

GET READY

**MACKENZIE DISTRICT
EMERGENCY PLAN**



IN AN EMERGENCY DIAL 111



INTRODUCTION	1
STAY INFORMED	2
GET PREPARED - WHAT WILL YOU DO?	4
If you can't get home	
If you are stuck at home	
If you have no power	
If you have no water	
If you have to evacuate	
ADVICE FOR DISABLED PEOPLE	6
HAZARDS IN MACKENZIE DISTRICT	7
Storms	
Earthquakes	
Wildfire	
Seiche/Lake tsunami	
Flooding	
Pandemic	
WHO DOES WHAT IN AN EMERGENCY	10
KEY CONTACTS	11
HOUSEHOLD EMERGENCY PLAN AND CHECKLIST	15

PLEASE NOTE

It's suggested the you read all of the content, from cover to cover, to create a well informed Household Emergency Plan. The more you know, the better prepared you'll be.



Emergencies can happen anytime, anywhere. You can take steps to be prepared.

For more information on what to do before, during and after each hazard, visit

GETREADY.GOV.NZ

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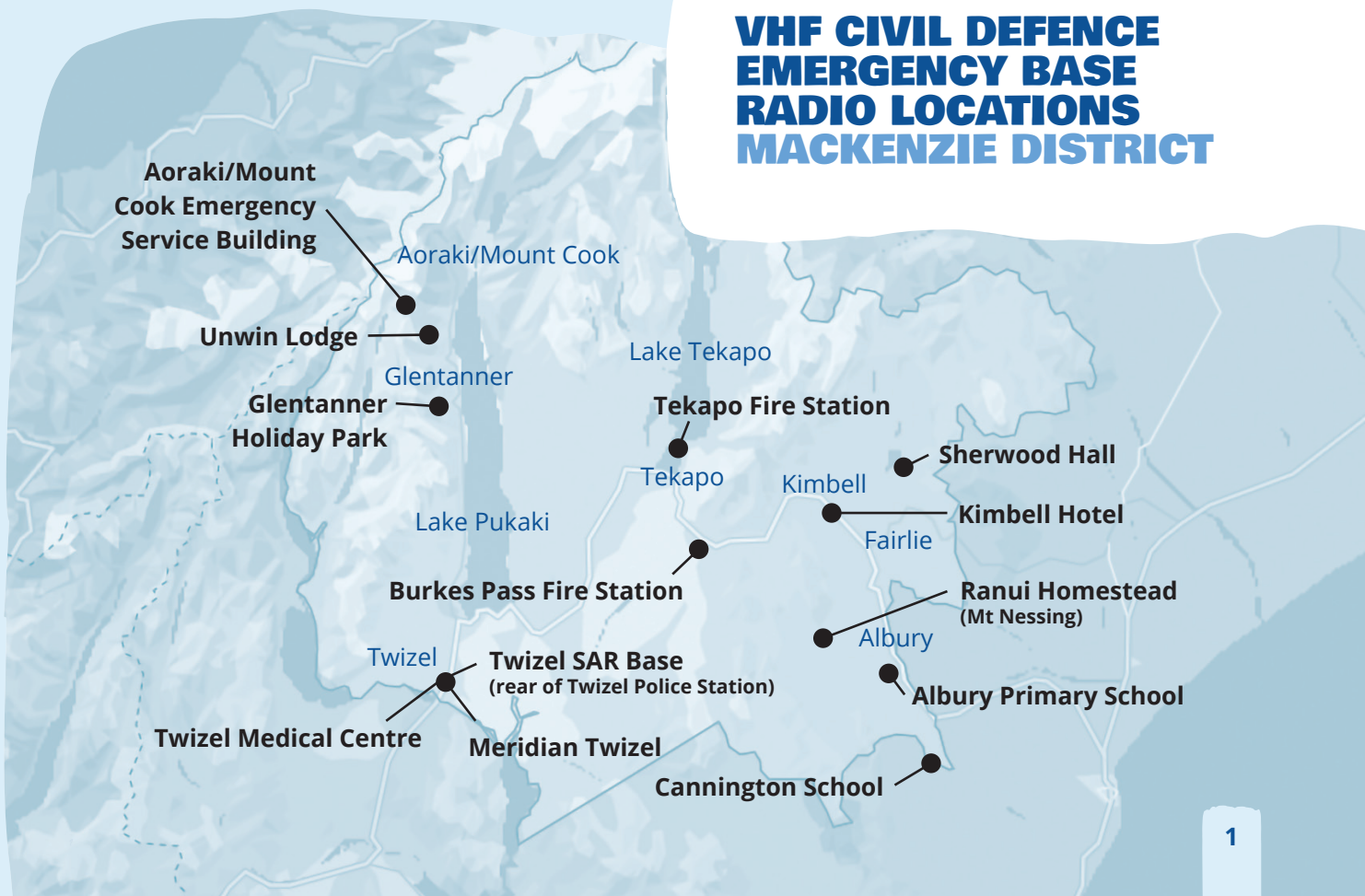
The Mackenzie District is a large area that includes Cannington, Albury, Fairlie, Kimbell, Burkes Pass, Lake Tekapo, Lake Alexandrina settlements, Twizel and Aoraki Mt Cook and the rural areas between. There are approximately 5500 residents in the district, however those numbers can double with international and domestic travellers during parts of the year.

