



Chatham Islands Council

EMERGENCY OPERATION CENTRE PLAN

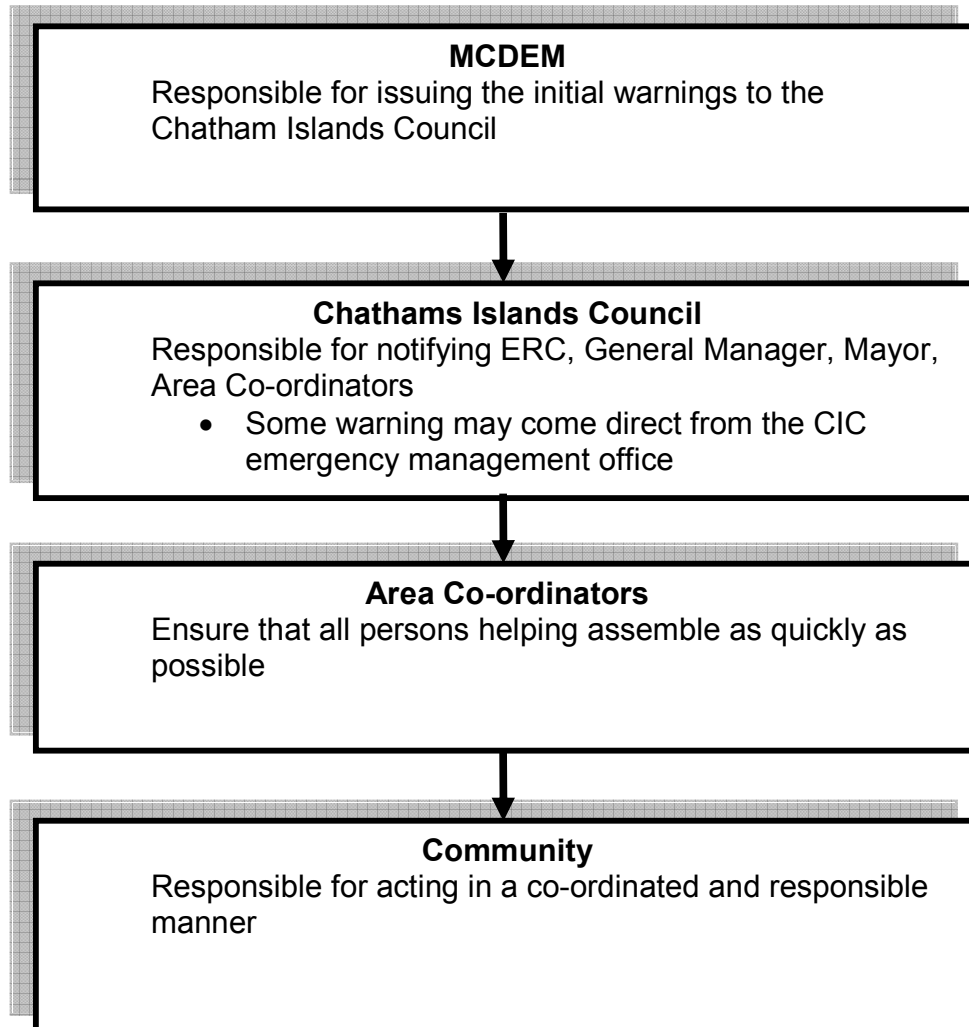
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ACTIVATION STRUCTURE



PURPOSE OF THE PLAN

INTRODUCTION

The purpose of an Emergency Operation Centre is to provide a central location from which government at any level can provide interagency co-ordination and executive decision making for managing emergency response and recovery. The Emergency Operations Centre (EOC) is activated to monitor and respond to a major incident or incidents, which require higher co-ordination and support of the overall emergency effort. This could include incidents that are not declared under the CDEM Act 2002. Having systems and processes in place 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, including; event impact assessment, and drafting of Action Plans, Accessing, planning for and arranging the revision of materials, services and people, to meet operational requirements. The provision of systems and facilities guarantee the means to receive and dispatch information, by centralising the public information function in the Emergency Operation Centre and delegating responsibility to a designated public information officer ensures that outward messages are consistent. Continuous monitoring of threat's, reviewing or reassigning resources, ensures optimum effectiveness within the policy guidelines, or agreed pre-arranged procedures, and although these functions are critical, co-ordination is viewed as being the most important.

This Plan should be read in conjunction with the CDEM Group Plan, and all other Standard Operating Procedures, (as there may be specific actions to be followed), including;

- Tsunami Warning Plan
- Warning Plan
- Communications Plan
- Welfare Plan
- Wind Storm Plan
- Evacuation Plan

CONFIRMATION

PRE- CONFIRMATION

When a Warning is issued the **Emergency Response Co-ordinator (ERC)** will:

Stage	Action to be taken	Check
1	Advise the Mayor, Deputy Mayor, Controller, Deputy Controller, and five Area Co-ordinators via phone that a warning has been issued that may affect the Chathams and 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 Operations Centre (EOC) on Standby	

POST- CONFIRMATION

When a Warning is confirmed via MCDEM or other verified source (e.g. Met service Chathams) the **Emergency Response Co-ordinator (ERC)** will:

Stage	Action to be taken	Check
1	Put the EOC on Full Activation – see Emergency Contact list	
2	Advise the Mayor, Deputy Mayor, Controller, Deputy Controller, and five Area Co-ordinators via phone that an emergency event will affect the Chathams and to activate their responsibilities under this plan.	
3	Assist the Mayor in making a declaration for the Chatham Islands-to enable powers of movement of people and closure of roads and facilities etc.	

