



Chatham Islands Council

# EMERGENCY COMMUNICATION PLAN

Completed 2005  
First Review 2006  
Second Review 2007

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# COMMUNICATION PROCEDURES

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## **SUMMARY**

All over the world, natural or technological events occur that have a dramatic and disastrous effect on people, their environment and way of life. Eventually our community will be confronted with a significant event, which leads to a Civil Defence Emergency or stretches our emergency services beyond our capabilities; the severity of an incident will determine whether or not an emergency is declared.

The purpose of a central location for communication is to provide interagency communication and coordination allowing for better management of emergency response. Having systems and processes in place to ensure that all organisations responding to the emergency are working together and understand one another's mission and responsibilities. The collection, collation, assignment and distribution of information, both internally and externally is vital to the operation. Centralising communication in the Emergency Operation Centre (EOC) and delegating responsibility to designated Communication Officers ensures that continuous monitoring of outward and internal messages are consistent.

This Plan is to be read in conjunction with the CDEM Group Plan, and all other standard operating procedures, as there are specific procedures and actions to be followed.

# PRE AND POST CONFIRMATION

## PRE-CONFIRMATION

Stage	Action to be taken	Check
1	When a Warning is issued the Emergency Response Coordinator or Council staff will notify the Emergency Operation Centre (EOC) staff to standby whilst confirmation is sought.	
2	Contact MCDEM National Duty Officer to confirm validity of the warning. Keep the phone line open.	
3	Put the Emergency Operation Centre (EOC) on <b>Standby</b> and contact CDEM Group, (this will alert all emergency services as they are part of the CDEM Group).	

## Post Confirmation

When a Warning is confirmed via MCDEM or other verified source the Communications Officer will;

Stage	Action to be taken	Check
1	Place the EOC on <b>Full Activation</b> – see Emergency Contact list.	
2	Assist where necessary with contacting Emergency staff.	
3	Obtain a briefing from the Operations Manager	
4	Maintain adequate records to enable messages to be traced later/keep operational log	
5	Manage the communication room	
6	Ensure urgent messages are handled quickly	
7	Oversee the maintenance of communication system	
8	Appoint if necessary some one to assist with the operating of the phones	
9		

## **BUSINESS AS USUAL**

During business as usual (BAU) the Chatham Islands has limited phone lines; during an emergency event the use of phones should be limited where possible.

## **TELECOM**

Telecom emergency contact person Russell Phillips 03 3050055 phone;

# EQUIPMENT

## SATELLITE PHONE

- Number 00 881621465480
- The Sat phone remains with the ERC (unless the ERC is not on the Island) then the sat phone goes to designated person who's name shall be posted on the contact board located in the Emergency Management Office.
- This Sat phone is to be use in emergencies in the event that communication between the Chatham Islands and New Zealand are off line/unable to work/overloaded.
- The Sat phone batteries are to be kept fully charged at all times.
- The Sat phone is to be tested once a month and any services needed to maintain the Sat phone in good working order shall be carried out.

## VHF Radio

VHF radios will be the preferred method of communication, and all area coordinators will have access to VHF including the EOC.

## LOCATION OF VHF

### Area A

- EOC - VHF
- Police Station – VHF/HH/HF
- Works Infrastructure – 8 VHF/2 HH
- Area Coordinator – VHF
- DOC

### Area B

- Area Coordinator – VHF
- Alternate Area Coordinator – VHF

### Area C

- Area Coordinator – VHF
- ERC – VHF/Sat Phone

### Area D

- Area Coordinator – VHF

**Area E**

- Area Coordinator – VHF

**LOCATION OF FAX**

The fax is located in the communications rooms

**LOCATION OF PRINTER**

The Printer is located in the communications rooms

# CONTACT LIST

## EMERGENCY OPERATION CENTRE PERSONNEL

	Name	Wk Ph	Fax	Hm Ph	Sat
Co-ordinator	Rana Solomon	3050033	3050044	3050277	00881621465480
Controller	Patrick Smith		3050144	3050144	
Recovery	Owen Pickles	3050033	3050044	3050149	
Operations	Alfred Preece	3050019	3050267	3050267	
Logistics	Fire Chief	3050111		3050271	
Planning Intel	DOC Manager	3050098	3050376		
Welfare	Shirley King			3050070	

