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National Emergency Management Agency

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Earthquakes

All of New Zealand is at risk of earthquakes. We can't predict when one will happen, but we can protect ourselves and our whānau.

Reduce the impacts of earthquakes

Make your home safer. Fix and fasten objects that could fall and hurt you in an earthquake.

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

For information on how to prepare your home and protect your whānau, visit www.eqc.govt.nz/be-prepared/

Get ready before an earthquake

Work out what supplies you might need and make a plan together.

Practise Drop, Cover and Hold at least twice a year.

You can do this when the clocks change and by taking part in New Zealand ShakeOut. It's important to practise the right action to take so that when a real earthquake happens, you know what to do.

Identify safe spaces to Drop, Cover and Hold within your home, school, work and other places you often visit.

- Somewhere close to you, no more than a few steps away, to avoid injury from flying debris.
- Under a strong table. Hold on to the table legs to keep it from moving away from you.
- Away from windows that can shatter and cause injury. And from tall furniture that can fall on you. Protect your head and neck with your arms.
- Not in a doorway. In most homes, doorways are not stronger than any other part of a house and a swinging door can cause more injury.

What to do during an earthquake

Drop, Cover and Hold is the right action to take in an earthquake. It:

- stops you being knocked over
- makes you a smaller target for falling and flying objects, and
- protects your head, neck and vital organs.

Drop down on your hands and knees. Cover your head and neck. Hold on to your shelter.

Do not run outside or you risk getting hit by falling bricks and glass.

If you are near the coast remember, Long or Strong, Get Gone.

- Drop, Cover and Hold until the shaking is over.

- If the earthquake lasts longer than a minute or is strong enough to make it difficult to stand, move quickly to the nearest high ground or as far inland as you can out of tsunami evacuation zones.

What to do after an earthquake

Expect more shaking. Each time you feel earthquake shaking, Drop, Cover and Hold. More shaking can happen minutes, days, weeks, months and even years following an earthquake.

- Check yourself for injuries and get first aid if necessary.
- Do not run outside. It is frightening to stay in a building immediately after an earthquake, but it is much safer than going outside. An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress or you are in a tsunami evacuation zone.
- Turn off water, electricity and gas if advised to. If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can.
- If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.

- If you can, put on protective clothing that covers your arms and legs, and sturdy footwear. This is to protect yourself from injury by broken objects.
- If you are in a store, unfamiliar commercial building or on public transport, follow the instructions of those in charge.
- If you can, use social media or text messages instead of calling to keep phone lines clear for emergency calls.
- Keep control of your pets. Protect them from hazards and protect other people from your animals.
- Check on your neighbours and anyone who might need your help.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Drop, Cover and Hold

Drop, Cover and Hold is the right action to take in an earthquake.

How to Drop, Cover and Hold

DROP down on your hands and knees. This protects you from falling but lets you move if you need to.

COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.

HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.

How to Drop, Cover and Hold in different situations

If you are outside

If you are outside, Drop, Cover and Hold.

Move no more than a few steps away from buildings, trees, streetlights and power lines.

Then Drop, Cover and Hold.

If you are driving

If you are driving, Pull over and Wait. Pull over to a clear location. Stop.

Wait there with your seatbelt fastened until the shaking stops.

Once the shaking stops, proceed with caution and avoid bridges or ramps as they may have been damaged.

If you are in bed

If you are in bed, Stay, Cover and Hold.

Stay in bed and pull the sheets and blankets over you. You are less likely to be injured if you stay in bed.

Cover your head and neck with your pillow.

Hold on until the shaking stops.

If you have a mobility impairment or use a cane

If you have a mobility impairment or use a cane,
Drop, Cover and Hold or Sit, Cover and Hold

Drop by getting as low as you can or Sit on a chair, bed, etc.

Cover your head and neck with both hands. Keep your cane near you so you can use it when the shaking stops.

Hold on until the shaking stops.

If you use a walker or a wheelchair

If you use a walker or wheelchair, Lock, Cover and Hold.

Lock your wheels and get as low as possible.

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Bend over and Cover your head and neck as best you can.

Then Hold on until the shaking stops.

If you are in an elevator

If you are in an elevator, Drop, Cover and Hold.

When the shaking stops, try and get out at the nearest floor if you can safely do so.

Floods

Floods happen often in New Zealand and can cause a lot of damage and loss of life.

Reduce the impacts of floods

Find out what the flood risk is in your area. Your local council may have resources and information on how to reduce potential flood damage.

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

Get ready before a flood

Find out from your local council if your home or business is at risk from flooding and how they'll alert you if you need to evacuate. Ask about:

- Evacuation plans and local public alerting systems
- What to do with your pets and livestock if you have to evacuate
- How you can reduce the risk of future flooding to your home or business

Work out what supplies you might need and make a plan together.

Practise your emergency plan and your evacuation route to higher ground.

Take measures to reduce potential flood damage and make sure your insurance policy covers you for flood damage.

What to do during a flood

Put safety first. Don't take any chances. Act quickly if you see rising water.

Floods and flash floods can happen quickly. If you see rising water do not wait for official warnings. Head for higher ground and stay away from floodwater.

Stay out of flood water

Never try to walk, swim or drive through flood water. Many flood fatalities are caused by people attempting to drive through water.

Always assume that flood water is contaminated with farm run-off, chemicals and sewage. Contaminated flood water can make you sick. Make sure you wash your hands, clothes and property after contact with flood waters.

If flooding is possible

Stay informed in an emergency. Listen to the radio or follow your Civil Defence Emergency Management Group online. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Be prepared to evacuate and keep your grab bag near. Listen to emergency services and local Civil Defence authorities. Follow any instructions about evacuation of your area. Self-evacuate if you feel unsafe.

Move pets to a safe place and move stock to higher ground. If you have to leave, take your pets with you. If it's not safe for you, it's not safe for them.

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Turn off water, electricity and gas if advised to.

Move valuable and dangerous items as high above the floor as possible. This includes electrical equipment and chemicals. Use watertight containers to store important items.

Lift curtains, rugs and bedding off the floor.

Check on your neighbours and anyone who may need your help.

What to do after a flood

Only return home after Civil Defence and emergency services have told you it is safe to do so. It may not be safe to return home even when the floodwaters have receded.

Stay away from damaged areas. You might hamper rescue and other emergency operations and be at further risk from the residual effects of floods.

Look before you step. After a flood, the ground and floors may be slippery or covered with debris, including broken bottles and nails.

Help others if you can, especially people who may need extra help.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Food safety after a flood

Throw away food and drinking water that has come into contact with floodwater, including canned goods.

Avoid drinking or preparing food with tap water until you are certain it is not contaminated. Follow any boil water notice instructions from your local authorities.

Find out more about how to keep your food safe at <https://www.mpi.govt.nz/protection-and-response/responding/adverse-events/food-safety-in-adverse-events/>

Cleaning up after a flood

Clean and dry your house and everything in it. Floodwater can make the air in your home unhealthy. When things get wet for more than two days they usually get mouldy. There may also be germs and bugs in your home after a flood.

Mould may make some people with asthma, allergies or other breathing problems sick.

Talk to your doctor or another medical professional if you have questions about cleaning or working in a home that has been flooded. If there is a large amount of mould, you may want to hire professional help to clean up the mould.

Protect yourself by wearing:

- a certified respirator
- goggles

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- gloves
- protective clothing that covers your arms and legs, and
- sturdy footwear.

Throw away anything that was wet with flood water and can't be cleaned.

Throw away any wooden spoons, plastic utensils, and baby bottle teats and dummies if they have been covered by floodwater. There is no way to safely clean them.

Disinfect metal pans and utensils by boiling them in clean water.

Landslides

Landslides can happen without warning. They are often triggered by heavy rain, earthquakes and, in some cases, human activity.

Reduce the impacts of landslides

Check if your area might be prone to landslides. Areas that are prone to landslides include areas with:

- existing old landslides
- steep slopes
- drainage channels on steep slopes
- streams and riverbanks, or
- coastal cliffs.

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

Get ready before a landslide

Get your household ready. Work out what supplies you might need and make a plan together.

Your local Civil Defence Emergency Management Group can tell you if there have been landslides in your area before. Find your local Civil Defence Emergency Management (CDEM) Group at

<https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Know the warning signs so you can act quickly if you see them. Regularly inspect your property, especially after long dry spells, earthquakes or heavy rainfall. Look for:

- small slips, rock falls and subsidence at the bottom of slopes
- sticking doors and window frames
- gaps where frames are not fitting properly
- outside fixtures such as steps, decks, and verandas moving or tilting away from the rest of the house
- new cracks or bulges on the ground, road, footpath, retaining walls and other hard surfaces; and
- tilting trees, retaining walls or fences.

Be alert when driving, especially where there are embankments along roadsides. Watch the road for collapsed pavements, mud and fallen rocks.

What to do during a landslide or if you think a landslide is about to happen

Get out of the path of the landslide quickly.

Evacuate if your home or the building you are in is in danger —take your grab bag and pets with you if you can do so quickly.

Warn neighbours and help others if you can.

Contact emergency services and your local council.

What to do after a landslide

Stay alert for future landslides.

Stay away from the landslide area until it has been properly inspected and authorities give the all clear.

Report broken utility lines to appropriate authorities.

Re-plant damaged ground as soon as possible. Erosion caused by the loss of ground cover can lead to flash flooding.

Help others if you can, especially people who may need extra help.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Storms

Storms can happen any time of the year. They can bring strong winds, heavy rain or snow, thunder, lightning, tornadoes and rough seas.

Reduce the impacts of storms

Prepare your property for high winds. Strong winds can lift large, heavy objects and send them crashing into homes. Anything not secured may become a projectile.

Regularly inspect and trim trees and shrubbery. Strong winds frequently break weak tree limbs and throw them at great speed. They can cause damage and injury.

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

Get ready before a storm

Keep up to date with MetService weather forecasts at <https://www.metservice.com/>

Work out what supplies you might need and make a plan. Have materials and tools ready to repair windows, such as tarpaulins, boards and duct tape.

Identify a safe place in your home to gather during a thunderstorm. This should be a place where there are no

windows, skylights, or glass doors. These could break in strong winds or hail and cause damage or injury.

Know which paddocks are safe if you have livestock. To prevent risks from lightning, move livestock away from:

- floodwaters
- landslides
- power lines, and
- isolated trees.

Be aware that storms can trigger floods and landslides. Make sure you know how to respond.

Prepare your property for high winds

Tie down your trampoline and other heavy outdoor objects. Remove anything that could become a damaging missile.

Make a list of items to bring inside or tie down when strong winds are forecast. A list will help you remember anything that strong winds can break or pick up.

What to do during a storm

When a storm is forecast

Bring inside or tie down anything that strong winds could break or pick up. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.

Remove any debris or loose items from around your property. Branches and firewood can become missiles in strong winds.

Bring pets indoors. They can get unsettled by storms and it is more comforting and safer for them to be with you.

Check on your neighbours and anyone who might need your help.

During a storm

Stay inside. Don't walk around outside. Don't drive unless absolutely necessary.

Close exterior and interior doors and windows. Pull curtains and blinds over windows. This could prevent injury from flying glass if the window breaks.

Stay informed during an emergency. Listen to the radio or follow your Civil Defence Emergency Management Group online. Follow the instructions of civil defence and emergency services. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Avoid bathtubs, water taps, and sinks. Metal pipes and plumbing can conduct electricity if struck by lightning. Use your water from your emergency supplies.