PRIORITIES

Getting all people out of harms way to a safe area and accounting for them is the priority. Protection of property is only a secondary priority where warning time may permit.

***Note:** In the absence of the Emergency Response Co-ordinator the Council staff will carry out the notification process and follow the above procedures or assist the Emergency Response Co-ordinator.

CONTROLLER

Once the Controller has declared a State of Civil Defence Emergency the following shall apply, in addition to normal procedures.

Stage	Action to be taken	Check
1	Confirm EOC is fully activated	
2	Confirm a declaration has been made or will be made.	
3	Confirm Area Co-ordinators have assistance and are proceeding to evacuate their areas to the designated safe areas if necessary.	
4	Determine what the designated safe area reporting time will be and whether any allowance is made for securing or moving of animals and property (see Area Co-ordinator message below).	
5	Using all available systems to alert the public and advise them to tune in to a radio station.	
6	Arrange for a light aircraft to buzz coastal areas to alert the public if necessary.	
7	Alert areas that will be expecting to receive evacuees/ i.e. welfare Centre and designated contact personnel if necessary.	
8	Consult with key authority and organisations, assess political issues, resource constraints etc.	
9	Initiate Action Planning cycle. Set priorities for allocation of resources, and ensure effective strategies are adopted.	
10	Approve Local Action Plans and ensure information is passing to all sectors, and safe practices are maintained.	
11	Receive confirmation when all evacuees have been safely relocated.	
12	Ensure there are some provisions for catering for EOC staff and changeover of staff, debrief all out going and incoming staff of the situation along with the recovery team. (12-14hrs)	
13	Ensure updated information from MCDEM is still available.	
14	Keep Recovery Manager up to date with response and follow the handover procedures from Response to Recovery at the agreed time.	
15	Debrief following the event and review performance, identify any gaps in the systems used/ strengths and weaknesses.	

***Note:** Once the Mayor declares a state of Civil Defence Emergency he becomes the Controller and the Deputy Mayor assumes the role of Mayor. This will remain as such for the duration of the declaration.

The Mayor cannot be the Controller, and the Mayor, at the same time. In the absence of the Deputy Mayor the Council will elect a Councillor to assume the Role of Mayor and perform the Mayor's duties and responsibilities for the duration of the declaration.

OPERATIONS

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Direct response operations	
2	Obtain briefing from the Controller	
3	Record decisions, actions and other activities	
4	Determine the Operation management structure	
5	Manage and supervise operations of the event	
6	Assemble and deploy resources and record details	
7	Implement tactics for the Action Plan	
8	Provide regular situation reports (sitrep)	
9	Review resources needed	
10	Resolve operational problems	
11	Ensure safety and welfare of personnel	
12	Participate in action planning meetings	
13	Report significant events	
14	Prioritise the release of resources	
15	Assist the Controller in making informed decisions	

PLANNING INTELLIGENCE

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from the Controller	
2	Record decisions, actions and other activities	
3	Collect information, analyse it, and make plans based on the information	
4	Understand the strategic direction	
5	Communicate with management team	
6	Determine information needs	
7	Gather, clarify, confirm and analyse information	
8	Observe deadlines and critical information needs	
9	Maintain maps and display boards	
10	Track event resources status/event board layout, resources board layout.	
11	Prepare situation report (Sitrep)	
12	Liaise with technical experts	
13	Conduct planning meetings	
14	Prepare action plan	
15	Plan changeovers and demobilisation	
16	Provide support	

LOGISTICS

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from the Controller	
2	Record decisions, actions and other activities	
3	Support the response by providing and maintaining facilities, services, and material	
4	Record decisions, actions and other activities/Logs	
5	Estimate future service and support requirements	
6	Prepare to provide supplies, facilities, communications, medical, catering, refuelling, mechanical, and traffic support as required	
7	Track costs and offer incident financial advice	
8	Plan the organisation of the logistics section	
9	Process requests for additional resources	
10	Help prepare the action plan	
11	Prepare the communications plan	
12	Identify possible resources including details such as transport, costs, etc	
13	Advise operations of resources availability	
14	Provide support	
15		
16		

COMMUNICATION

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from Operations	
2	Route and transmit information by the most suitable means	
3	Receive and record information	
4	Maintain adequate records to enable messages to be traced later/operational log	
5	Manage the communications room	
6	Ensure urgent messages are handled quickly	
7	Oversee the maintenance of communication system	
8	Appoint if necessary some one to assist/ operate the phones	
9	Follow the communications SOP	

***Note:** The communications person will have assistance from the administration support person.

ADMINISTRATION

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from the Operations Manager	
2	Maintain security of the Emergency Operations Centre	
3	Provide assistance for the communications room	
4	Information person between operations, logistics and communications	
5	Record actions and activities/operation log	
6	Provide materials and stationery	
7	Provide for the welfare of the Operations Centre staff	
8	Provide meeting secretarial services	
9		

WELFARE

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from the Controller	
2	Record decisions, actions and other activities	
3	Determine community welfare structure	
4	Appoint, brief and task staff	
5	Manage and coordinate community welfare response	
6	Ensure the assembly and deployment of resources and record details	
7	Review resource needs	
8	Resolve operational problems	
9	Ensure safety and welfare of personnel	
10	Report significant events	
11	Provide situation reports on Welfare Centre activities	
12	Prioritise the release of resources for the Welfare Centres	
13	Provide support	
14		

MEDIA

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Obtain briefing from the Controller	
2	Record decisions, actions and other activities	
3	Manage media enquiries and coordinate the release of information	
4	Establish a point of contact and media centre	
5	Arrange for a spokesperson	
6	Gather, clarify and confirm information	
7	Create relevant press release with single overriding communication objectives	
8	Monitor and record news reports (all media)	
9	Identify potential issues/manage proactively	
10	Coordinate with other organisations to ensure consistent messages to the media via the communications room	
11		

***Note:** In a Civil Defence Emergency, media enquiries and the coordination of the release of information will come from the Emergency Operations Centre.