### CDEM Group (EOC backup)

Police	Police Office	3050334		3050335	
Council	Eva-Cherie Tuck	3050066	3050248	3050377	
Hospital	Manager	3050035	3050120		
E. Trust	Manager	3050066	3050248		
St. John	Glenise Day		3050210	3050210	
Council	Deborah Goomes	3050033	3050044	3050099	
MCDEM/Nation	Duty Officer (24hrs)	04 4730021			
MCDEM	John Lovell	03 3795224	03 3132459	027 4382694	00 881631445168

### Message CDEM Group and Emergency Personnel:

***“Please be advised we have received a warning from MCDEM”***

- ***Please proceed to the emergency operations centre for activation.***
- ***You will be updated at the EOC***
- ***This is not a test***

\*Please note this message will be the only information that will be given over the phone at this time, as there are more people to be contacted. You will be updated once you are at the EOC, it is important to clear the phone lines as soon as possible.

# BE PREPARED

## TESTING COMMUNICATION SYSTEMS

Once all radios are installed there will be a systems check.

- Maintenance on all systems to be carried out as and when required.
- The testing of the equipment will be the responsibility of the Communications Officer.
- The maintenance of emergency management radios are the responsibility of the Emergency Management Office (EMO).
- All system checks will be recorded.

## EMERGENCY OPERATION CENTRE (EOC)

The emergency operation centre is coordinated by key personnel, as such the responsibility and coordination requires decisive decision making. Being prepared for an emergency event also requires commitment to annual training exercises, in order to best prepare yourself and give you the confidence to make sound decisions.