Unplug small appliances that may be affected by electrical power surges. If you lose power, unplug major appliances. This will reduce the power surge and possible damage when power is restored.

Snowstorms

In a snowstorm, you could lose heat, power and telephone service. You may have a shortage of supplies if storm conditions continue for more than a day.

If you live in a region at risk of snowstorms, make sure you have more than one form of power generation and heating. Check fuel supplies for woodburners, gas heaters, barbeques and generators.

Stay up to date with the latest weather information from MetService. Pay attention to heavy snow warnings and road snowfall warnings. Avoid leaving home unless absolutely necessary when a snow warning is issued.

If you have to travel make sure you are well prepared. Take snow chains, sleeping bags, warm clothing and essential emergency items.

If you are in your car or truck in a snowstorm, stay in your vehicle. Run the engine every ten minutes to keep warm. Drink fluids to avoid dehydration. Open the window a little to avoid carbon monoxide poisoning. Make yourself visible to rescuers. Tie a bright-coloured cloth to your radio aerial or door and keep the inside light on.

Tornadoes

Tornadoes sometimes occur during thunderstorms in some parts of New Zealand. A tornado is a narrow, rotating column of air. It extends downwards to the ground from the base of a thunderstorm.

Know the warning signs for tornadoes:

- A long, continuous roar or rumble, or
- A fast approaching cloud of debris, which could be funnel shaped.

If you see a tornado funnel nearby, take shelter immediately. If you have one, shelter in a basement or an inside room with no windows or outside doors on the ground floor. Get under sturdy furniture and cover yourself with a mattress or blanket.

Alert others, if you can.

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If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.

If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under your vehicle for shelter.

What to do after a storm

Keep listening to the radio or following your Civil Defence Emergency Management Group online. They will give you information and instructions.

Check for injuries and get first aid if necessary.

Help others if you can, especially people who may need extra help.

Contact your local council if your house or building has been severely damaged. Ask your council for advice on how to clean up debris safely.

Stay alert for extended rainfall, flooding, landslides and debris hazards, especially when driving.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Severe weather warnings

MetService provides land-based severe weather alerts. These are issued through a system of Outlooks, Watches and Warnings. View current weather warnings at <https://www.metservice.com/warnings/home>

Outlooks—stay alert

Outlooks provide a "heads up" that bad weather is coming in the next 3–6 days but there is some uncertainty about

what might happen and where. Stay alert to the forecast and be prepared that you may be affected.

Watches—stay alert

Watches are used when severe weather is possible, but not imminent or certain. When a Watch is in place, stay alert and keep an eye on your local forecast for updates.

Orange Warnings—take action

Orange warnings are used when bad weather will meet Severe Weather Criteria. This could be heavy rain, strong wind or heavy snow.

When there is an Orange Warning, be prepared and take action as appropriate as there could be some disruption to your day and potential risk to people, animals and property. The majority of warnings issued by MetService will be orange.

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Red Warnings—take immediate action, act now!

Red warnings are used for extreme weather events that are likely to have significant impact and disruption. This could be for weather like heavy rain, strong wind or heavy snow from events like cyclones.

When there is a Red Warning, act now. Immediate action is needed to protect people, animals and property. Be prepared to follow the advice of official authorities and emergency services.

Tsunami

All of New Zealand's coastline is at risk of tsunami. Knowing the warning signs and the right action to take can help save lives.

Reduce the impacts of tsunami

Find out your tsunami risk. Your Civil Defence Emergency Management Group has tsunami evacuation zone maps and advice. Make sure you know where to go, whether you are at home, at work or out and about. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

Get ready before a tsunami

- Work out what supplies you may need and make a plan together.
- Know your tsunami evacuation zones. Make sure you know where to go, whether you are at home, at work or on holiday. Find your tsunami evacuation zone at <https://getready.govt.nz/tsunami-evacuation-zones/>

- Understand the different types of warnings: Natural, Official and Unofficial.
- Regularly practise your tsunami hīkoi (evacuation walk).

What to do during a tsunami or when a tsunami warning is issued

Know the natural warning signs and take action

For a local source tsunami, which could arrive in minutes, there won't be time for an official warning. It is important to recognise the natural warning signs and act quickly.

Drop, Cover and Hold if there is earthquake shaking. As soon as the shaking stops, move immediately to the nearest high ground or as far inland as you can out of tsunami evacuation zones. Even if you can't get out of your evacuation zone, go as far or as high as you can. Every metre makes a difference.

If you are near a shore and experience any of the following, take action. Do not wait for official warnings.

- Feel a strong earthquake that makes it hard to stand or a long earthquake that lasts more than a minute
- See a sudden rise or fall in sea level
- Hear loud or unusual noises from the sea

Remember, Long or Strong, Get Gone

Drop, Cover and Hold during the shaking. Protect yourself from the earthquake first.

As soon as the shaking stops, move immediately to the nearest high ground or as far inland as you can out of tsunami evacuation zones.

This evacuation advice overrides any COVID-19 Alert Level requirements to stay at home. Stay 2 metres away from others if you can and if it is safe to do so. Wear a mask or face covering only if you can grab one quickly and it will not delay you leaving.

Walk, run or cycle if at all possible to reduce the chances of getting stuck in traffic congestion.

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Take your animals with you only if it will not delay you. Do not spend time looking for them and if you are not at home, do not return to get them.

While evacuating, avoid hazards caused by earthquake damage, especially fallen power lines.

Do not return until you get an official all-clear message from Civil Defence.

Official warnings

When tsunami travel across the ocean from far away, we have more time to warn people what to do.

Civil Defence issues tsunami warnings in New Zealand.

Tsunami warnings are published on www.civildefence.govt.nz and @NZCivilDefence on Twitter. Tsunami warnings will also be broadcast on radio and television. An Emergency Mobile Alert may also be issued if there is a threat of flooding of land areas.

Warnings may also be broadcast through:

- siren
- phone
- mobile text
- loud hailer, or
- other local arrangements.

Contact your Civil Defence Emergency Management Group for more advice. They can tell you about the warnings used in your area.

Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.

Unofficial or informal warnings

You might receive informal warnings. Informal warnings could come from:

- friends
- other members of the public
- international media, and
- the internet.

If the warning seems trustworthy, consider evacuating. Check the accuracy of the warning once you have evacuated or en route if it won't slow you down.

If official warnings are available, trust their message over informal warnings.

What to do after a Tsunami

Only return home once you are told it is safe to do so.

Listen to the radio or follow your Civil Defence Emergency Management Group online. They will give you information and instructions.

If there was an earthquake, expect more shaking. More earthquake shaking may generate another tsunami. Be prepared to evacuate.

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Stay away from coastal water, tidal estuaries, rivers and streams for at least 24 hours after any tsunami or tsunami warning. Even small waves create dangerous currents.

Avoid areas impacted by the tsunami. You might hamper rescue and other emergency operations and be at further risk from the residual effects of tsunami flooding.

Help others if you can, especially people who may need extra help.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Tsunami hīkoi

If you are in a tsunami evacuation zone, you should practise your evacuation route, or "tsunami hīkoi".

What is a tsunami hīkoi?

A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground. Practicing your tsunami evacuation route helps your muscle memory kick in when an event happens, even in a very stressful situation.

All of New Zealand is at risk of earthquakes and tsunami. Practising your tsunami hīkoi is an easy way for you and those around you to learn the right actions to take. Practise your evacuation walk to high ground or inland by foot or bike.

If you are in a tsunami evacuation zone, practise evacuating out of the zone.

Remember, Long or Strong, Get Gone.

Drop, Cover and Hold during the shaking. Protect yourself from the earthquake first.

As soon as the shaking stops, move immediately to the nearest high ground or as far inland as you can out of tsunami evacuation zones.

Tsunami hīkoi week

All of New Zealand's coastline is at risk of tsunami. East Coast LAB's tsunami hīkoi week in March encourages people to learn and practice their tsunami evacuation route.

New Zealand ShakeOut in October is also a great opportunity for you to practice your tsunami hīkoi.

Find out more about Tsunami Hīkoi Week at

<https://www.eastcoastlab.org.nz/getinvolved/tsunami-hikoi/>

How to practise your tsunami hīkoi

Check to see if your home, work, school or community meeting place is in a tsunami evacuation zone. Plan a route that takes you safely out of the zone. Plan to walk or bike if you can. Your Civil Defence Emergency Management Group has tsunami evacuation zone maps and advice. Find your tsunami evacuation zone at

<https://getready.govt.nz/tsunami-evacuation-zones/>

Decide where you will go (and make sure everyone in your family knows, in case you're not all together). Your evacuation place will probably be with friends or family, so make sure they know your plans.

Practise your tsunami hīkoi with your family, colleagues or classmates. Tsunami hīkoi week and ShakeOut are great opportunities to practise. If you have a pet you could walk them along your tsunami evacuation route.

Find out more about tsunami

Find out more about how tsunamis work and what to do before, during and after a tsunami.

Know your tsunami evacuation zones. Check with your Civil Defence Emergency Management Group. They have tsunami evacuation zone maps and advice. Make sure you know where to go, whether you are at home, at work or out and about.

Volcanic activity

Volcanic activity can include ashfall, falling rocks, hot gases and volcanic rock, lava flows, and massive mudflows.

Reduce the impacts of volcanic activity

Find out what the volcanic risk is in your area. Your local council may have resources and information on how to reduce potential damage.

Review your insurance regularly. Having insurance cover for your home and contents is important to help you get back on your feet if you suffer damage in a disaster.

Get ready before volcanic activity

Find out about the volcanic risk in your community. Talk to your Civil Defence Emergency Management Group to find out how they will warn you of a volcanic eruption. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Work out what supplies you might need and make a plan together.

If you are at risk from volcanic ash fall, add the following to your emergency supplies. Auckland, Bay of Plenty,

Tairāwhiti, Hawke's Bay, northern Manawatū, Northland, Taranaki and Waikato are most at risk.

- Certified disposable dust masks (rated P2 or N95) and goggles
- Plastic wrap or plastic sheeting (to keep ash out of electronics)
- Cleaning supplies including an air duster, a broom, a shovel, and a vacuum cleaner with spare bags and filters
- Heavy-duty plastic bags to dispose of ash

You could be stuck in your vehicle, so remember to store emergency supplies there too.

What to do during volcanic activity

Stay informed in an emergency. Listen to the radio or follow your Civil Defence Emergency Management Group online.

Check on your neighbours and anyone who might need your help.

Follow official advice from:

- your Civil Defence Emergency Management Group
the Department of Conservation (for Tongariro, Ngauruhoe, Ruapehu or Taranaki only)
- local authorities, and
- emergency services.

During ash fall

Put your emergency plan into action. Listen to the radio for updates. Follow instructions from emergency services and Civil Defence.

Stay indoors. Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis.

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Do not attempt to clear ash from your roof while ash is falling.

Keep pets indoors.

Do not drive when there is ash on the road.

Avoid unnecessary exposure to ash until it has settled. If you have to go outside, wear protective clothing:

- a properly-fitted P2 or N95-rated mask (or a cloth if you don't have a mask)
- goggles
- sturdy footwear
- gloves, and
- clothing that covers your arms and legs.

Do not wear contact lenses because trapped ash can scratch your eyes. Wear glasses instead.

If ash fall has been forecast for your region

Before ash fall starts, go home if possible, to avoid driving or walking during ash fall.

If you have a visual impairment, wear eyeglasses. Do not wear contact lenses because trapped ash can scratch your eyes.

Bring pets inside and move livestock into closed shelters. Make sure that animals have supplementary feed and access to clean drinking water.