There are many natural hazards that can affect all parts of the district, including: earthquakes, floods, landslides, snowstorms, lake tsunamis, wild fire, and extreme storms.

In New Zealand emergencies can happen anytime, anywhere, often without warning, and can disrupt our lives, damage property and cause serious harm.

When an emergency does happen, Civil Defence and emergency services will be busy helping the people who need them most. It's important that you make sure your family and the people you care about know what to do, and that you all have what you need to get through on your own.

VHF CIVIL DEFENCE EMERGENCY BASE RADIO LOCATIONS MACKENZIE DISTRICT



STAY INFORMED

It's important to know the different ways you can stay informed during an emergency. Before and during an emergency warnings, messages and information are available from a range of sources.

WEATHER WARNINGS

The Mackenzie District experiences climate extremes with rapidly changing weather. It is important to be aware of changing weather and to stay up to date with forecasts and weather warnings.

MetService provide national forecasting and weather warnings. Check metservice.com for weather warnings prior to an event and up to date forecasting during a weather event.

LISTEN TO THE RADIO TO FIND OUT WHAT IS HAPPENING

- Radio NZ 92.6/93.4
- More FM on 93.1 or 95.0 FM
- The Breeze on 99.8 FM
- The Sound on 104.6 FM
- Brian FM 104.5
- Radio Twizel on 95.8 FM

RIVER FLOWS

Environment Canterbury Regional Council provides rainfall and river flow data which can be found at ecan.govt.nz

NO POWER SUPPLY?

To find out more about a disruption to your power supply, or to report a fault, contact Alpine Energy on **0800 66 11 77** or check <http://outages.alpineenergy.co.nz>

ALERTS ON YOUR PHONE

Emergency Mobile Alerts are Civil Defence messages about emergencies which are designed to keep people safe and which are broadcast to all capable phones from targeted cell towers. They will not be used in every emergency, and you should not wait to receive one of these if you are being affected by an event.

To find out more about the alerts or to see if your phone is capable, go to civildefence.govt.nz

NO PHONES OR INTERNET?

VHF Civil Defence emergency base radio communication network.

The Mackenzie District Council has a VHF radio communication network that covers most of the Mackenzie District. This provides communities with a communication option during an emergency if mobile phones, internet, or any other forms of communication are not available. There are 14 radios placed at a variety of locations such as schools, farms, emergency services bases and key local businesses .

During a Civil Defence Emergency, the radio communication will be monitored at the emergency operations centre at the Mackenzie District Council.

See map on page 1 for radio locations.

TRAFFIC INFORMATION

For up-to-date information on state highways, go to NZTA [journeys.nzta.govt.nz](https://www.nzta.govt.nz/journeys)

0800 4 HIGHWAYS (0800 44 44 49)

During an event, information on the local road network will be available on Council's facebook page

Remember, if you don't have access to a battery powered radio, most vehicles have radios.

SIRENS

Sirens are located at the fire stations in Fairlie, Tekapo, Twizel and Aoraki Mt Cook. They are used to summon the volunteers who respond to incidents.

This siren does not signal the need to evacuate the area or any other public messaging of emergency events.

KNOW YOUR NEIGHBOURS

You can be more prepared for an emergency by simply getting to know your neighbours, they may be your first and best source of support. When neighbours know each other, they are better able to look after one another. This is especially important during and after a disaster.