AREA CO-ORDINATOR

Once a State of Civil Defence Emergency has been declared, the Controller will advise the Emergency Operation Centre personnel of the situation and make arrangements according to the Level and type of emergency event.

Stage	Action to be taken	Check
1	Area co-ordinators are to ensure that all persons helping assemble as quickly as possible and are ready to assist, area co-ordinators will be advised of the situation and what action is to be taken.	
2	If evacuation is required then the area coordinators are to proceed to evacuate your areas to the designated safe areas.	
3	On the direction of the Controller, those Areas not in the evacuation will be back up to the affected areas.	
4	The organising and control of transport for those people in need will be the responsibility of the area co-ordinator.	
5	All area coordinators are to give the following message to all residents in their areas	
6	Advise EOC when evacuation is complete.	
7	All Area Coordinators are to stay at the designated safe area and assist once evacuation is complete and remain in contact with EOC for further update information.	
8	If any Area Coordinator needs assistance they are to contact the EOC immediately.	

Message to the public from the Area Coordinators by direction of the Controller

“The Chatham Islands has been issued an emergency warning.

A State of Civil Defence Emergency has been declared and you are required to assemble at [safe area location] by the time of [.....]. This gives you [.....] minutes/hours to gather essential belongings, some food, drinks, bedding and clothing and report to the safe area. All school children are being taken to the designated safe areas. Do you need transport or assistance in getting to [safe area location]?”

EVACUATION AREAS

Area A South West

- Assemble all Waitangi, Te One and south coast residents (circa 310) initially at the Waitangi Hall for registration, then send evacuees uphill along Tuku Rd Sth to the following housing (Runanga building, MetService, Chatham Motel and Charters Ltd, and Golf Club).
- Conduct roll check/registration of evacuees and report any missing individuals to Emergency Management Office (maintain resident register on a regular basis).

Area B North East

- Assemble all Kaingaroa residents at Wharekauri, (circa 100). All residents to uplift children from Kaingaroa School en route to safe area. Post last evacuee departure, place road closure signage on North Rd at Taupeka Pt turnoff.
- Conduct roll check/registration of evacuees and report any missing individuals to Emergency Management Centre (maintain resident register on a regular basis).

Area C South East

- Assemble all Owenga residents (circa 100) at the Kopinga Marae.
- Conduct roll check/registration of evacuees and report any missing individuals to Emergency Management Centre (maintain resident register on a regular basis).