Close all windows and doors and shut down heat pumps to limit the entry of volcanic ash. Set up a single entry point for your house. Place damp towels at the threshold to prevent ash being tracked indoors.

Cover sensitive electronics. Do not remove covers until the indoor environment is completely ash free.

Cover vehicles, machinery and spa pools to avoid ash causing damage. Ash can corrode metal surfaces and cause abrasion damage to windscreens and paintwork.

Disconnect drainpipes/downspouts from gutters to stop drains clogging. If you use a rainwater collection system for your water supply, disconnect the tank.

Check on your neighbours and anyone who might need your help.

What to do after a volcanic eruption

Continue to follow official advice from:

- your Civil Defence Emergency Management Group
- the Department of Conservation (for Tongariro, Ngauruhoe, Ruapehu or Taranaki only)
- local authorities, and
- emergency services.

If you have evacuated, do not return home until told it is safe to do so.

Help others if you can, especially people who may need extra help.

Keep children indoors and discourage play in ash.

Keep animals indoors until ash is cleaned up or washed away. If pets go outside, brush them before letting them back indoors.

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Check on your neighbours and anyone who might need your help.

If your property is damaged

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.

- Take photos of any damage. It will help speed up assessments of your claims. Find advice on taking photos to support your claim at www.eqc.govt.nz/our-publications/factsheet-taking-photos-after-a-natural-disaster-june2021/

Cleaning up ash

It is important to clean up ash promptly, as it is a health hazard and can cause damage to buildings and machinery.

When cleaning up, follow advice and instructions from your local council and Civil Defence Emergency Management Group. Be aware that:

- ash clean-up is physically demanding and time-consuming
- in bulk, ash is much heavier than people often expect
- repeated cleaning may be necessary, and
- water restrictions are likely after ash fall.

Use water very sparingly to avoid depleting water supplies.

Wear protective clothing that covers your arms and legs, sturdy footwear, a properly fitted P2 or N95 mask, and goggles.

If you have a visual impairment, wear eyeglasses.

Do not wear contact lenses because trapped ash can scratch your eyes.

Find information on how to clean up ash at

https://volcanoes.usgs.gov/volcanic_ash/ash_removal.html

Clean up ash indoors first

Clean up any ash indoors to protect indoor air quality.

Ash is much more abrasive than ordinary house dust.

The best cleaning methods to prevent scratching damage are vacuuming and rinsing. Use water sparingly.

If possible, clean electronic equipment with an air duster to avoid scratching delicate surfaces.

Cleaning up outdoor areas

Wait until ash has stopped falling before starting any outdoor clean-up.

Clean ash off the roof. Roof clean-up must be carefully planned as it is hazardous. Use safe working methods. Find information on working safely on roofs at <https://worksafe.govt.nz/topic-and-industry/working-at-height/working-safely-at-height/>

For driveways and other hard surfaces, lightly wet the surface of the ash then use a broom to sweep up. Avoid dry sweeping as this creates high levels of airborne ash.

Remove ash from car paintwork and windscreens with water, but use water sparingly. Avoid rubbing as this can cause abrasion damage.

Follow official instructions about ash collection and storage. Contact your local council and your Civil Defence Emergency Management Group for more information.

Do not dispose of ash into drains as it can cause blockages and be difficult to remove.

Other hazards

There are lots of different hazards in New Zealand.

Who manages other hazards?

Various agencies work together to manage emergencies and keep people safe. The agency leading the response will depend on the type of hazard or emergency.

Some emergencies need extra coordination across services. In this case, a state of local or national emergency can be declared.

Pandemic

A pandemic happens when a virus spreads quickly and affects a country or many countries around the world.

When this happens, many of us can become very sick.

The Ministry of Health is the lead agency for planning for and responding to pandemics in New Zealand.

Find information about influenza pandemics at <https://www.health.govt.nz/your-health/healthy-living/emergency-management/pandemic-planning-and-response/prepare-yourself-influenza-pandemic>

Find the latest information about COVID-19 at <https://covid19.govt.nz/>

Fire

If you see smoke or fire and believe there is a risk to people or property, call 111 and ask for "Fire" immediately.

Fires can be sparked by human activity. For example camp fires escaping, fireworks, or rubbish fires, bonfires or rural burn-offs getting out of control. Car accidents, arcing or fallen power lines are also common causes of fires. As well as sparks from lawnmowers or cigarette butts.

Fire and Emergency New Zealand is responsible for fire prevention, response and suppression.

Find information about fire safety at

<https://fireandemergency.nz/>

Drought

If your area is experiencing a drought you can contact your local council for more information.

A drought is caused by a lack of water in an area and can affect water usage and increase fire risk.

The Ministry of Primary Industries is responsible for classifying droughts.

Find information and resources on droughts at

<https://www.mpi.govt.nz/protection-and-response/responding/adverse-events/dealing-with-drought-conditions/>

Criminal acts and terrorism

Always call 111 if there is a serious risk to life or property.

New Zealand is a relatively safe place but we are not crime free. It is important you take precautions to look after yourself.

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New Zealand Police assist in various emergency management and national security situations. They are responsible for law enforcement and crime prevention. They also help maintain public safety.

Call 105 to report things that have already happened and don't need urgent Police assistance.

Find information on criminal acts and terrorism at <https://www.police.govt.nz/>

Find information on how to recognise and report suspicious behaviour at <https://www.police.govt.nz/advice-services/protecting-crowded-places-attack/know-what-do>

Animal and plant pests and diseases

The Ministry for Primary Industries leads New Zealand's biosecurity system. This includes responses to the outbreak of animal and plant pests and diseases.

The Ministry for Primary Industries also leads New Zealand's food safety system. It protects the health and wellbeing of consumers here and overseas.

Find out more about New Zealand's biosecurity system at <https://www.mpi.govt.nz/biosecurity/about-biosecurity-in-new-zealand/>

Find out more about New Zealand's food safety system at <https://www.mpi.govt.nz/food-business/>

Hazardous substances

A hazardous substance means any product or chemical that has properties that are explosive, flammable, oxidising, corrosive, or toxic to the environment.

Fire and Emergency New Zealand is the lead agency for hazardous substance emergencies.

Learn more about hazardous substances at <https://fireandemergency.nz/hazardous-substances/>

Find information and guidance on working with hazardous substances at <https://www.worksafe.govt.nz/laws-and-regulations/operational-policy-framework/operational-policies/hazardous-substances-emergencies/>

Look after your mental wellbeing

Experiencing a disaster can be overwhelming. It's normal for you and your whānau to feel upset and physically drained during and after an emergency event.

Where to get help

In an emergency, call 111.

Your mental and emotional wellbeing is important. It's normal to feel stressed or anxious during or after an emergency. But there are things you can do to feel better.

You can text or phone 1737 to speak to a trained counsellor. They can help if you:

- need support or advice
- have feelings of anxiety, stress, prolonged fear, hopelessness or anger, or
- you just need to talk with someone.

If you feel you're not coping, talk to a health professional. Seek medical help from your doctor or a mental health provider familiar with the effects of disasters.

Some people may never have a reaction. Others may have delayed reactions that show up days, weeks or even months after the disaster happens. Not everyone has reactions right away. Your symptoms may go and then

come back again when something makes you think of the disaster.

After a disaster, be sure to talk to someone about how you are feeling. There may be a specialist post-disaster crisis counsellor appointed in your area.

Find advice on understanding emotional reactions to emergencies and positive ways of coping at

<https://www.health.govt.nz/your-health/healthy-living/emergency-management/managing-stress-emergency>

Free tools and resources

All Right?

Find tips for looking after yourself and others when times are tough from All Right? at

<https://www.allright.org.nz/coping-tough-times>

All Right? is a collaboration between Canterbury DHB and the Mental Health Foundation of New Zealand. It was launched in 2013 to support the psychosocial recovery of Cantabrians following the earthquakes of 2010 and 2011.

Mentemia

Find practical tips and techniques to help you take control of your mental wellbeing with Mentemia at

<https://www.mentemia.com/nz/home>

Mentemia was created by former All Black and mental health advocate Sir John Kirwan, tech entrepreneur Adam Clark and an expert team of medical advisors.

Melon

Find a health journal, resources and self-awareness tools to help you manage your emotional wellbeing with Melon at <https://www.melonhealth.com/mental-wellbeing/>

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Melon also provides an online community for New Zealanders to support each other and daily webinars for health and wellbeing.

Just a thought

Find online courses to teach you practical strategies to cope with stress with Just a Thought at <https://www.justathought.co.nz/>

Depression.org.nz

When we are anxious or depressed it can change the way we think, feel and act. Dealing with the tough times can be hard but you're not alone.

Find information and advice on how to look after yourself and your whānau at <https://depression.org.nz/>

Who does what in an emergency?

Different agencies work together to manage emergencies and keep people safe.

Civil Defence Emergency Management Groups

Most small emergencies are managed by the relevant emergency service. For example Fire and Emergency New Zealand manage building fires.

New Zealand also has small-to medium-scale events caused by natural hazards like floods. Your local council or Civil Defence Emergency Management Group manages these. Civil Defence Emergency Management Groups are made up of the city and district councils in a region.

There are sixteen Civil Defence Emergency Management Groups in New Zealand. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

State of local emergency

Some emergencies need extra coordination across services. In this case, a state of local emergency can be declared. A state of local emergency gives the relevant

Civil Defence Emergency Management Group special powers to deal with the emergency.

In a state of local emergency, the relevant Civil Defence Emergency Management Group manages the response to the emergency. This involves:

- coordinating other emergency services
- making sure temporary accommodation, food and water are available
- making sure access to dangerous areas is properly controlled, and
- providing regular public information messages.

Civil Defence Emergency Management Groups may also help sometimes when there is not a declared state of emergency.

State of national emergency

For very large emergencies, the Minister for Emergency Management can declare a state of national emergency. In this case, the Director of Civil Defence Emergency Management assumes control. The National Emergency Management Agency manages the response.

Other work of Civil Defence Emergency Management Groups

Outside of emergencies, Civil Defence Emergency Management Groups help build more resilient communities. This includes:

- working to reduce risks and hazards communities face
- planning for emergency responses, and
- leading recovery after a significant event.

Civil Defence Emergency Management Groups work closely with:

- emergency services

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- government departments
- iwi
- providers of essential services such as power, communications, and gas; and
- others who help people and communities in emergency responses.

Each Civil Defence Emergency Management Group has a Civil Defence Emergency Management Plan. The Plan must include:

- which hazards and risks the Civil Defence Emergency Management Group will manage
- how they will be managed, and
- strategic planning for recovery from hazards and risks.

National Emergency Management Agency

Outside of emergencies, the National Emergency Management Agency promotes greater resilience to disasters. It also oversees New Zealand's emergency management system. It ensures the system is operating as expected and identifies opportunities for improvement.

The National Emergency Management Agency supports local, regional and national understanding and coordination. This includes among government, iwi, local government, and private and community organisations.

The National Emergency Management Agency:

- identifies hazards and risks of national significance
- provides guidance to Civil Defence Emergency Management Groups and others on emergency management, and
- monitors the performance of Civil Defence Emergency Management groups.

Find out more about the National Emergency Management Agency at <https://www.civildefence.govt.nz/>

Stuck at home

In most emergencies, it's best to stay in your own home if it is safe to do so. But that may mean being without power and water or any way to get supplies for three days or more.

Do you have enough food and water? What about family members who need medication? Do you have enough food and water for pets to get through too?

Top tips

Light up

Your emergency supplies don't have to be in a kit, but you might have to find them in the dark. Make sure everyone knows where the torches and batteries are.