CONNECT WITH PEOPLE ON YOUR STREET SO IN AN EMERGENCY YOU CAN:

- Make sure everyone is safe and looked after, especially those who might need extra help (people living alone or the elderly)
- Share resources and skills to support each other



NOT SURE WHERE TO GO FOR HELP?

You might be new to our district, or a visitor. If you are not sure where to find help, head into your nearest town (if it is safe to do so) and look for someone official – St John, Fire & Emergency, Police, Civil Defence etc.

See pages 12 and 13 for more information.

GET PREPARED - WHAT WILL YOU DO?



IF YOU CAN'T GET HOME

Where will you meet if you can't get home (local and out of town)? Who will pick up the kids if you can't? If you can't take your normal route home, how will you get there? Who will you go with? Where will you meet up if your street is a no-go zone?

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

TOP TIP Give the school or day care a list of additional people who can pick the kids up if you can't get there.



IF YOU ARE 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 seven days or more.

Do you have emergency supplies? Food and drink for seven days or more (for everyone including babies and pets)? Torches and a radio with batteries? First aid kit and medical supplies? They don't all need to be in one place, but you may need to find them in the dark. Do you know how to turn off water, power and gas?

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.

TOP TIP Keep up to date with emergency information by listening to a radio (get one with batteries), and checking your local council and/or Civil Defence group's websites and social media. Always follow the instructions of Civil Defence and emergency services.

Mackenzie District Council - mackenzie.govt.nz

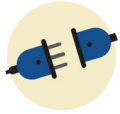
**Canterbury Civil Defence Group -
cdemcanterbury.govt.nz**



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IF YOU HAVE NO POWER

How will you cook, stay warm, see at night? Do you have spare cash in case ATMs are not working? Do you have enough fuel in case petrol pumps are not working?

1. Make sure you have torches and batteries, either in your emergency kit or somewhere everyone can find them in the dark.
2. Have a stock of food that doesn't need to be cooked (canned is good) or something to cook your food on (bbq, camp stove). Don't forget food for babies and pets.
3. If the power goes out, eat the food from your fridge first, then your freezer, before you eat the food in the cupboard or your emergency kit.
4. 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.



IF YOU HAVE NO WATER

Do you have enough stored drinking water? What will you cook and clean with? What will you do if your toilet couldn't be used?

1. Keep your empty plastic water and soft-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 forget to store water for pets and animals too.
2. You can keep drinking water for up to a year if you add non-scented liquid household chlorine bleach when storing (half a teaspoon for every ten litres of water and don't drink for at least half an hour after mixing). Do not use bleaches that contain added scent or perfume, surfactants or other additives — they can make people sick.



IF YOU HAVE TO EVACUATE

In an emergency, it may not be safe to stay and you may have to leave home in a hurry. If your street was evacuated where would you go? What would you take? What about pets? Do you have neighbours who might need your help?

Take your pets

If it's not safe for you, it's not safe for them. Make sure your evacuation place will take your pets or have the contact details for kennels, catteries and pet-friendly motels.

Get ready

1. Have a getaway bag ready for every member in your family with warm clothes, a bottle of water, snacks, copies of important documents and photo ID. Remember any medications you might need and keep your first aid kit, radio and batteries somewhere you can grab them in a hurry. Have a getaway bag at work and in the car too.
2. Decide where you will go (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.
3. If you live in a flood zone, make sure your evacuation place is outside of the zone.

ADVICE FOR DISABLED PEOPLE



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

MAKE A PLAN

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.

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.

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.

BUILD A PERSONAL SUPPORT NETWORK

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.

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. Talk with your support team about your emergency plan. 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 advised to evacuate.

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.

HAZARDS IN MACKENZIE DISTRICT

In New Zealand we have a lot of natural hazards and they can happen any time and often without warning.



STORMS

Storms can happen any time of the year. They can bring strong winds, heavy rain or snow, thunder, lightning, tornadoes, and rough seas. Storms can affect wide areas, damaging property, and disrupting services. The MetService puts out severe weather warnings through news services and on their website [metservice.com](https://www.metservice.com)

During a storm

- Secure, or move inside, anything that can be broken or picked up by strong winds (like garden furniture or trampolines).
- Close exterior and interior doors and windows. Pull curtains and blinds over windows. This could prevent injury from flying glass if the window is broken.
- Stay inside. Don't walk around outside and avoid driving unless absolutely necessary. Bring pets indoors. Many animals are unsettled by storms and it is more comforting and safer for them to be with you.
- Listen to the radio and follow the instructions of emergency services.

