an unaccompanied minor at the centre.
4. If police or EOC are not able to be contacted, find a community member that is a current teacher or early childhood educator to stay with the child.
5. If the child's parents are to come along and want to collect them, verify this with other members of the community that know the family and can confirm this.

## INFORMATION CO-ORDINATION

Any information that is sensitive or distressing to others, record this separately out of public view. Ensure that you record the following details when capturing information to be reported to the EOC:

Name and Contact	Who reported this information? How can we contact them back if needed?
Date and Time x2	When did the event occur and when did you find out about the information?
Location	Where is the information occurring? Try to be as specific as possible.
Details	Whats happening? A brief summary of information.
Response	What is planned or has been done about it so far and by who?
Priority/Completion	Prioritise by urgency of completion and record time when it was completed.



## COMMUNITY ACTIVATED EMERGENCY CENTRE SET UP CHECKLIST



**At all times continue to attempt to contact the EOC to let them know that the community have opened or intend to open a centre.**

Gain access to the centre via use of the community emergency phone list in your Community Response and Recovery Plan (CRRP). Retrieve the centre kit from the appointed storage location according to the CRRP.

If access to the kit has been compromised by damage to the building, use the list in this guide to attempt to source the materials from within the community.

If an alternate building is to be used and does not have a point of contact listed in the CRRP use the local emergency network list in the CRRP to source access to the building. An assessment on the building is to be completed before use of any building. Refer page 3.

Tidy up the building's rooms to be used and make sure any objects are safely secured and will not harm anyone in the ongoing event if the fall.

Set up the centre according to the floor plan provided in this guide.

Appoint the positions as per the role cards with whoever has come to assist as a volunteer. Talk about your individual tasks and how you will work in together to make the system work.

Priority is to be given to assisting the Information Co-ordinator role as there will be a large amount of information at the start that will need to be recorded.

Place out the open signage and spread word in the community of where people can go to gather together as a community and assist each other.

Check everyone knows their roles and is happy to continue in their chosen role.

Gather any first aid supplies available in the community for the Centre Supporter to utilise in their role. Injured or sick people should be referred to the nearest medical centre if possible.

If available in the community, a defibrillator should be brought to the centre.

Begin to set up a roster with other volunteers that come in to the centre from the community that are willing to help to give the first team a break. Try to keep shifts to 10 hours maximum for anyone working in the centre.

If contact with emergency services or the EOC is not available and access to the area is cut off set up a team of people to check on the wider community by doing door to door checks using the CRRP hazards check as a guide with how to approach homes.

If people need to evacuate their homes with nowhere else to go. Ensure that they bring any bedding with them to the centre to assist them to stay there until other accommodation can be found. **Always encourage people to not stay at the centre if possible.**

## MAKING YOUR WATER SAFE IN AN EMERGENCY

Your water supply may be unsafe to drink in an emergency – only use treated water for drinking, making baby formula, preparing food and brushing teeth. To make your water safe we recommend either boiling or using bleach to treat the water:

### BOILING

Boil your water before use by either:

- Filling a saucepan and bring the water to a rolling boil for one minute
- Boil a kettle or jug until it switches it off automatically

Cover and allow the water to cool.

### BLEACH

Use household bleach (not swimming pool chlorine) and ensure the bleach is plain and unscented. Do not use 'Janola' as it contains a detergent.

- To treat water used for drinking, cooking and brushing teeth, add ½ teaspoon bleach to 10 litres of water (or 5 drops of bleach to one litre of water)
- To treat water used for cleaning dishes and hard surfaces, add ¼ cup bleach to 10 litres of water (or 1 teaspoon of bleach to one litre of water).

Stir in the water well after adding the bleach and wait for at least 30 minutes before using.

## ENSURING YOUR FOOD IS SAFE IN AN EMERGENCY

Unsafe food can make you sick even if it looks, smells, and tastes normal. When in doubt, throw it out.

### THROW AWAY FOODS THAT HAVE:

- been in contact with flood or storm waters
- an unusual odour, colour, or texture
- damaged packaging or containers, including split or bulging cans
- been refrigerated but it is more than four hours without power or if the power has been off to the freezer for more than 2 days

### FOOD MAY BE IN SHORT SUPPLY SO EAT FOODS IN THE FOLLOWING ORDER:

- perishable foods first, e.g. meats, dairy foods, eggs, as they spoil faster
- semi-perishable foods next, e.g. fruit and vegetables, hard cheeses, breads
- eat dried and canned foods last

### PROTECT YOUR FOOD BY:

- thoroughly washing and drying your hands before handling and preparing foods
- opening the fridge or freezer only when you need to take food out
- covering all food with plastic wrap or store in clean, waterproof containers
- ensuring that all cooking and eating utensils, containers and food preparation surfaces are kept clean and sanitised
- store and prepare raw and cooked foods separately

## RUBBISH DISPOSAL

- Separate out perishable rubbish (food scraps and other organic material) and compost or bury outside. Store the remaining rubbish in heavy-duty plastic bags and store in a shaded, secure area that is safe from animals until it can be collected.
- Do not burn your rubbish

## SEWAGE DISPOSAL

**If your toilet, septic tank or sewerage system is not working, you can make an emergency toilet:**

### LONG-DROP TOILET

Dig a hole up to one metre deep and 30 – 40 cm wide. Make sure the hole is away from any water source, above the ground water table and far from any vegetable gardens. After each use, cover the waste with soil or other mulch. Place a piece of board or heavy duty cardboard over the hole when not in use to stop pests or pets from getting into the toilet.

When the hole is full to about 30 cm below surface level, fill with soil and dig a new hole.

### SIMPLE BUCKET TOILET

A simple bucket toilet system can be set up in a bathroom or laundry. You will need two 15-20 litre buckets and dry mulch such as sawdust, dry leaves, soil or shredded newspaper.

Use one bucket for urine (wees, mimi). Add 2–3 cms of water to the bottom of the bucket. This bucket should be for urine only (add toilet paper to the other bucket). Empty the urine bucket daily by diluting with additional water and pouring it on to a disused area of a garden or other green space.

Use the other bucket for faeces (poo, tutae) and all toilet paper. Place a layer of dry mulch at the bottom. After each use, cover the waste with mulch. Keep the bucket covered between uses. The bucket will need to be emptied at least every three days; empty into a hole in the ground like a long-drop toilet or collect in a large storage bin (e.g. a wheelie bin).

A simple toilet seat can be built by cutting a hole in the seat of a garden chair or building a frame and attach a toilet seat to it. Place it over your bucket toilet or long-drop.

## KEEPING HEALTHY IN AN EMERGENCY

### IT IS VITAL FOR EVERYONE TO:

- Wash and dry their hands often, especially before eating or preparing food, after going to the toilet and after handling contaminated surfaces and items
- Clean and disinfect any cuts and wounds and cover with waterproof dressings
- Seek medical advice as soon as possible if they feel unwell or they cannot access or have run out of prescribed medications
- Do not prepare or handle food if they have diarrhoea and/or vomiting
- Support one another and talk to each other. Seek medical advice for those who may not be coping with the stresses of the emergency.

# Manawatu District

- - - Major Arterial
- Minor Arterial
- - - Collector
- Collector (Tourist)
- Local
- Manawatu District