Fridge first

If the power goes out, eat the food from your fridge first, then your freezer. Then eat the food in the cupboard or your emergency kit.

Know your neighbours

Get to know your neighbours. In an emergency they may need your help or you may need their help, and you may be able to band together to get through.

Stay informed

Keep up to date with emergency information by listening to a battery-or solar-powered radio. Check your local council and/or Civil Defence Emergency Management Group's websites and social media. Follow the instructions of civil defence and emergency services.

Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Can't get home

In an emergency, public transport may not run, and roads and neighbourhoods may be blocked off.

If you can't take your normal route home, how will you get there? Who will you go with? Where will you meet if your street is a no-go zone?

Top tips

Second meeting place

Agree on a meeting place if you can't get home. It might be a school, a friend's place or with whānau.

Travel together

If you work away from home, find workmates who live in your area. In an emergency you could travel together.

Pack a grab bag

Have a grab bag at work or in your car. It should have walking shoes, warm clothes, some snack food and a bottle of water. A torch, some batteries and a radio are useful too.

School pick up

Give your school or early childhood centre a list of three people who can pick the kids up if you can't get there.

Have to evacuate

In an emergency, some houses, streets and neighbourhoods may not be safe to stay in and you may have to leave home in a hurry.

If your street is evacuated where will you go? What will you take? What about pets? Do you have neighbours who might need your help?

Follow evacuation advice

If you are told to evacuate, follow the evacuation advice. Evacuation advice overrides any COVID-19 requirements to stay at home.

Move immediately. Stay 2 metres away from others if you can and if it is safe to do so.

Wear a mask or face covering only if you can grab one quickly and it will not delay you leaving.

Top tips

Pack a grab bag

Have a grab bag ready for everyone in your household. It should have warm clothes, a bottle of water, snacks, copies of important documents, and photo ID. Remember any medications you may need. Keep your first aid kit, torch, radio and batteries somewhere you can grab them in a hurry.

Decide where you will go

Decide where you will go (and make sure everyone in your household knows, in case you're not all together). Your evacuation place will probably be with friends or family, so make sure they know your plans.

Check your zone

If you live in a tsunami evacuation zone, make sure your evacuation place is outside of the zone. Find your tsunami evacuation zone at <https://getready.govt.nz/tsunami-evacuation-zones/>

Don't forget your pets

If you have to leave home, take your pets with you. If it's not safe for you, it's not safe for them. Make sure your evacuation place will take your pets. Or have contact details for kennels, catteries and pet friendly motels.

No power

What would you do if the power was out for days?

How will you see, cook, keep warm?

Power cuts could affect EFTPOS and ATM machines, so make sure you have some cash at home, or enough supplies to see you through three days or more.

Top tips

Light up

Your emergency supplies don't have to be in a kit, but you might have to find them in the dark. Make sure everyone knows where the torches and batteries are.

Stay tuned in

Have a solar or battery powered radio so you can keep up with the latest news and alerts. Know which radio stations to tune in to for information during an emergency.

Stock up

Have a stock of food that doesn't need to be cooked (canned is good) or something to cook your food on (gas barbecue or camp stove). Don't forget food for babies and pets.

Fridge first

If the power goes out, eat the food from your fridge first, then your freezer. Then eat the food in the cupboard or your emergency kit.

Talk to your neighbours

Talk to your neighbours about what they'll do if the power is out. You might find they have a gas barbecue and you have enough food and water to share (or the other way round).

No water

Imagine having no water for three days or more. How would you wash, cook, clean? What would you drink?

Water supplies could be affected in an emergency. Have a supply of stored water for three days or more.

Top tips

Bottling water

Keep your empty water and fizzy drink bottles, give them a good clean and fill them with water. You need three litres of water for each person for each day that you are without water. Don't use milk bottles. They are hard to clean and could make you sick. Don't forget to store water for babies and pets too.

Long-term water storage

You can keep stored drinking water for up to a year if you add non-scented household bleach. Use half a teaspoon for every ten litres of water and don't drink it for at least half an hour after mixing. Label each bottle with the date it was filled. Store bottles in a cool, dark place.

Stay fed and washed

Remember to store water for cooking and cleaning as well. You can use the water in your hot water cylinder, but store some extra in large plastic containers.

Freeze it

You can also fill plastic ice cream containers with water and keep them in the freezer. These can help keep food cool if the power is off and can also be used for drinking.

No phone or internet

What will you do if the phone and internet lines go down? How will you keep in touch, arrange to meet up or keep up with news and weather alerts?

In most emergencies, it's best to stay in your own home. Make your home your meeting place and have an alternative in case you can't get there.

1.2 Top tips

1.2.1 Plan a meeting point

Talk to your family about how you will get in touch and where you will meet in an emergency.

1.2.2 If you have kids

Make sure you know your school or early childhood centre's emergency plans. Give them names of three people who could pick the kids up if you can't get there.

1.2.3 Stay tuned in

Have a solar-or battery-powered radio so you can keep up with the latest news and alerts. Know which radio stations to tune in to for information during an emergency.

1.2.4 Out-of-town contact

Have an out-of-town contact that everyone knows about. Sometimes when local phone lines are down you can still

reach people outside your area. Get everyone to check in with your out of town contact by text or online messaging in an emergency if you can.

1.2.5 Keep a list

Keep a written list of important phone numbers.

1.2.6 Text or message

In an emergency, phone lines can become overloaded quickly. Keep them clear so emergency calls can be made and, if you can, use text or online messaging to keep in touch.

Work out what supplies you need

In an emergency, you may be stuck at home for three days or more. Figure out what supplies you need and make a plan to work out what you need to get through.

At home

You probably have most of the things you need already. You don't have to have them all in one place, but you might have to find them in a hurry and/or in the dark.

- Water for three days or more—make sure you have at least nine litres of water for every person. This will be enough for drinking and basic hygiene.
- Long-lasting food that doesn't need cooking (unless you have a camping stove or gas barbecue) and food for babies and pets.
- Toilet paper and large plastic buckets for an emergency toilet.
- Work gloves and a properly-fitted P2 or N95 mask.

If you have special dietary needs, make sure you have enough to last three days at home. As well as in a grab bag. If you have to evacuate, emergency shelters may not have the food that you need.

Don't forget that you and your neighbours can help each other by sharing supplies too.

By looking after yourself and your household, you'll also be helping emergency services focus their limited resources on the people who need the most help.

In a disaster, you may not be able to use your normal toilet if sewerage lines are broken or damaged. Find instructions on how to make and use an emergency toilet at

<https://wremo.nz/get-ready/home-ready/emergency-toilets/>

In a grab bag

Have grab bags ready for everyone in your family. Each bag should have:

- Walking shoes, warm clothes, raincoat and hat
- Water and snack food (remember babies and pets too)
- Hand sanitiser
- Portable phone charger
- Cash
- Copies of important documents and photo ID

Remember any medications you might need and keep your first aid kit, mask or face covering, torch, radio and batteries somewhere you can grab them in a hurry.

If you have special dietary needs, make sure you have the food you need in your grab bag too.

In your car

Plan ahead for what you will do if you are in your car when an emergency happens. A flood, snow storm or major traffic accident could leave you stranded in your vehicle for some time.

Keep essential emergency survival items in your car. If you are driving in extreme winter conditions, add:

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- a brush
- a shovel
- tire chains
- windshield scrapers, and
- warm clothing.

Store a pair of walking shoes, a waterproof jacket, essential medicines, snack food, water, a phone charger lead and a torch in your car.

Keep up to date with weather and road information when planning travel.

Keep up to date with MetService weather forecasts at <https://www.metservice.com/national>

Plan your route with live traffic and travel information at <https://www.nzta.govt.nz/traffic-and-travel-information/>

At work

Make sure you have supplies at work including sturdy walking shoes, a waterproof jacket, a torch, snack food and water. Connect with those who live in the same area and you can work together to get home during an emergency.

Storing water

Water supplies could be affected in an emergency.
Have a supply of stored water for three days or more.

How much water to store

Keep at least a three-day supply of water. You'll need at least three litres of drinking water per person per day (at least nine litres per person for the three days). This equates to four 2.25 litre soft-drink bottles. This will be enough for drinking and basic hygiene.

You should store more if you can. Hot environments and intense physical activity can double the amount required.

Children, nursing mothers and ill people will also need more.

Be sure to include drinking and clean-up water for your pets. The amount needed will depend on their sizes and the conditions. Remember that pets often drink more water than usual when under stress.

You will need more water if you want to wash, cook or clean with water, or if the emergency is long.

Some parts of New Zealand could be without water for longer than three days during an emergency. Your Civil Defence Emergency Management Group can recommend how much you should store. Find your local Civil Defence Emergency Management (CDEM) Group at

<https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Water storage options

There are lots of ways you can store emergency water.

- You can prepare your own containers of water in soft-drink bottles. Don't use plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be removed from these containers.
- You can also fill plastic ice cream containers with water. Label them and keep them in the freezer. These can help keep food cool if the power is off and can also be used for drinking.
- Your hot water cylinder and toilet cistern are valuable sources of water. Check that your hot water cylinder and header tank are well secured. Do not use water from the toilet cistern if you are using chemical toilet cleaners.
- Water storage tanks are also an option. Water storage tanks come in different shapes and sizes. Ask your local council if there are any planning requirements you need to consider before installing a large water tank.

If you use collected rain water, make sure that you disinfect it with household bleach. If you are uncertain about the quality of water, do not drink it.

Find advice on how to keep tank water safe from contamination, including the use of water filters at <https://healthed.govt.nz/products/water-collection-tanks-and-safe-household-water>

Prepare containers of water

If you are preparing your own containers of water, follow the directions below.

- If you choose to use your own storage containers, plastic soft-drink bottles are best.

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- Do not use plastic jugs or cardboard containers that have had milk or fruit juice in them. Milk protein and fruit sugars cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Do not use glass containers because they can break and are heavy.
- Do not use cardboard containers, because they can leak. These containers are not designed for long-term storage of liquids.
- You can also buy food-grade, water-storage containers from hardware or camping supplies stores.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill them to the top with regular tap water until it overflows. Add five drops of non-scented liquid

household chlorine bleach per litre to the water. Do not use bleaches that contain added scent or perfume, surfactants or other additives. These can make people sick. Do not drink for at least 30 minutes after disinfecting.

- Tightly close the containers using the original caps. Be careful not to contaminate the caps by touching the inside of them with your fingers.
- Place a date on the outside of the containers so that you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight savings.
- If the water is not clear, throw it out and refill clean bottles with clean water and bleach.

Commercially bottled water

If you choose to buy commercially bottle water, store it in the original sealed container. Do not open it until you need to use it. Observe and replace according to the expiration or use by date.

Make a plan

Emergencies can happen anytime, anywhere, and often without warning. It is important to make emergency plans so you know what to do when an emergency happens.

Make a household emergency plan

A household emergency plan lets everyone in your household know what to do in an emergency and how to get ready. Having a plan helps make actual emergency situations less stressful.

Make a plan with your whānau to get through an emergency. Think about the things you need every day and work out what you would do if you didn't have them.

Make sure your plan lines up with other emergency plans for places where you spend a lot of time.

Before you start, make sure you have considered all the needs of your household including disabled people, babies and young children, and pets and other animals.

Make a work emergency plan

In an emergency, you can be stuck at work, without transport home. Make a personal workplace emergency plan so you know who to contact at work and have a plan to get home safely.

Make a school emergency plan

Find out what your early childhood centre or school's emergency plan is.