Environment Canterbury, the Regional Council, provides rainfall and river flow data at [ecan.govt.nz](https://www.ecan.govt.nz)



EARTHQUAKES

Each year New Zealand has over 150 earthquakes that are large enough to be felt. A large damaging earthquake could happen any time and can be followed by aftershocks that continue for a long time. An earthquake on the Alpine Fault or Ostler Fault is likely to be one of the most significant disasters that could affect the Mackenzie district. Information about an Alpine Fault earthquake can be found at [af8.org.nz](https://www.af8.org.nz)

During an earthquake

- If you are inside, drop, cover and hold – do not run outside or you risk getting hit by falling masonry and glass.
- If you are outside, move no more than a few steps away from buildings, trees, street lights and power lines, then drop, cover and hold.
- Stay there until the shaking stops.
- Many injuries happen after the shaking stops, be careful of broken glass and sharp objects.



WILDFIRE

There are many benefits to living in the country, however, you will have a higher risk of fire due to the increased presence of nearby vegetation. The way wildfires spread depends on the amount of vegetation available to be burnt, weather conditions (temperature, humidity and wind speed) and topography – the steeper the slope, the faster the fire will advance. Wildfires are most common between November and March when conditions are generally drier and temperatures higher.

Get ready

- Make sure your driveway clearance is at least four metres wide and four meters high and there is adequate turning space for fire trucks.
- Make it easy for emergency services to find you by making sure your RAPID rural property identification number is on your gatepost and clearly visible from the road.
- Ensure there is access to an adequate supply of water for fire trucks. Make sure your garden hose is connected and is long enough to reach around the house.
- Make sure your machinery and equipment are properly maintained and in good working order. Check there are no birds' nests in or around your machinery – they are a common cause of machinery fires.
- Dispose of ash in a metal container or wet down with water. Ashes can stay hot enough to start a fire for up to five days. For fire season status and outdoor fire rules visit [fireandemergency.nz](https://www.fireandemergency.govt.nz)



SEICHE/LAKE TSUNAMI

Mackenzie District's lakes are at risk of a seiche / lake tsunami. A seiche is caused when waves are generated from the ground shaking of the lakebed during an earthquake.

A lake tsunami is a wave generated when a large volume of water in a lake is rapidly displaced. These events can be caused by underwater landslides or lakeside landslides which may be triggered by an earthquake.

If you are near a shore and experience any of the following, move to higher ground.

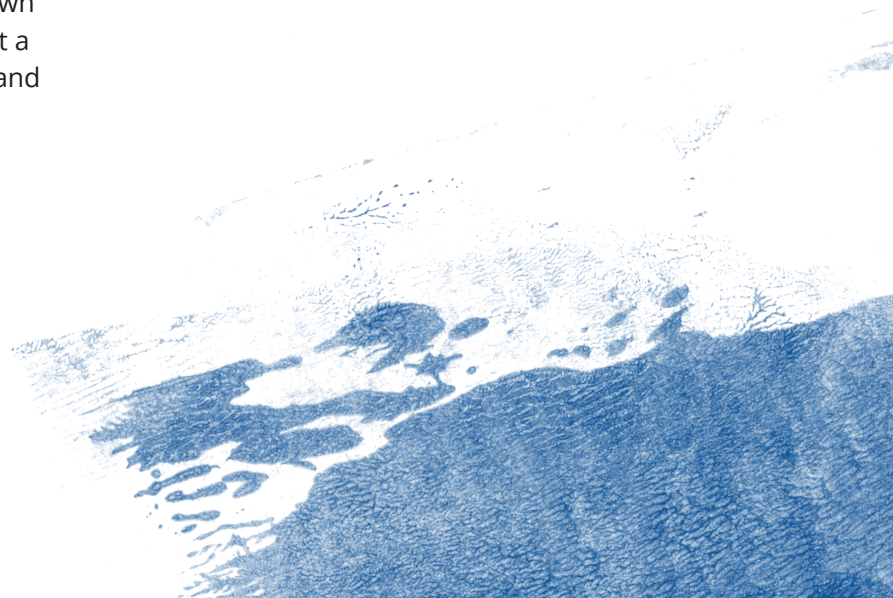
- Feel a strong earthquake that makes it hard to stand or a long earthquake that lasts more than a minute.
- See a sudden rise or fall in the lake level.
- Hear loud or unusual noises from the lake.