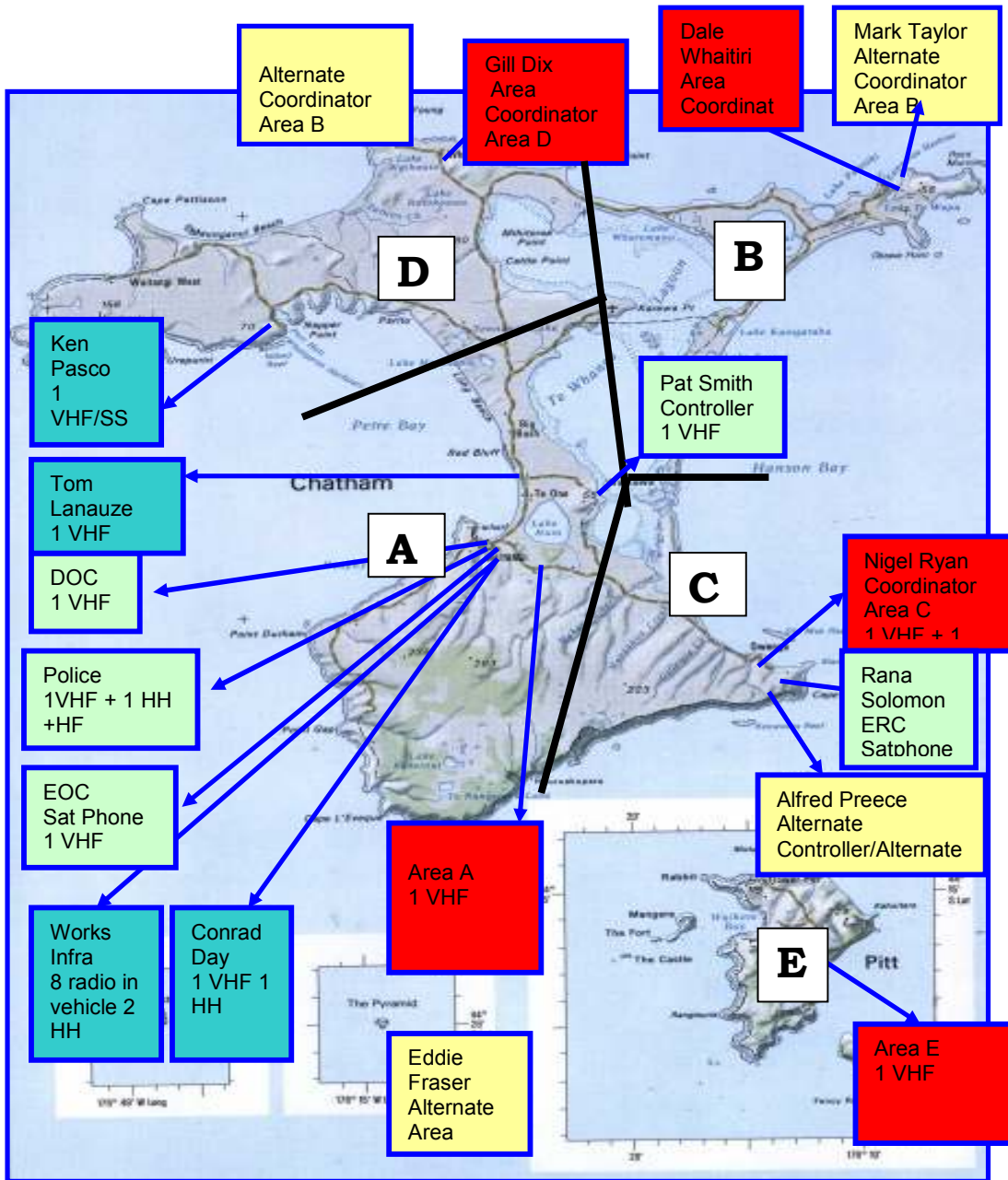
## COMMUNICATION OFFICERS

The Communication Officers play a vital role in an emergency, and have key responsibilities including;

- Are familiar with the evacuation area locations and the person coordinating the safe areas.
- Are familiar with the Area Coordinators.
- Are familiar with the EOC members.
- It is recommended that Communication Officers absent from the Island to please inform the Emergency Management Office or Council Staff, this is necessary in order to keep the emergency contact list of available people current. (Depart date, and return dates).
- Keep up to date with any changes made to SOP's and continuance plans.
- Attend training/exercise held annually for emergency management.

# COMMUNICATION NET WORK

## COMMUNICATION



Area Coordinators

Controller/Emergency Management

Alternate Coordinators

Other Radio's on Island

# RADIO CHANNELS

## RADIO CHANNELS

	<u>Channel</u>	<u>Function</u>	
22	Scan DOC Marine	Doc & Marine	
60	Marine/VHF	Chathams Maritime Rptr	NZFS DOC Police Hospital St Johns Airport CI Management Electricity Works Infrastructure
62	Marine/VHF	Pitt Island Maritime Rptr	
16	Marine/VHF	Distress, Safety, Simplex Channel	

See also attached Radio Channels.

RADIO CHANNEL	DESIGNATION	RADIO DISPLAY	RECEIVE FREQUENCY	TX CTCSS	RX CTCSS	Band Width	TRANSMIT FREQUENCY	ORGANISATION	CHANNEL FUNCTION	KNOWN AS	COMMENTS
1 - 16 DOC Primary Channels		DOC PITT ISLAND REPEATER									
1	ESX 66	FIRE 1	143.82500	NONE	NONE	N	143.82500	NZFS	FIRE SERVICE SIMPLEX	FIRE 1	FIRE SERVICE SIMPLEX FIRE ONE
2	ESX 63	FIRE 2	143.78750	NONE	NONE	N	143.78750	NZFS	FIRE SERVICE SIMPLEX	FIRE 2	FIRE SERVICE SIMPLEX FIRE TWO
3	ESX 34	FIRE 3	140.92500	NONE	NONE	N	140.92500	NZFS	FIRE SERVICE SIMPLEX	FIRE 3	FIRE SERVICE SIMPLEX FIRE THREE (Paging)
4	ESX 09	FIRE 4	140.61250	NONE	NONE	N	140.61250	NZFS	FIRE SERVICE SIMPLEX	FIRE 4	FIRE SERVICE SIMPLEX FIRE FOUR ( Air Ops)
5	ESB 120	5 RANGI	142.50000	151.4	NONE	N	139.50000	DOC	NETWORK REPEATER	CHAN 5	DOC/FIRE SERVICE & POLICE REPEATER