- Find out where their safe location is so you know where you can pick your children up from after the "all-clear" is given.
- Plan to collect your children by foot or bike, if possible. Routes to and from schools may be jammed. Telephone lines during an emergency may be overloaded.
- Make sure the contact details your early childhood centre or school has are up to date. Give them a list of three people who can pick the kids up if you can't get there.

Make a marae emergency plan

Make a marae emergency plan to help your marae be as prepared as possible for a natural disaster or emergency.

Make a community emergency plan

Make a community emergency plan so your community can help each other in an emergency. Talking with other people in your community is one of the best ways to prepare for emergencies.

Steps to get ready

If you have a disability or any requirements that may put you at greater risk in an emergency, follow these steps to get ready.

Talk about how an emergency could affect you

In an emergency, civil defence and emergency services will be busy helping the people who need them most. It's up to you to get ready. That may mean having things like medical supplies or backup power systems for three days or more.

How will an emergency affect you? What if the roads and shops are closed? What if there is no power, water, phone or internet? What if you have to leave home in a hurry?

Talk with your household and your support network about:

- the types of supplies you might need
- the support you need, and
- where you will go if you can't stay at home.

Think about what you will do if:

- things have moved around or broken, or there is debris
- familiar landmarks move or are destroyed

- your service animal is hurt or too frightened to work.

Make a plan

Make a plan to get through emergency. You should decide what you will be able to do for yourself and what help you may need before, during and after an emergency.

Make a list of your personal needs and your resources for meeting them in an emergency. An emergency can change your ability to deal with your environment. It's important you plan for your lowest level of functioning.

Make sure you're familiar with the plans for your work, school or any other places you spend a lot of time. If your work or school's current plan doesn't make arrangements for disabled people, make sure management knows your needs.

Build a personal support network

Build a support team of people who will help you in an emergency, before you need them. In an emergency, you may need to ask for help to do the things you usually do independently.

The first people to help in an emergency are often your neighbours, friends, caregivers and co-workers. They should be people who are often in the same area as you.

Get to know your neighbours. Share contact details so you can get in touch if an emergency happens. Tell them about your emergency plan and ask about their plans.

Do not depend on one person. That person may not be able to contact you or be available when you need them.

Your support network can help you get ready for an emergency. For example, they can help you check your home or workplace to make sure it is safe and suitable.

Build a support team at each place where you spend a large part of your day. Talk with your support team about your emergency plan. This can help your network members learn the best way to help you and give you other ideas to think about.

Practice your plan with your support network. Include how you will Drop, Cover and Hold in an earthquake and how you will evacuate if you are in a tsunami or flood zone.

Agree on how you will contact each other during an emergency. How will you contact each other if internet and phone lines are down?

Get your network to check on you immediately if you are is advised to evacuate.

Make sure you have any supplies you may need

In an emergency, roads and shops could close for days.

Make sure you have supplies for at least three days.

Include any medicine or special equipment you may need.

- If you need to refrigerate your medical supplies, make sure you have an alternative power supply or refrigeration system.
- Wear a medical alert tag or bracelet to identify your disability or health condition.
- Work out what supplies you need. Have essential supplies in a grab bag in case you need to leave in a hurry.
- If you are traveling, let a hotel or motel manager know your needs in case of an emergency.
- Know where to go for help if you are dependent on life-sustaining equipment or treatment that might not work in an emergency.
- If you have dietary requirements or food allergies, make sure you have enough food for up to three days. You should also include snack food in your grab bag and make sure your meeting place is stocked with long-lasting, suitable foods.
- If you have asthma or a respiratory disorder, make sure your grab bag has dust masks (rated P2 or N95). Emergencies like volcanic eruptions and earthquakes can make it harder to breathe.

If you are deaf or hard of hearing

If you are deaf or hard of hearing, plan for how an emergency might affect you.

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

- Radio and television stations will broadcast civil defence information and advice. Get your personal support network to alert you to any warnings and keep you informed. Contact your Civil Defence Emergency Management Group or council to find out what warning systems are in your community. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>
- Give a neighbour or someone in your support network a key to your house so they can alert you.
- Install a warning system that is appropriate to your needs. For example, an alarm with flashing strobe lights to get your attention. Replace the batteries every 12 months.
- Put a writing pad, pencils and a torch with batteries in your grab bag so you can communicate with others.

Deaf Aotearoa have services available for people who are Deaf or hard of hearing at <http://deaf.org.nz/>

If you are blind or have a visual impairment

If you are blind or have a visual impairment, plan for how an emergency might affect you.

Be prepared if you have to evacuate

You may have to depend on others if you have to evacuate or go to an unfamiliar Civil Defence Centre.

- If you have a guide dog, make sure you have a grab bag for them with food, medications, vaccination records, identification and harnesses.
- Keep extra canes at home and in the workplace, even if you use a guide dog. Animals may become confused or disoriented in an emergency.
- Trained service animals can stay in emergency shelters with their owners.

Disability assist dogs

Disability Assist Dogs are your responsibility. You need to include them in your emergency planning and preparation.

If you have an assistance dog, such as a guide dog, certify it with an authorised organisation, such as Blind Low Vision NZ.

Get a Disability Assist Dog identification tag. This is a unique tag worn by a certified dog for easy identification of Disability Assist Dog status. Make sure your dog is wearing its identification tag at all times. The tag gives service dogs access to civil defence centres in an emergency. It also supports rapid reunification if you and your dog are separated.

Plan for your dog. Have a grab bag for your dog with food, medications, vaccination records, identification and harnesses.

Make sure your dog knows the people in your support network. This will make it easier for your dog to accept care from someone other than you.

Caring for babies and young children in an emergency

Babies and young children need special care and attention in an emergency.

Caring for babies in an emergency

Babies are more at risk of becoming dehydrated or getting an infection. They need special care and attention in an emergency.

In an emergency, roads and shops may be closed for three days or more. You'll need to have supplies to get your baby through.

- Disposable nappies
- Baby wipes
- Alcohol-based hand sanitiser
- Rubbish bags for dirty nappies
- Any medicines or creams your baby needs
- Disposable gloves
- Spare clothes, a blanket or special toy

Make sure you also have supplies for your baby in a grab bag, in case you need to leave home in a hurry.

If your baby often stays with family or carers, have some emergency supplies at their place as well as at home.

During an emergency normal daily life is disrupted and people may need to leave their homes. This can be particularly difficult for mothers and people caring for babies.

The Ministry of Health has advice on feeding your baby in an emergency for both breastfed and formula-fed babies at <https://www.health.govt.nz/your-health/healthy-living/emergency-management/feeding-your-baby-emergency-babies-aged-0-12-months>

Caring for young children in an emergency

You can involve young children in planning for an emergency by giving them small tasks to do. For example, get them to check the date on your stored water or test the torch is working.

Talk to them in an honest, but not scary, way about:

- what might happen in an emergency
- what you can do to keep safe, and
- what your plan is if you can't get home.

This can help to reduce fear and anxiety and helps everyone know how to respond.

The more involved they are, the less scared they will be when an emergency does happen.

Make sure you have supplies for young children in a grab bag in case you have to leave home in a hurry. The grab bag should have warm clothing, water and snack food, and a favourite toy or game to keep them occupied.

Children have their own ways of dealing with trauma according to their stage of development. The Ministry of Health has guidelines on helping children deal with trauma at <https://www.health.govt.nz/your-health/healthy-living/emergency-management/managing-stress-emergency/helping-children>

Plan for your pets and other animals

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

- Store enough food, water and supplies for your animals for three days or more. Remember that animals often drink more water than usual when under stress.
- Make sure you microchip your pets. Register them with the New Zealand Companion Animal Register (NZCAR). Keep these details up to date and include details for an out-of-region contact.
- Review your pet insurance policy to see if it covers emergencies.
- If you need to evacuate, take your pets with you. If it's not safe for you, it's not safe for them. Make sure your evacuation place will take your pets. Or have contact details for kennels, catteries and pet friendly motels.

The Ministry for Primary Industries (MPI) has advice for preparing a plan for your animals. It includes checklists for different types of animals and different emergencies.

Work through the checklists to develop your plan at

<https://www.mpi.govt.nz/protection-and-response/animal-welfare/animals-in-emergencies/>

Stay informed

It's important to know the different ways you can stay informed during an emergency.

Radio

If the power goes out, a solar-or battery-powered radio (or your car radio) can help you keep up to date with the latest news. In an emergency, tune to these stations:

- Radio New Zealand
- The Hits
- NewstalkZB
- MoreFM
- Magic Talk

Check with you Civil Defence Emergency Management Group to find out what local stations they recommend you should listen to during an emergency.

1.2.7 Emergency Mobile Alert

Emergency Mobile Alert is a way of receiving information about emergencies in your area. If your life, health or property is in danger, Emergency Mobile Alerts can be sent to your mobile. You don't to sign up or download an app.

Online

For local updates, check your council's website and social media. As well as your Civil Defence Emergency Management Group website and social media.

National updates will be available on www.civildefence.govt.nz and @NZcivildefence on Twitter.

For advice on preparing for disasters follow @NZGetReady on Twitter.

Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Find out more about the National Emergency Management Agency at <https://www.civildefence.govt.nz/>

Know your neighbours

Get to know your neighbours. In an emergency, you'll be able to help each other while civil defence and emergency services are busy helping people who need them most. Get involved in your community and get to know your neighbours before an emergency happens.

Emergency Mobile Alert capable phones

Check if your phone is able to receive Emergency Mobile Alerts. If your phone is on the list, update the phone to the latest available operating system.

List of capable phones

Phones sold by 2degrees, Spark and Vodafone that are Emergency Mobile Alert capable are listed below. If your phone is from overseas or parallel-imported, it may work in New Zealand. But your experience may differ from those sold in New Zealand.

Alcatel

The following Alcatel devices are supported. Please ensure your phone's software is up to date.

- Alcatel 1
- Alcatel 1B
- Alcatel 1E
- Alcatel 1S
- Alcatel 1V
- Alcatel 1X
- Alcatel 3026

- Alcatel 3
- Alcatel 3C
- Alcatel 3V
- Alcatel U3
- Alcatel U5

Apple

The following Apple devices are supported (IOS11 or later). Please ensure your phone's software is up to date.

- Apple iPhone 5s
- Apple iPhone 6
- Apple iPhone 6 Plus
- Apple iPhone SE
- Apple iPhone SE (2nd Generation)
- Apple iPhone 6s
- Apple iPhone 6s Plus

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- Apple iPhone 7
- Apple iPhone 7 Plus
- Apple iPhone 8
- Apple iPhone 8 Plus
- Apple iPhone X
- Apple iPhone XS

- Apple iPhone XS Max
- Apple iPhone XR
- Apple iPhone 11
- Apple iPhone 11 Pro
- Apple iPhone 11 Pro Max
- Apple iPhone 12
- Apple iPhone 12 Mini
- Apple iPhone 12 Pro Max

Check to see if your iPhone is set up for Emergency Mobile Alerts

Open Settings, select Notifications, and at the bottom you should see a toggle for "Emergency Alerts".

CAT

The following CAT phones are supported. Please ensure your phone's software is up to date.

- CAT S61
- CAT B35
- CAT S62 Pro

Doro

The following Doro device is supported. Please ensure your phone's software is up to date.

- Doro 6520

Huawei

The following Huawei devices are supported. Please ensure your phone's software is up to date.