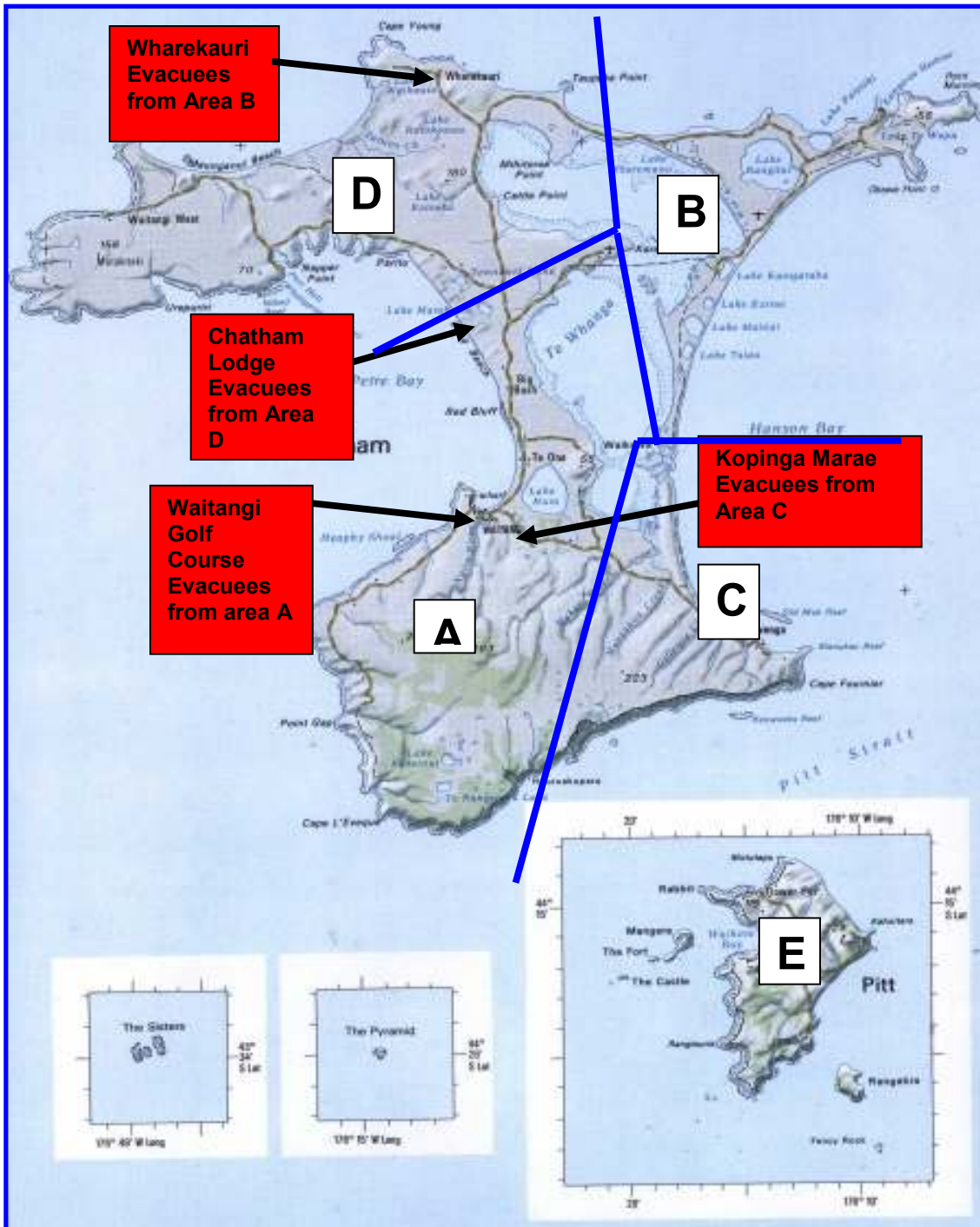
Area D North West

- Assemble Port Hutt residents (circa 280) at the Chatham Island Lodge.
- Conduct roll check/registration of evacuees and report any missing individuals to Emergency Operation Centre (maintain resident register on a regular basis).

Area E Pitt Island

- All Pitt Island residents (circa 60) to be accounted for in their homes and Emergency Operation Centre informed by Area Co-ordinator total numbers safe at home.
- Conduct roll check/registration of evacuees and report any missing individuals to Emergency Operation Centre (maintain resident register on a regular basis).

EVACUATION SAFE AREAS



SPECIFIC ACTION

CHILDREN AT SCHOOL - GENERAL

The Emergency Operation Centre will inform all Schools of the warning. Principals and teachers remain responsible for children in transit to assembly areas, until such time that they relinquish to authorised caregivers.

CHILDREN AT SCHOOL – SPECIFIC ACTIONS

- Te One School: Principal to transport all children to [.....safe area A] and inform area coordinator of school's complete evacuation.
- Kaingaroa School: Parent to uplift en-route to safe area, and Principal to inform area coordinator of school's complete evacuation.
- Pitt Island School: Children to proceed immediately home.

TRAFFIC CONTROL- POLICE GENERAL

When a State of Civil Defence Emergency is declared the Police shall provide adequate direction and control of all persons and transport in the threatened area. Care should be taken not to hinder people returning to their homes to evacuate their families. Control of traffic at other points may be necessary and the decision to do this will be made after an assessment of the situation by the Controller.

TRAFFIC CONTROL- POLICE SPECIFIC ACTIONS

- Confirm that wharf facilities are evacuated and place road closure signage on Wharf Rd at top of the hill.
- Confirm that the Hotel Chathams premises are evacuated and place road closure signage at top of the hotel road.
- Confirm that Processing plant premises and adjacent housing are evacuated and place road closure signage at top of the road.

EOC – OPERATIONS MANAGER

- Monitor time (countdown) until expected tsunami impact and keep Controller and Area Co-ordinators informed, especially of any changes.
- Physically have the impact sighted and confirmed (e.g. from Kopinga).
- Support the Controller's decision making; by liaising with MCDEM to assess secondary wave and follow-up wave action for assessing when the 'all clear' and a return home should be communicated [this judgement call could be as little as 15 minutes after a minor occurrence or up to 24 hrs following major sea activity].

WELFARE CENTRE CO-ORDINATORS

At each designated safe area, the Welfare Co-ordinator will register evacuees, and report any missing persons to the Area Co-ordinator, and then provide evacuees with welfare support –see Welfare Standard Operating Procedure (SOP).