6	EN 37	6 PUKE	151.20000	NONE	NONE	N	155.38125	COMMUNITY	COMMUNITY REPEATER	CHAN 6	CHATHAMS COMMUNITY REPEATER
7	ESB 122	7 ES122	142.52500	151.4	NONE	N	139.52500	DOC	NETWORK REPEATER	DOC 7	SPARE DOC NETWORK REPEATER CHANNEL
8	ESB 123	8 WHRE	142.53750	151.4	NONE	N	139.53750	DOC	NETWORK REPEATER	DOC 8	DOC WAIHERE REPEATER
9	ESB 163	OLD PITT	143.03750	151.4	NONE	N	140.03750	DOC	FIELD PRU	DOC 9	DOC TEMPORARY PITT ISLAND PORTABLE REPEATER
10	ESB 163	OPS PRU	143.03750	151.4	NONE	N	140.03750	DOC	FIELD PRU	DOC 10	DOC OPERATIONS / GENERAL REPEATER (ESB 163)
11	ESX 4	11 SX A	140.55000	NONE	NONE	N	140.05000	DOC	NETWORK REPEATER	SG	DOC PRIMARY SIMPLEX GENERAL USE
12	ESX 39	CIMS SX	140.98750	NONE	NONE	N	140.98750	DOC	SIMPLEX ES LIAISON	SL	EMERGENCY SERVICES LIAISON SIMPLEX ESX39
13	SCAN DOC CHANS	SCAN DOC							SCAN GROUP	SCAN DOC	SCAN 5,8,9,10,11,12, 16,17

14	SCAN ALL CHANS	SCAN ALL							SCAN GROUP	SCAN ALL	SCAN 5,6,8,9,10,11,12,16,17,60,62,90
15	SCAN DOC + MARINE	SCAN MAR							SCAN GROUP	SCAN MAR	SCAN 5,8,9,10,11,12,60,62,90
16	ESB 164	CIMS PRU	143.05000	NONE	NONE	N	140.05000	LIAISON	EMERGENCY PRU	DOC 16	FIRE / EMERGENCY / LIAISON REPEATER (ESB 164)

17 - 30  
Secondary Channels

17	ESX 10	17 SXB	140.62500	NONE	NONE	N	140.62500	DOC	NZFS FIRE PRU	DOC 17	DOC SIMPLEX B
30	ESB 180	ESB 180	143.25000	NONE	NONE	N	140.25000	FIRE SERVICE	NZFS FIRE PRU	DOC 30	NZFS FIRE/LIAISON PORTABLE REPEATER UNIT

31 - 59 Area  
Liaison Channels

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60 - 90	MARITIME										
60	MARINE 60	M 60	160.62500	NONE	NONE	W	156.02500	MARITIME	SIMPLEX	M 60	CHATHAMS MARITIME REPEATER
62	MARINE 62	M 62	160.72500	NONE	NONE	W	156.12500	MARITIME	SIMPLEX	M 62	PITT ISLAND MARITIME REPEATER
90	MARINE 16	M 16	156.80000	NONE	NONE	W	156.80000	MARITIME	SIMPLEX	M 16	Distress, Safety Simplex Channel

91 - 98	RESERVED										
95	PRIORITY SCAN	SCAN 5							DOC SCAN	SCAN DOC	Priority Scan - 5,8,9,10,11,12, 16,17
98	PRIORITY SCAN	SCAN 8							DOC SCAN	SCAN DOC	Priority Scan - 8,5,9,10,11,12, 16,17