- Huawei Nova Lite
- Huawei Nova 2 Lite
- Huawei Nova 2i
- Huawei Nova 3

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- Huawei Nova 3i
- Huawei Nova 5T
- Huawei Mate 10
- Huawei Mate 20
- Huawei P9 Lite
- Huawei P9
- Huawei P9 Plus
- Huawei Mate 10 Pro
- Huawei Mate 10 Pro (Porsche design)
- Huawei Mate 20 Pro
- Huawei Mate 30 Pro
- Huawei P10 Lite
- Huawei P10
- Huawei P10 Plus

- Huawei P20
- Huawei P20 Pro
- Huawei P30
- Huawei P30 Pro
- Huawei P40
- Huawei P40 Pro
- Huawei Mate Xs
- Huawei Y5 2019
- Huawei Y5P
- Huawei Y6 2018
- Huawei Y6s
- Huawei Y6 Pro 2019
- Huawei Y7
- Huawei Y9 Prime 2019

Mobiwire

The following Mobiwire devices are supported. Please ensure your phone's software is up to date.

- Mobiwire Dakota
- Mobiwire Kosumi

- Mobiwire Sakari
- Mobiwire Hakan

- Mobiwire Kanuna
- Mobiwire Ogima

Motorola

The following Motorola devices are supported.

Please ensure your phone's software is up to date.

- Motorola Moto C
- Motorola Moto E5
- Motorola Moto G5s
- Motorola Moto G5s Plus
- Motorola Moto G6
- Motorola Moto G6 Plus

Nokia

The following Nokia devices are supported. Please ensure your phone's software is up to date.

- Nokia 1.3
- Nokia 2
- Nokia 2.2
- Nokia 2.3
- Nokia 3
- Nokia 3.1
- Nokia 3.4
- Nokia 4.2

- Nokia 5
- Nokia 6
- Nokia 7.1
- Nokia 7.2
- Nokia 8
- Nokia C01+
- Nokia G10
- Nokia G20
- Nokia X20

OPPO

The following OPPO devices are supported. Please ensure your phone's software is up to date.

- OPPO A39
- OPPO A5 2020
- OPPO A57
- OPPO A72
- OPPO A73
- OPPO A75
- OPPO A77
- OPPO A9
- OPPO A9 2020

- OPPO AX5s
- OPPO AX7
- OPPO F1s
- OPPO Find X
- OPPO Find X Pro
- OPPO Find X2 Pro
- OPPO Find X2 Lite
- OPPO Homer A72
- OPPO R9s
- OPPO R11
- OPPO R11s
- OPPO R15
- OPPO R15 Pro
- OPPO R17
- OPPO R17 Pro
- OPPO Reno 10x Zoom
- OPPO Reno Z
- OPPO Reno 2
- OPPO Reno2 Z
- OPPO Reno4 Pro
- OPPO A53s

- OPPO A54
- OPPO A95

Skinny

The following Skinny devices are supported.
Please ensure your phone's software is up to date.

- Skinny F327S (ZTE F327S)
- Skinny Tahiti (ZTE 111)

Sony

The following Sony devices are supported. Please ensure your phone's software is up to date.

- Sony Xperia X Performance
- Sony Xperia XAI (SM11)
- Sony Xperia XA2
- Sony Xperia XZ1
- Sony Xperia XZ2

Spark

The following Spark devices are supported. Please ensure your phone's software is up to date.

- Spark Lite 3G (ZTE L110)
- Spark Plus 2 (ZTE A330)
- Spark Plus 3

- Spark Pocket 2

Vodafone

The following Vodafone devices are supported.

Please ensure your phone's software is up to date.

- Vodafone Smart A9
- Vodafone Smart C9
- Vodafone Smart E8
- Vodafone Smart E9
- Vodafone Smart N8
- Vodafone Smart N9
- Vodafone Smart N9 Lite
- Vodafone Smart N10
- Vodafone Smart N11

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- Vodafone Smart P11
- Vodafone Smart V8
- Vodafone Smart V10
- Vodafone Smart X9

Xiaomi

The following Xiaomi devices are supported.

Please ensure your phone's software is up to date.

- Xiaomi Redmi Note 7

ZTE

The following ZTE devices are supported. Please ensure your phone's software is up to date.

- ZTE Blade A521
- ZTE FT327
- ZTE Lite
- ZTE Tahi
- ZTE L110
- ZTE L111

How to update the software on your phone

Make sure you're connected to the Internet via Wi-Fi to prevent using your mobile data.

- For iPhone, open Settings, select General, select Software Update.
- For Android, open Settings, select About (or About phone), select System, select Software Updates.
- Refer to your phone's manual for more information about updating your phone.

Check to see if your phone is set up for Emergency Mobile Alerts

Being able to see the Emergency Alert settings indicates your phone is Emergency Mobile Alert capable.

Check on iPhone

Open Settings, select Notifications, and at the bottom you should see a toggle for "Emergency Alerts".

Check on Samsung

Find instructions for updating your Samsung phone at <https://www.samsung.com/nz/support/mobile-devices/emergency-alert/>

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Check on other Android phones

The Emergency Alert settings are dependent on the manufacturer and model.

Generally, you can find the settings through one of the following ways.

- Open Settings, select Sounds and select Advanced. You should see an option for Emergency Broadcasts.
- Open Settings, select Wireless & Networks and select More. You should see an option for Cell Broadcasts.
- Open Settings and select General Settings. You should see an option for Emergency Alerts.
- Open the text message app and select Message Settings. You should see an option for Emergency Alert Settings.

Your alert settings may be called a number of different names including:

- Emergency Alerts
- Emergency Broadcasts, or
- Extreme Threats or Severe Threats.

Emergency Mobile Alert frequently asked questions (FAQ)

We've compiled helpful answers to frequently asked questions about Emergency Mobile Alert.

About Emergency Mobile Alert

What is Emergency Mobile Alert?

Emergency Mobile Alert is a way of receiving information about emergencies in your area. If your life, health or property is in danger, Emergency Mobile Alerts can be sent to your mobile. You don't need to sign up or download an app.

Emergency Mobile Alert is broadcast to all capable phones from targeted cell towers. The alerts will be targeted to areas affected by serious hazards.

You don't have to download an app or subscribe to a service. Just ensure your phone is capable and the operating system software is up to date. If your phone is on, capable and inside the targeted location, you should get the alerts.

If you get an alert, read the message and take it seriously. It will tell you what the emergency is and what to do. It will

also tell you which agency sent the message and, if needed, where to go for more information.

Who sends Emergency Mobile Alerts?

Only authorised emergency agencies can send Emergency Mobile Alerts. Agencies will only send alerts when there is a serious threat to life, health or property. Agencies may also send scheduled test alerts.

The only agencies currently authorised to issue alerts are:

- New Zealand Police
- Fire and Emergency New Zealand
- Ministry of Health
- Ministry for Primary Industries
- National Emergency Management Agency
- Local Civil Defence Emergency Management Groups.

The alert message will identify the agency sending the Emergency Mobile Alert.

What will Emergency Mobile Alert be used for?

Emergency Mobile Alert is designed to help keep people safe if there is an emergency. The alerts will only be sent when there are serious threats to life, health or property, and, in some cases, for test purposes.

For example, Emergency Mobile Alert may be used to warn you of serious threats such as:

- a tsunami affecting land
- areas a wildfire affecting people
- armed offenders at large, or
- seriously contaminated drinking water.

Emergency Mobile Alerts will not be used for advertising or promotions.

Why don't you text me instead?

Emergency Mobile Alert was chosen as it is reliable in an emergency. Emergency Mobile Alert uses a dedicated signal. It is not affected by network congestion.

Unlike text messages, Emergency Mobile Alert is secure and doesn't need private details of recipients.

Emergency Mobile Alert is free and easy to access—there is no need to download an app or subscribe to a service. We expect most new phones sold by New Zealand mobile network operators will be capable of receiving Emergency Mobile Alerts.

Will Emergency Mobile Alert replace other warnings?

No. Emergency Mobile Alerts are not meant to replace other emergency alerts, or the need to take action after natural warnings.

You still need to prepare for an emergency and you should not wait to get an alert before you act. If you feel your life is

in danger, don't wait for an official warning. Take immediate action.

Make sure you have your own emergency plan that includes:

- what to do
- where to go
- who to go to for help, and
- who you might need to look out for.

Will Emergency Mobile Alert be used to gather data about me?

No. The Emergency Mobile Alert system is only used to broadcast messages. Emergency Mobile Alert does not use your mobile phone number. It is impossible for Emergency Mobile Alert to collect information about you, your cell phone use or your location.

Troubleshooting

Why did I not receive an Emergency Mobile Alert message?

There are many reasons you may not receive an Emergency Mobile Alert message. For this reason, we encourage everyone to rely on a number of different ways to stay informed.

Check your phone is Emergency Mobile Alert capable and up to date.

Other possible reasons for not receiving the alert may include your phone being:

- off
- in flight mode, or
- out of cellular coverage.

Why did my phone receive an alert multiple times?

If your phone moved from a 3G to a 4G network during the time of the broadcast, you will have received an alert from both networks. The same thing would have happened if you turned flight mode on and off. Or turned your phone off and back on during the broadcast period.

Some phones have an optional alert reminder feature turned on. This can cause the phone to alarm repeatedly during the broadcast. If your phone has an alert reminder, you can find it in the Wireless Alerts/Broadcast Alerts/Emergency Alerts settings—any of these names may be used.

My Emergency Mobile Alert message disappeared. Where can I find it?

If you received an Emergency Mobile Alert, it may still be viewable on your phone.

For Android phones

Although each Android phone is different, emergency alerts are generally found in your "Messages" app.

For example:

1. Go to Messages app
2. Find the menu (...) and select "settings".
3. Select "Emergency alert history".

For Apple phones

For iPhone users, the alert will be in your notifications.

Access your notifications by swiping down from the top of your screen. If you delete your notifications, you will also delete the alert.

Why did the alert say Presidential Alert?

The Emergency Mobile Alert system uses an international standard. The broadcast channel we use is often called Presidential Alert overseas.

We have worked with the phone manufacturers and New Zealand mobile network operators to use the term Emergency Alert instead. However, some phones pre-dating this, or bought overseas, will use the American international standard and will display Presidential Alert.

Receiving an Emergency Mobile Alert

How can I make sure I get an Emergency Mobile Alert?

To get Emergency Mobile Alerts you need a phone capable of receiving them. The phone also needs to have cell reception and up-to-date software. You don't have to download an app or subscribe to a service.

1. Check if your phone is on the list of capable phones.
2. Update your phone's operating system software.

Please refer to your phone manual or talk to your mobile operator if you need help updating your phone.

We expect most phones will be able to receive the alerts. And we expect there to be more capable phones over time.

Can I opt out of getting Emergency Mobile Alerts?

As Emergency Mobile Alert is about keeping you safe, you won't be able to opt out of receiving Emergency Mobile Alert.

We do not target specific phones, instead we broadcast to a targeted area that is at risk. For this reason we are unable to exclude your specific phone. Emergency Mobile Alert does not use your mobile phone number or collect information about you.

Your phone may show optional settings used in other countries, but in New Zealand we will use a special broadcast channel that is permanently on.

What if my phone isn't capable of receiving Emergency Mobile Alert?

Emergency Mobile Alert does not replace other emergency alerts.

Emergency Mobile Alert is an additional channel to help keep people safe in an emergency. It does not replace other alerting systems or the need to take action after natural warnings.

You should still be prepared for an emergency, and you shouldn't wait to get an alert before you act. If you feel your life is in danger, don't wait for an official warning. Take immediate action.

Take the time to make your own emergency plan that includes:

- what to do,
- where to go
- who to go to for help, and
- who you might need to look out for.