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

Police	Police Officer	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

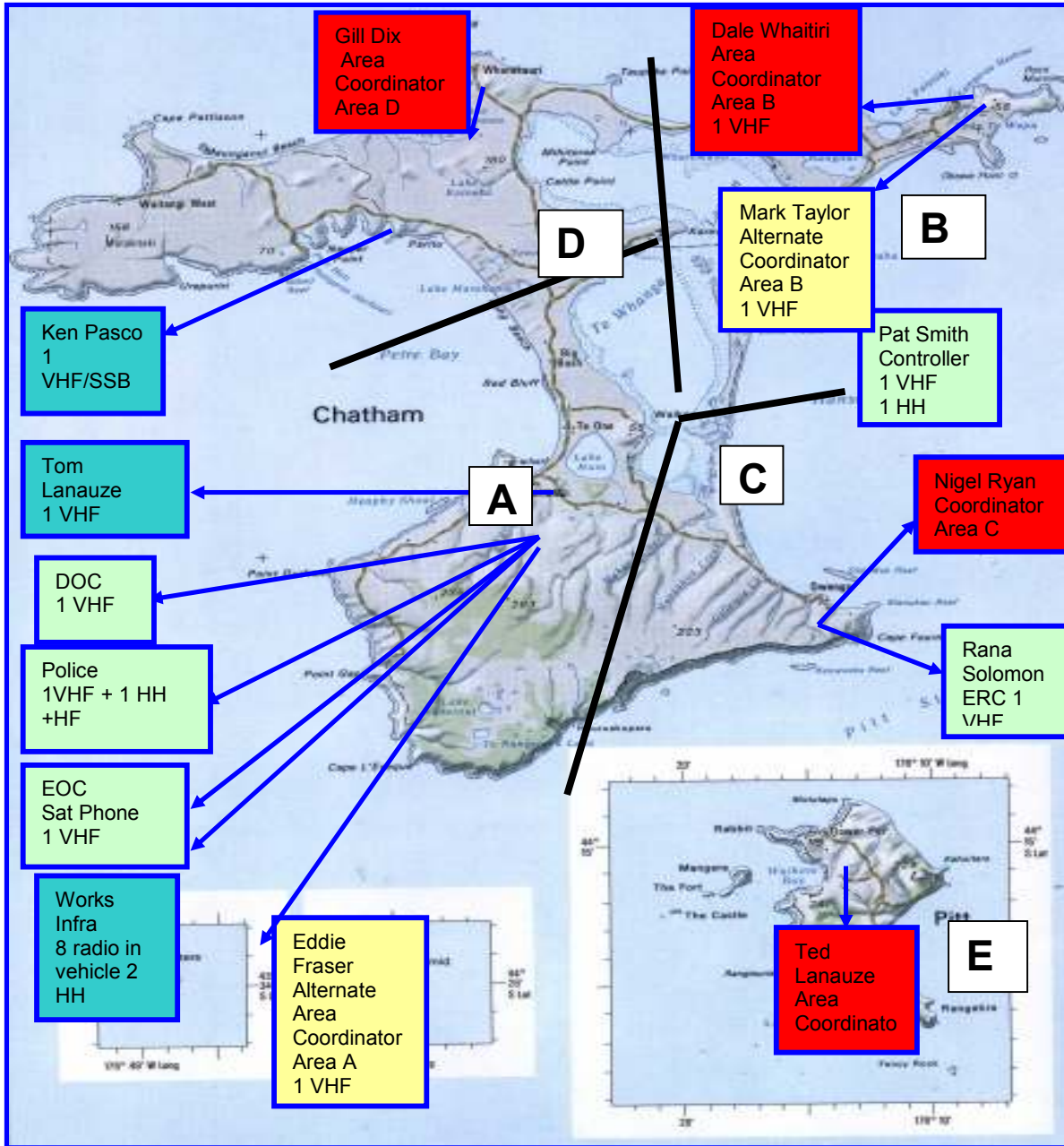
Message CDEM Group and Emergency Personnel:

“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

***Note:** Please be advised 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. Council staff may be called upon for admin/communications.

COMMUNICATION NETWORK



Area Co-ordinators

Alternate Area Co-ordinators

Emergency Management

Identified VHF

BE PREPARED

TESTING THE WARNING SYSTEM

Once warning systems are installed the system will be tested no less than once a month.

- Maintenance on all systems to be carried out as and when needed to ensure systems is in good working order.
- The testing of the system will be the responsibility of the Emergency Management Office.
- The maintenance is the responsibility of the Chatham Islands Council.
- Check lists for maintenance will be filled out at the time of maintenance and monitored by the Emergency Management Office.

EMERGENCY OPERATION CENTRE

The emergency operation centre is co-ordinated by key personnel, as such the responsibility and co-ordination 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.