99	PRU RELAY CHANNEL										
99	ENX 63	RELAY	150.83750	151.4	151.4	N	150.83750	DOC	RELAY OPERATION		PRU RELAY SIMPLEX

# COMMUNICATION NET WORK

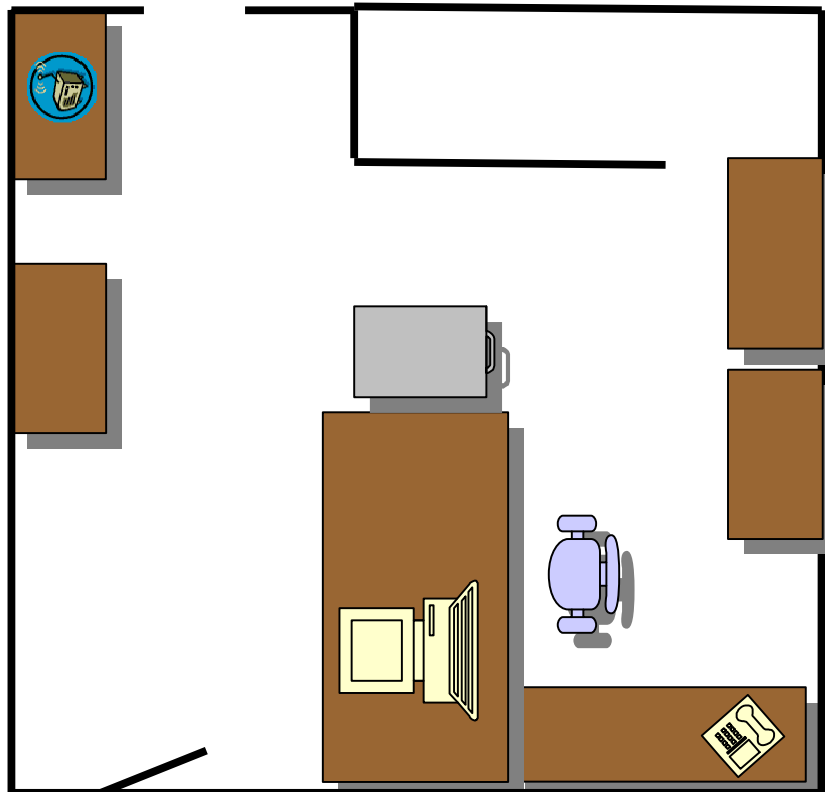
## RESOURCE LIST

NAME	Type of equipment	COMM.'S	LOCATION	Contact details phone	Contact details Fax
Works Infrastructure	3 x 6x4 Trucks 2 x diggers 16 ton 2 x loaders 1x D& dozer 2 x compressors 2 x portable generators 2 x 4 x 4 Utes 1 x 4 x 2 truck with crane	8 X RADIOS IN MACHINES 2 x hand held VHF	Waitangi		
Murray Dix	Tractors Rotary Hoe/Grader		Wharekauri Station	3050024	
Bruce Mills	1x Land rover		Tuku Road	3050016	3050076
Tom Lanauze	1x Bulldozer 1x6 Ton Truck 4x4 3x 4x4 Bikes 1x 4x4 Hilux	2X HANDHELD RADIOS 1 COM CHANNELS 60.60.16 Portable lighting plant 5 kva Honda 220-230 volts	TE ONE	3050139	3050139
Mick Lanauze	1x Excavator 1x4x4 Bike		Airbase/Maipio/Manukau	3050100	3050100
Conrad Day	1x4x4 Bike	1x handheld VHF Radio	Airbase or	3050100	3050100

Simon Norman	2x Trucks		Owenga RD Sandstone	3050285	3050285
Alfred Preece	Bulldozer Tractor Rotary Hoe		Owenga Rd	3050267	3050267
Peter Lanauze	1 x truck 2.5 ton 1 x truck 1 ton 1 xfour wheel motorbike		TE ONE		
Robert Holmes	D21 Dozer 3.5 ton PC 60 Digger 6.5 ton				
Ken Pasco	1x Nissan Atlas Tipper Truck with VHF 4x4 1x Toyota Hilux 2wd with VHF	VHF / SSB RADIOS AT HOUSE AND BOAT	Port Hutt	3050213	3050213

# COMMUNICATION ROOM

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## EQUIPMENT

- Computer
- Phone
- Marine Radio (VHF)
- Fax/Printer are in adjoining office
- Stationary/ communication log
- White board
- Contact List Board (emergency personnel on off Island)