Get in touch with your local Civil Defence Emergency Management Group to find out about other alerting systems in your area.

Can I reply to Emergency Mobile Alert messages?

No, you will not be able to respond to the message or contact emergency services through this system. In an emergency please call 111.

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Where can I buy an Emergency Mobile Alert capable phone?

If buying a new phone, look for the Emergency Mobile Alert Identification Mark. You can also check with your mobile service provider.

I don't have a smart phone. Will my phone be able to get Emergency Mobile Alerts?

Emergency Mobile Alerts will not be available on all phones immediately. Over time we expect more phones to be Emergency Mobile Alert capable.

We expect the number of Emergency Mobile Alert capable phones to increase over time. We expect most new phones sold by New Zealand mobile network operators will be capable of receiving Emergency Mobile Alerts.

Will Emergency Mobile Alerts go to my landline or satellite phone?

No. Emergency Mobile Alert uses the New Zealand mobile networks. Alerts can only be broadcast to mobile phones capable of receiving them.

Will Emergency Mobile Alert work everywhere in NZ?

Emergency Mobile Alert should work in areas with cell reception. About 97% of populated areas get cell reception. Mobile service providers work to improve mobile coverage all the time.

Will Emergency Mobile Alert work if cell phone towers are damaged, or if there is a power outage?

Emergency Mobile Alert may not work if mobile phone towers are damaged or if there is a power outage. For this reason, you must also rely on other information sources.

Emergency Mobile Alert is only one way of finding out about serious threats. Make sure you have an emergency plan and know where to find more information during an emergency.

What should I do if I'm driving when I receive an Emergency Mobile Alert?

You should pull over and check the message as soon as it is safe to do so. If you have a passenger, ask them to read the alert immediately. Do not attempt to read the alert while driving.

Does Emergency Mobile Alert have a cost?

Receiving Emergency Mobile Alerts is free. There is no cost to you. You don't have to download an app or subscribe to a service.

Will Emergency Mobile Alert phones be more expensive?

No. Phones capable of receiving Emergency Mobile Alerts should not be more expensive because of this feature.

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What languages will Emergency Mobile Alert be broadcast in?

At this stage Emergency Mobile Alerts are only available in English.

Will Emergency Mobile Alert be accessible for sight and hearing impaired people?

The accessibility of Emergency Mobile Alerts will vary depending on the make and model of your mobile phone.

Will Emergency Mobile Alert work using Sure Signal?

No. Emergency Mobile Alert will not be broadcast to phones connected to a Sure Signal device.

Nationwide tests

When is the next nationwide test of Emergency Mobile Alert?

In consideration of the COVID-19 pandemic, the 2020 nationwide test of the Emergency Mobile Alert system was cancelled. The 2021 nationwide test of Emergency Mobile Alert has not yet been scheduled.

Testing is a necessary part of making sure the Emergency Mobile Alert system works well.

The previous nationwide tests were sent to cell towers all over New Zealand. We expect approximately four million phones were capable of receiving the alert.

The tests allowed us to check the system, cell towers and your phone's ability to receive the alert.

1.2.8 How can I prevent receiving the Emergency Mobile Alert test alert?

If you do not want to be disturbed, please turn your phone off or switch it to Flight Mode during the test period.

Your phone needs to have an active connection to the mobile network. You won't receive the Emergency Mobile Alert if your phone is off or in Flight Mode.

Emergency Mobile Alert may override Do Not Disturb and Silent Modes.

Nationwide test of Emergency Mobile Alert

The nationwide test of the Emergency Mobile Alert system is a necessary part of making sure the system works well. Find results and information about nationwide tests.

Why we test Emergency Mobile Alert

The nationwide test is a necessary part of making sure the Emergency Mobile Alert system works well.

The nationwide test is sent to cell towers all over New Zealand. We expect most phones are capable of receiving the alert.

In 2017, 2018 and 2019 we received thousands of feedback submissions from people. These helped us improve the Emergency Mobile Alert system.

The most recent nationwide test was on the evening of 24 November 2019. In consideration of the COVID-19 pandemic, the 2020 nationwide test of the Emergency Mobile Alert system was cancelled.

Give us feedback about Emergency Mobile Alert at <https://consultation.nema.govt.nz/nema-communications/ema-feedback>. Information collected in this survey is used to make ongoing improvements to the alerting platform.

Subscribe to receive emails about upcoming nationwide tests of Emergency Mobile Alert at <https://confirmsubscription.com/h/d/38D8E6EE580B5975>.

You'll receive an email once the date for the test is decided.

Independent survey results of the nationwide test

After the 2018 nationwide test, the Ministry of Civil Defence & Emergency Management commissioned an independent survey.

The survey was conducted by interviewing 1000 New Zealand mobile users aged 15 years and over. The survey was conducted immediately after the 2018 nationwide test between 26 November and 9 December 2018.

A survey was also conducted following the 2019 nationwide test of Emergency Mobile Alert.

The survey looked at a range of factors.

- Proportion of the population who received the test alert
- Prior awareness of the Emergency Mobile Alert system
- Prior knowledge that the nationwide test was going to take place
- Public perceptions of the Emergency Mobile Alert system

- Whether the public believe the system should be optional
- Changes since the launch of the Emergency Mobile Alert system and test alert in 2017

Make your home safer

We can't predict disasters, but we can prepare for them. One of the best places to start is with your home. Find out what you can do to make your home safer.

How to make your home safer

You can take steps to help reduce the effects of an emergency on you and your property.

- Use brackets or straps to secure tall and heavy furniture into wall studs.
- Move heavy and fragile items to shelves or cupboards lower down.
- Hang pictures and mirrors on appropriate hooks (no single nails).
- Make sure you know the location of emergency cut-off switches and taps for gas and water mains.
- Some brick and concrete chimneys are at greater risk of collapsing in an earthquake. Find more information on how to make chimneys safer at <https://www.eqc.govt.nz/be-prepared>.
- If your home has suspended floor foundations, check that they're in good condition. Check that good connections are in place between the foundations and house above.

In February 2021, there were changes to New Zealand's Residential Tenancy Act. These changes make it easier for renters to quake safe their homes. If you're a renter and want to quake safe your home, make sure you talk to your landlord or property manager first.

Check your insurance

Having insurance cover for your home and contents is really important to help you get back on your feet if you suffer damage in a disaster. Plus, having a private home insurance policy that includes fire cover (most do) means you automatically qualify for EQC's insurance product, EQCover.

It's important to review your insurance regularly. Some key things to check are:

- What your insurance policy covers, as well as what it doesn't cover.
- If you have enough insurance cover to rebuild your home and replace your valuables after an emergency.

If you suffer damage from a natural hazard, remember to take plenty of photos. Then get in touch with your private insurer to make a claim. They'll assess, manage and settle your entire claim on behalf of EQC, including the EQCover part.

Get your work ready for an emergency

Emergencies can happen anytime, including during business hours. You can't predict when they will happen, but you can take actions to make your business more prepared.

Identify the risks to your business and staff

Find out what the risks are and how they can impact on your business. Risks include natural hazards, health emergencies and utility failures.

If you have staff, talk to them about the risks they think are most relevant to your business.

Keeping everyone healthy and safe at work doesn't mean buying expensive equipment and doing lots of paperwork. It does mean taking a proactive approach and getting everyone at work involved. Find out how to assess health and safety risks at <https://www.business.govt.nz/risks-and-operations/health-and-safety/how-to-assess-health-and-safety-risks/>

Make an emergency plan for your business

Businesses have an obligation to be prepared for an emergency. In most cases we can't predict when an emergency will happen. But we can make plans to make sure our staff are safe, our financial and personal losses are reduced and we are able to get back to business as soon as possible.

Your plan should include the following.

- Emergency procedures for fire, earthquake, tsunami and other hazards.
- Assembly points, wardens and first aid training.
- How to contact staff, suppliers, clients and insurance providers.
- Alternative arrangements if you are unable to access your premises, files, etc.

Talk to your disabled staff. Find out what support they might need if there's an emergency. Also think about how you might need to help any visitors who have a disability.

Find a guide on what to include in your emergency planning at <https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses/>

Do not run outside during an earthquake

It is frightening to stay in a building after an earthquake, but it is much safer than going outside.

When you eventually evacuate, take your wallet, coat, bag and grab bag. You are more vulnerable if you leave these things behind. Open areas with no tall buildings or power lines nearby are the best evacuation assembly areas.

Look after your staff

As an employer, you have a duty of care to your staff, including caring for them during and after emergencies.

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Start by involving your staff in identifying risks and making an emergency plan. Talk to them about what they, and their whānau, would need to get through an emergency.

Make sure your staff have personal workplace emergency plans so they know who to contact at work in an emergency and have a plan to get home safely.

Find advice for looking after staff after in an emergency at <https://www.resorgs.org.nz/publications/staffed-or-stuffed-creating-resilience-through-your-people/>

Provide supplies for your staff

In an emergency, your staff may be stuck at work or unable to take transport home for a day or more.

Make sure you have enough supplies for everyone onsite for three days. This should include for visitors too.

Scenarios to think about and plan for

Damaged buildings

You may need dust masks (rated P2 or N95), work gloves, hard hats or tools such as wrecking bars and sledge hammers.

Staff can't leave the building

You'll need food and water (at least three litres per person) for three days or more, sanitary items, etc.

Staff can't take their usual transport to get home

Encourage staff to have supplies in their work grab bags in case they need to walk home or to their meeting place. Make sure they have household plans with their families.

People are seriously injured

You may have to care for people with serious injuries until help arrives. Make sure you have blankets, stretchers, a complete first aid kit, etc.

Suggestions for Civil Defence Cabinets

These suggestions for equipment and food are guidelines only. What you need will depend on the number of staff, the nature of your business, the type of building, and your location.

- Blanket, foil

- Blanket, wool
 - Stretcher, foam
 - Stretcher, board
 - Rope, poly 30m
 - Rope, sisal 12m
-

- Torch, batteries
- D batteries
- Radio, batteries
- AA batteries
- Gloves/debris
- Dust mask (rated P2 or N95)
- Goggles
- Water
- Water tablets
- Hard hat
- Bucket
- Plastic bin bags
- Wrecking bar
- Saw, wood
- Saw, hack
- Sledge hammer

- Cutter/pliers
- Axe
- CD first aid kit
- Meths stove for water
- 3 ltr billy for water
- Matches (pkt)
- Lighter
- Disposable gloves
- Toilet paper
- Sanitary needs
- Broom
- Brush/pan
- Disinfectant
- Mouth guards
- Light sticks

Example food requirements

Example food requirements for 25 people for three days

Ensure basic food supplies are also in the cabinets. Food items should be checked annually. Replace any food that is expired or needs replacing.

The following is a suggested menu. The quantities are quite small and may not be suitable for people doing physical labour.

Example: DAY 1

- Baked beans, 10 × 820g cans
- Cream corn, 10 × 440g cans
- Raisins, 4 × 12 mini box packet
- Muesli bars, 3 × 8 bar box

Example: DAY 2

- Tuna in water, 10 × 425g cans
- Potato salad, 10 × 310g cans
- Raisins, 4 × 12 mini box packet
- Muesli bars, 3 × 8 bar box

Example: DAY 3

- Spaghetti, 10 × 820g cans
- Green beans, 10 × 425g cans
- Raisins, 4 × 12 mini box packet
- Muesli bars, 3 × 8 bar box

Additional Food/supplies

- Barley sugars, 9 packets
- Chocolate, 9 king size blocks
- Paper plates, 125 × 25cm
- Plastic forks, 100

- Methylated spirits 1 × 1 litre
- Can opener × 4
- Large garbage bags (for sanitation) 25

Build relationships

Get involved in your local business community. Get to know your local Chamber of Commerce, industry organisations, business neighbours, competitors and suppliers. Talk to them about their emergency and business continuity plans. In an emergency, you may be able to help each other get back up and running faster.