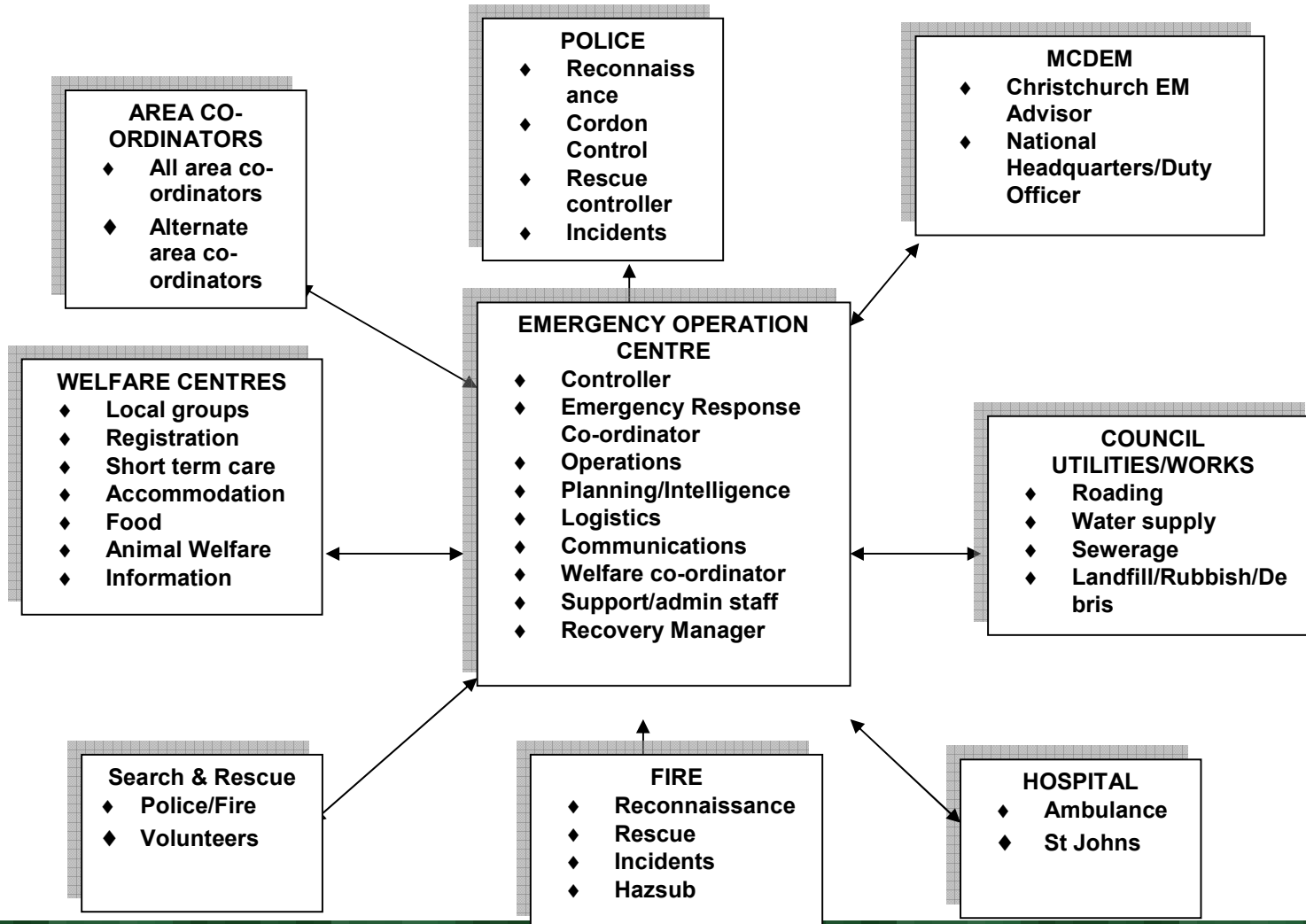
AREA CO-ORDINATORS KEY RESPONSIBILITIES

Area Coordinators play a vital role in an emergency, and have key responsibilities including;

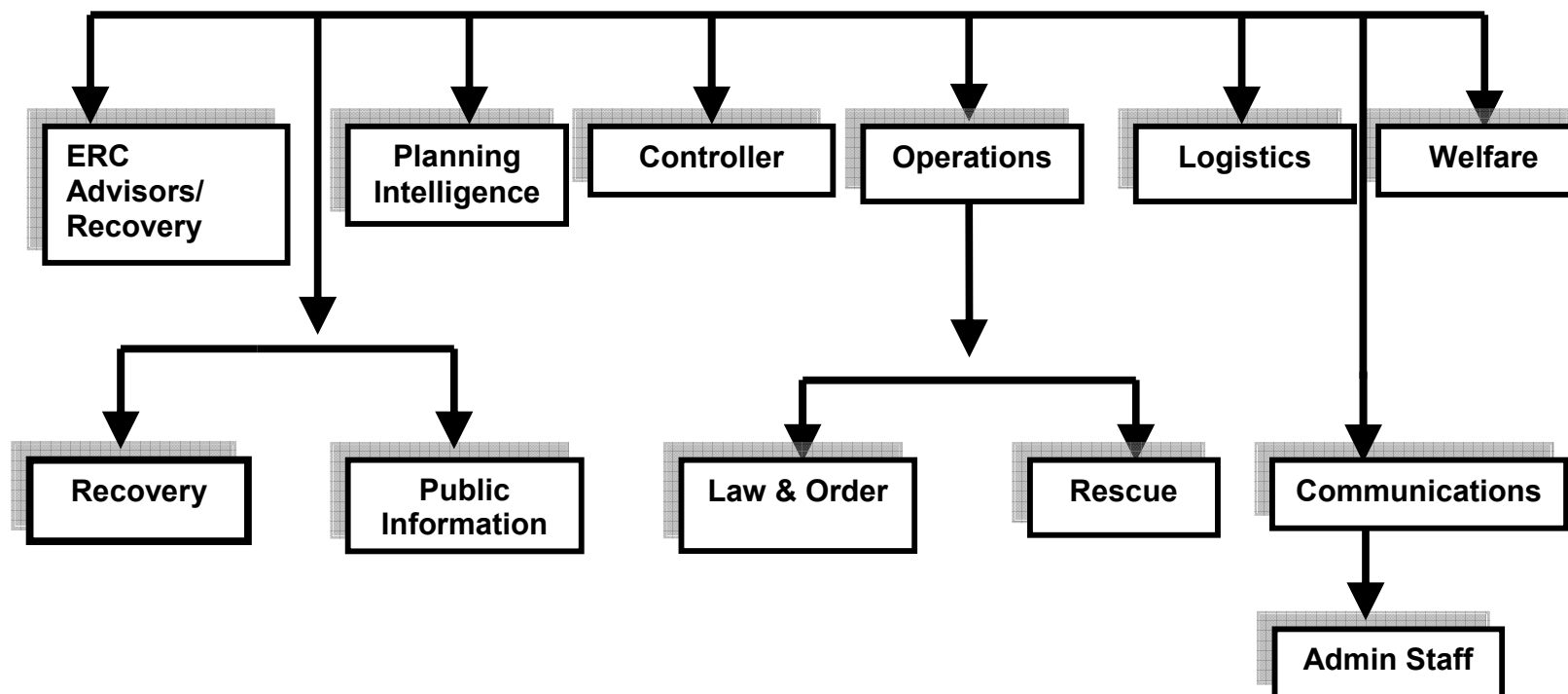
- Being familiar with the evacuation/safe areas location and who will be the person co-ordinating the safe area, in the event of an emergency evacuation.
- It is advisable that Area Co-ordinators have a group of volunteers that can assist them in the event of an emergency, and that these volunteers have access to the training provided by the CDEM/Council.
- It is recommended that the Area Co-ordinators have a register of people living within their areas; this will ensure no one is left behind.