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Create contingency plans

Develop a contingency plan for your whole business. It should include staff, information, assets, customers, suppliers and distribution channels.

- Identify your core business needs, and how you'd manage in an emergency.
- Back up your data.
- Know how to contact staff and suppliers.
- Test your back up systems.

Follow the Shut Happens task list to create contingency plans for your business at

<https://www.resorgs.org.nz/publications/guide-shut-happens-a-resilience-guide-for-small-business/>

Continuity and contingency planning is about being prepared for all types of disruptions. Use the business.govt.nz step-by-step guide to get your plan sorted at <https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/continuity-and-contingency-planning/>. It's vital to your business's survival.

Prepare a plan for your farm or lifestyle block

Rural communities, businesses and individuals need to adapt and build resilience to emergencies.

Your animals are your responsibility. You need to include them in your emergency planning and preparation. Failing to plan for them puts lives at risk.

The Ministry for Primary Industries (MPI) has advice for preparing a plan for your animals at <https://www.mpi.govt.nz/protection-and-response/animal-welfare/animals-in-emergencies/>. It includes checklists for different types of animals and different emergencies. Work through the checklists to develop your plan.

Get your marae ready for an emergency

Marae preparedness planning enhances resilience and safety of marae, taonga and iwi. It helps te hau kāinga and te haupori understand and manage their risks.

The Marae Emergency Preparedness Plan helps marae be as prepared as possible for a natural disaster or emergency. It encourages whānau, hapū and iwi to:

- think about the possible impacts of natural disasters, and
- recognise who could be called upon in the event of an emergency.

Work through the marae emergency preparedness plan to plan out what your marae will do.

Work through a toolkit for marae to be as prepared as possible for a natural disaster or emergency at

<https://www.tpk.govt.nz/en/o-matou-mohiotanga/marae-development/civil-defence-marae-emergency-preparedness-plan-20>.

Get COVID-19 ready

Keep yourself, your whānau, friends and community safe from COVID-19 by getting vaccinated.

Get ready for isolating at home

You can prepare now for what you need to do if you get COVID-19. Being ready is about people, conversations, connections and knowing what to do. Being ready will mean your whānau and community can help each other if needed.

If you test positive for COVID-19, you and everyone you live with will need to isolate to help stop the spread of the virus.

Most people with COVID-19 are likely to have mild to moderate illness. They will be able to self-isolate and fully recover in their own home, or in suitable alternative accommodation, with support from local healthcare providers.

Find out how to prepare for self-isolation at <https://covid19.govt.nz/prepare-and-stay-safe/preparing-to-self-isolate/>. Complete a COVID-19 readiness checklist so you know your whānau is ready if someone in your household gets COVID-19.

Make a plan

You need to work out what you will do if someone in your household tests positive for COVID-19. Your entire household will need to stay home.

Who can help you?

Identify people outside of your home who could help if your household is isolating. For example, by dropping off food or supplies.

Are there people in your household who might need extra care or support? Talk to any in-home cares you have an agree in advance about what will happen if you need to isolate. Make plans if you have shared custody of a child or dependant.

Will you need extra support?

Many people will be able to manage with help from friends and whānau. But if you need extra support, the Ministry of Social Development can connect you with the right service to help you. Call 0800 512 337 for free.

Work and Income may be able to help with costs.

Find extra support if you have COVID-19 or are self-isolating at <https://covid19.govt.nz/isolation-and-care/getting-extra-support-if-you-have-covid-19-or-are-self-isolating/>

What are your work and school plans?

Talk to your employer, your child's school and community groups to find out what their plans are.

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Do they need anything from you? Will they be able to support you? Will you and your children be able to work or learn from home?

Let people know you are isolating

Work out how to let people know your household is isolating. This could be a sign for your front door or fence having a QR code poster so people can keep track of where they have been.

If people are helping with contactless drop offs, do you want them to text or message before they arrive? Beep the car horn from the gate? Use an agreed entrance?

Download a poster to let people know you are self-isolating at <https://covid19.govt.nz/languages-and-resources/posters/>

Get your QR code poster at <https://covid19.govt.nz/traffic-lights/resources-for-businesses/get-your-qr-code-poster/>

Write down instructions

Write down any household instructions someone else could easily follow if you get sick and have to go into managed isolation or hospital. Cover things like feeding pets, paying bills and watering plants.

How will you minimise the spread?

Think about how you could set up your home to minimise COVID-19 spreading. Draw a map of your home and mark out your zones. For example shared areas, isolation areas and a sanitising station.

Work out what supplies you need

Work out what you will need to help yourself and those around you.

- Make a list of whanau information. Include everyone's names, ages, NHI numbers, any medical conditions and medication they normally take or medical supplies each person will need. Include emergency contact information like your doctor, after hours and any support agencies.
- Gather things you enjoy. What might help stop boredom if you are isolating at home?
- Put together a wellness kit. Include face coverings, hand sanitiser, gloves, tissues, rubbish bags and cleaning products.
- Make you have things to help with COVID-19 symptoms. Like pain relief, throat lozenges, cough medicine, ice blocks and vapour rubs.

Reach out to friends and whānau

We are all in this together and we will get through together.

- Stay connected. Arrange regular catch ups with your whānau, friends and community. If you are isolating, make sure these are online or by phone.
- Support your friends, whānau and workmates to make their own plans to get ready.

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- Find out what your community is doing. Is there a group making meals to freeze, sharing planning tips or just staying in the know?

Help get your community vaccinated

You can help your community get ready for COVID-19 by getting vaccinated.

Getting vaccinated means you are far less likely to get really sick and have to go to hospital. You are also less likely to pass COVID-19 on to other people.

Studies show that people who have received two doses of the vaccine are protected against getting COVID-19 symptoms.

Book your COVID-19 vaccination at

<https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/book-your-covid-19-vaccination/>

We all need accurate and reliable information when we make a decision for ourselves and our whānau. Learn from the experts and get answers about popular topics at <https://covid19.govt.nz/covid-19-vaccines/get-the-facts-about-covid-19-vaccination/covid-19-vaccination-your-questions-answered/>.

Offer to give your neighbours a lift to get vaccinated

If you have neighbours who can't get to your nearest COVID-19 vaccination centre, why not offer to give them a lift?

One of the reasons someone may not have received a COVID-19 vaccine is because they can't get to a vaccination centre. There are many places around New Zealand where you can get a COVID-19 vaccine, with or without an appointment.

Some vaccination sites are specifically set up to support disabled people.

Find a vaccination centre near you at <https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/walk-in-and-drive-through-vaccination-centres/>

Nervous neighbour? Offer to be their shot-buddy

Got neighbours who are nervous about getting vaccinated against COVID-19? You could offer to support them when they go.

If you have received your COVID-19 vaccines, you'll know how easy it is. Your neighbours may need a little reassurance of what to expect at their appointment.

You can be a shot-buddy and go with your neighbour for support.

Find out what will happen at your COVID-19 vaccination appointments at <https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/what-to-expect-when-you-get-your-vaccinations/>

If you offer to look after the littlies, the grown ups can go get vaccinated

If you have neighbours who aren't vaccinated against COVID-19, they could need someone to look after the kids.

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Parents and caregivers of busy families may not have had a chance to get away for their vaccine. You can help to make things a little easier by offering to take the kids while the grownups go for their shot.

Let your neighbours know that the jab didn't hurt a bit

Know someone who's worried the COVID-19 vaccine might hurt? Let them know it might not be as bad as they think.

Getting a COVID-19 vaccine is quick and easy. You might feel nervous about getting the vaccine, which is completely normal.

A fully trained vaccinator will give you the vaccine in your upper arm, and it will be over very fast. You will then need to stay for at least 15 minutes so we can make sure you do not have an immediate reaction.

Get your community ready

Help your friends, family and community get prepared for emergencies.

Get to know your neighbours

When you get to know your neighbours, you're more likely to look out for each other, especially during and after an emergency, like a storm or a large earthquake.

Swap contact details so you can get in touch in an emergency.

Tell them about your emergency plan and ask about their plans.

Find out who can help you and who might need your help.

Join a Neighbourhood Support Group

Join or form a Neighbourhood Support Group. You and your neighbours can share skills and resources to help you get through in an emergency.

Neighbourhood Support Groups bring people together to create safe, supportive and connected communities.

Join a Neighbourhood Support Group at

<https://neighbourhoodsupport.co.nz/> or call 0800 463 444.

Hold a Neighbours' Day

Neighbours' Day Aotearoa is held every March. It encourages neighbours to get to know each other. It doesn't matter if you're an individual, group or organisation. Or if your neighbourhood consists of houses, flats, business or something else entirely. You can host an event tailored specifically to your neighbourhood.

Find out more about Neighbour's Day at

<http://neighboursday.org.nz/>

Make a community emergency plan

A community emergency plan can help your community understand how you can help each other in an emergency. Talking with other people in your community is one of the best ways to prepare for emergencies.

There will be some groups of people or networks already in your community. These could be:

- Civil Defence Emergency Management
- Neighbourhood Support
- Volunteer, church and sports groups
- Schools
- Marae, or
- Service organisations.

Make contact with them and find out what they are doing. In an emergency, they may help with basic supplies and coordinating support efforts.

Contact your Civil Defence Emergency Management Group to see if there is already a community emergency plan for your area. They can work with you to identify strengths, resources, risks and solutions to help your community get through an emergency.

Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Volunteer

Volunteer to help your friends, family and community before, during and after emergencies.

Volunteer in emergency management

Most communities have a Civil Defence Centre or community hub. Locals can come together there during and after an emergency to support each other.

In an emergency, centres will be opened and run by communities so people can come together to help their community during and after an emergency.

New Zealand Response Teams work alongside and support civil defence, emergency services and other responding agencies. Teams are located throughout New Zealand.

The National Emergency Management Agency are currently working on building a robust and sustainable volunteer capability and capacity for emergency management in New Zealand.

Contact your local Civil Defence Emergency Management Group to find out how you can volunteer. Find your local Civil Defence Emergency Management (CDEM) Group at <https://www.civildefence.govt.nz/find-your-civil-defence-group/>

Building a robust and sustainable volunteer capability and capacity

The National Emergency Management Agency is currently working on building a robust and sustainable volunteer capability and capacity for emergency management in New Zealand. The National Emergency Management Agency, along with Fire Emergency New Zealand, New Zealand Police, New Zealand Search and Rescue and the Ministry of Health are committed to having a model that is fit for purpose and flexible enough to meet future challenges across response and recovery.

Volunteering New Zealand

Volunteering New Zealand (VNZ) is an association of volunteer centres and national and other organisations with a commitment to volunteering.

VNZ can put you in touch with a number of volunteering opportunities. Find out more about VNZ at

<https://www.volunteeringnz.org.nz/want-to-volunteer/>

Join a Neighbourhood Support Group

Join or form a Neighbourhood Support Group as you and your neighbours can share skills and resources to help you get through in an emergency.

Neighbourhood Support Groups bring local people together to create safe, supportive and connected communities, working closely with Police and other community organisations.

Join a Neighbourhood Support Group at
<https://neighbourhoodsupport.co.nz/> or call 0800 463 444.