- It is recommended that Area Co-ordinators intending to go off the Island inform the Emergency Management Office, so that time is not wasted looking for someone that's not on the Island.
- Keep up to date of any changes made to any standard operating procedures, and continuance plans.

EMERGENCY OPERATION CENTRE NETWORK



EMERGENCY OPERATION CENTRE STRUCTURE



EOC STRUCTURE

Physically Emergency Operation Centre's vary greatly, but they must have the space, resources and staffing sufficient for them to perform the primary operational functions. For this purpose the Chatham Island EOC has been set up in the Council chambers, with the communications room and Recovery Management Team, all working from the Council building. Along with the CDEM Group Plan the EOC Plan will establish structure, systems, and processes appropriate to the nature of our communities and their risks. This Emergency Operation Centre structure; is a typical configuration that is an adaptation of the CIM's models. It includes the primary components, control, planning/intelligence, operations and logistics, yet the capability must exist for additional components/generic functions to be added according to the response needs of a specific emergency event.

CONTROLLER

The Controller will take a lead-ship role, a role in directing response measures, relying on the EOC and Component Managers for advice on decisions and for implementation of agreed actions. Clear definition of delegations and responsibilities, should ensure that all staff are;

- Concerned with getting the job done rather than getting tied/bound in procedures.
- Willing to make routine decisions within the scope of their responsibilities.
- Aware of the Big Picture, rather than routine detail.
- Management is concerned with doing the best job possible, effective, any requirements are being met, and efficient in that resources are used to maximum advantage.

OPERATIONS

Responsibility for directing incoming information, coordinating the implementation of tasks and monitoring outcomes.

PLANNING/INTELLIGENCE

Records and maintains up to date information on the nature and extent of the emergency. They also consider future trends and developments, conduct briefings, prepare Sitreps, and prepare action plans.

LOGISTICS

Co-ordinates the resources needed in an emergency. This involves contacting suppliers, recording offers of assistance, and actioning requests. Staff will develop logistic plans to support approved action plans.

PUBLIC INFORMATION

Directly responsible for ensuring accurate and regular communication is made with the public.

WELFARE

Is concerned with people and relates to relief and rehabilitation of evacuees as well as those who can be sustained in their homes.

RECOVERY CO-ORDINATION

The team likely to manage any long term recovery issues should be involved as early as possible in the decision making process for the response.

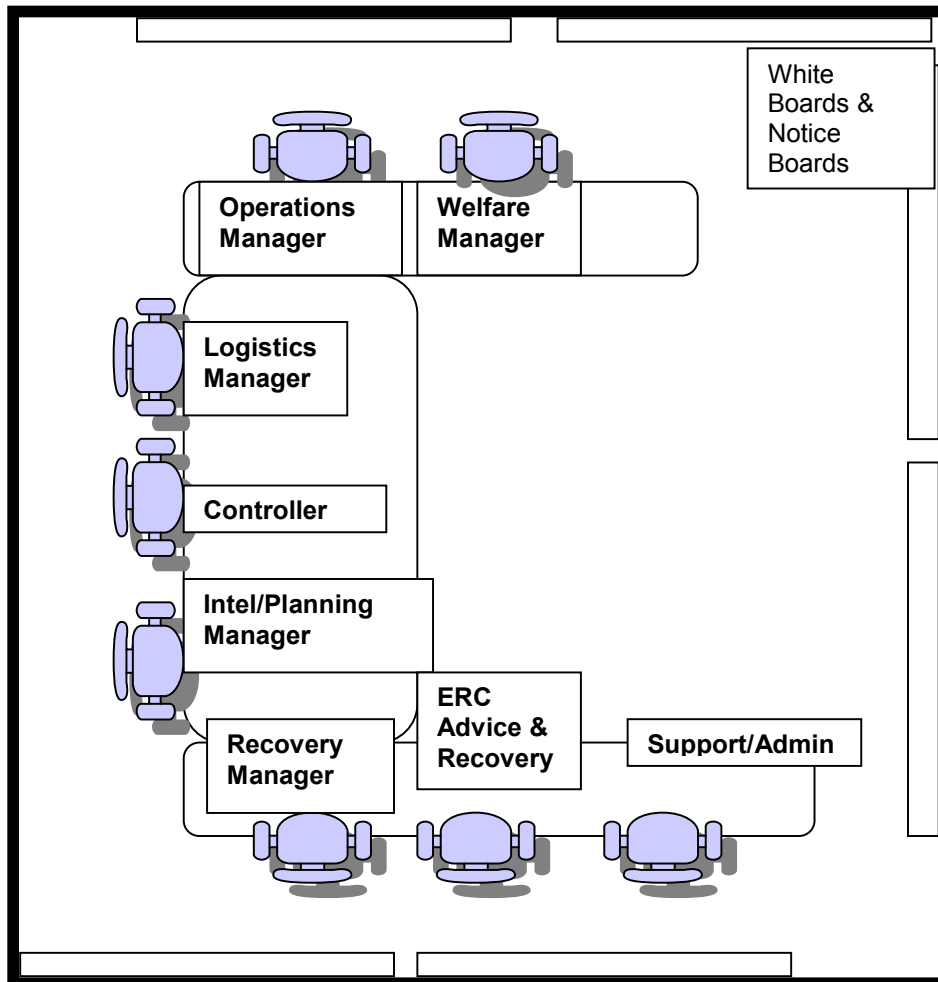
COMMUNICATION

The communication person ensures all incoming and out-going information is recorded and passed on to the EOC. All communication from the EOC goes directly via the communications person. Where possible all communication is via the emergency VHF channels and not the phone lines.

EOC CHECK LIST

<u>Response Issues Checklist</u>	<u>Planning/Information Checklist</u>
Warnings to the public	Situation Reports Big picture Trends Critical issues
Search & Rescue	Casualty numbers
Hazard Substances – Containment	Public advice & Public information
Injure –Treatment & movement	Liaison with: <ul style="list-style-type: none"> • Emergency services • CDEM Group Members/EOC • Lifeline providers • Water supply • Electrical & Gas Supply • Telecoms
Evacuation <ul style="list-style-type: none"> • Buildings • Areas 	Weather conditions
Access: <ul style="list-style-type: none"> • Local road closure • Urban • Rural Main Roads Airport Building safety checks	Commuters Visitors Animal Welfare
Damaged houses	Public Health issues
Schools – finish	
Businesses – finish	Resources Local External
Welfare: <ul style="list-style-type: none"> • Registration • Emergency shelter/s • Food, Clothing • Public enquiry 	Planning for: <ul style="list-style-type: none"> • Tonight • Next day

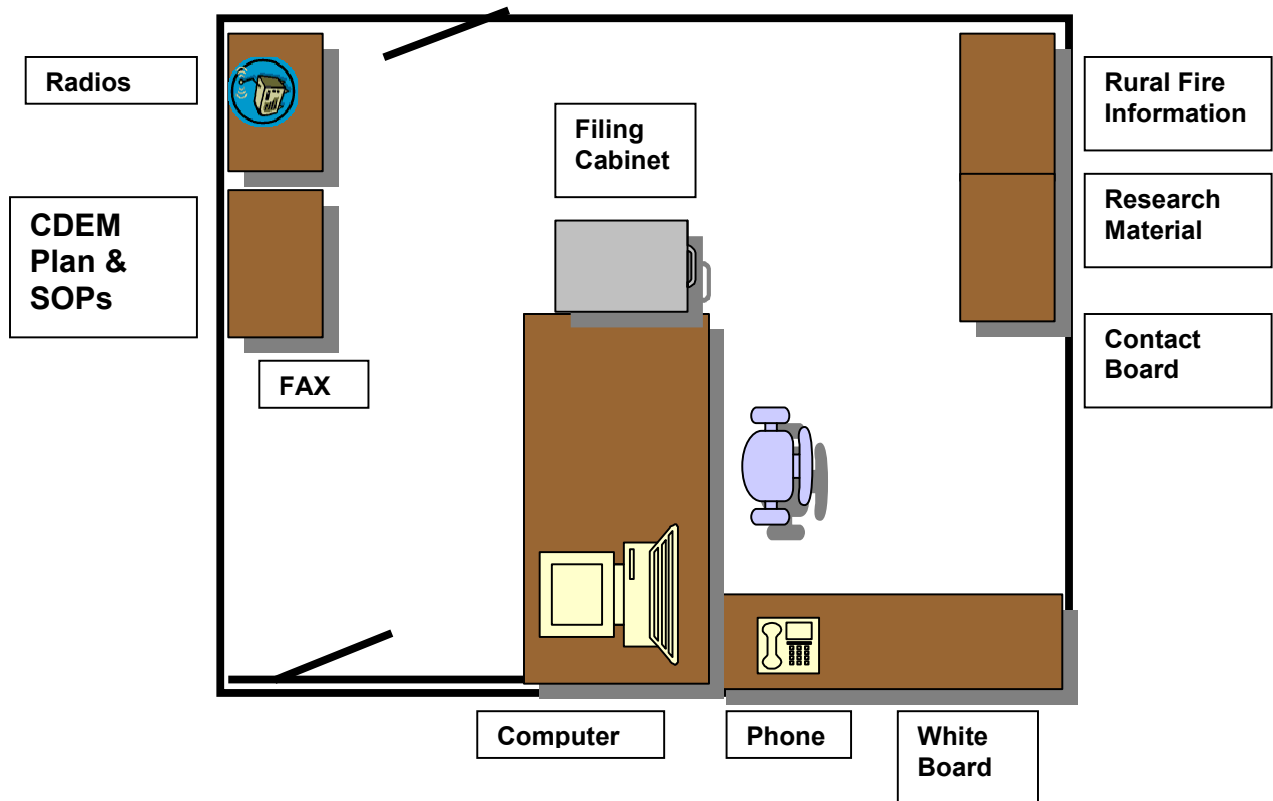
EOC ROOM LAYOUT



Emergency Operations Centre Layout

- Controller
- Recovery Manager
- Intelligence/Planning Manager
- Logistics
- ERC/Advice EOC sectors/Recovery
- Operations Manager
- Welfare Manager
- Support/Admin

COMMUNICATION



Equipment in the Emergency Management Office

- Computer
- Phone
- Marine Radio
- Sat Phone
- Access to printer via the computer
- Access to fax in next office