Do not go sightseeing. Never go to the shore to watch for a tsunami.

Listen to the radio and follow the instructions of emergency services.

Stay away from at-risk areas until the official all-clear is given.

Further information on Mackenzie Basin Lake tsunamis can be found at [ecan.govt.nz](https://www.ecan.govt.nz) (Natural Hazards – Tsunamis)





FLOODING

Floods happen frequently and can cause a lot of damage. They become dangerous if the water is very deep or travelling very fast or the water has risen very quickly, or if they contain debris like tree branches and sheets of iron.

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.

During a flood

- Do not try to walk or drive through flood water.
- Move valuable or dangerous items as high as you can off the floor.
- Always assume that flood water is potentially contaminated. Ensure hands, clothes and property are thoroughly cleaned after contact with flood waters.
- Listen to the radio and follow the instructions of emergency services.



PANDEMIC

A pandemic is a widespread occurrence of an infectious disease that spreads through populations across a large region, for example multiple continents or even worldwide. A new type of influenza or the flu, is the most likely disease to cause a pandemic. A pandemic could result in restrictions to people going about their daily lives, and emergency services and essential services such as power and food distribution being unable to operate properly. Responses to pandemics are managed by the Ministry of Health [health.govt.nz](https://www.health.govt.nz)

Similarly, in the event of an animal pandemic, restrictions to the movement of animals and/or vehicles may be imposed to limit the spread of the disease. To find out more visit Ministry for Primary Industries [mpi.govt.nz](https://www.mpi.govt.nz)



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WHO DOES WHAT IN AN EMERGENCY

Different agencies work together to manage emergencies and keep people safe. Find out who does what in an emergency.

CIVIL DEFENCE RESPONSE

Coordinating with communities, local groups and emergency services to initiate and assist in a response to a pending or actual civil emergency, disseminate warnings and information, and identify and make arrangements for civil defence centres if required.

This can be at a district, regional or national level. When a coordinated response by civil defence is required (for declared and non-declared events) the Mackenzie District Council will activate their Emergency Operations Centre (EOC) in Fairlie. This will allow for coordination across all agencies and the Mackenzie District community, enabling a response which minimises the impact of an event on the community. As civil defence is a community response, we all have a role to play in looking after ourselves, our family, friends and neighbours.



EMERGENCY RESPONSE

The roles and responsibilities of the emergency services are clearly defined by legislation. In the event of an emergency occurring, the roles and responsibilities of these agencies are set out below:

Police

- Maintaining law and order
- Protecting life and property
- Assisting the coroner
- Search and rescue (missing persons)

St John

- Provision of emergency medical care

Fire Emergency New Zealand

- Fire-fighting responsibilities
- Containment of releases and spillages of hazardous substances
- Urban search and rescue (entrapped persons)
- Limitation of damage
- Issuing of fire permits to landowners

Defence Force

- Operate Lake Tekapo Military Camp – general occupation of 2, may have larger numbers from time to time for training
- Support emergency services or civil defence when directed by the NZ Defence Force



IN AN EMERGENCY DIAL 111

Civil Defence is not an emergency service.

You should call 111 if:

- someone's in danger;
- someone's having chest pain, breathing difficulties or is seriously ill or injured;
- there's a fire or serious risk to property;
- a crime is being committed and the offenders are still there or have just left;
- you've come across a major public inconvenience, like trees blocking a state highway.

KEY CONTACTS

NEW ZEALAND POLICE

Dial 111 (Emergencies only) or
Dial 105 (Non Emergency)

Stations located in Fairlie, Tekapo, Twizel

police.govt.nz

FIRE EMERGENCY NEW ZEALAND

Dial 111 (Emergencies only)

Stations located in Cannington, Albury, Fairlie,
Burkes Pass, Tekapo, Twizel and Aoraki Mt Cook

fireandemergency.nz

ST JOHN AMBULANCE

Dial 111 (Emergencies only)

Stations located in Fairlie, Tekapo, Twizel and
Aoraki Mt Cook

stjohn.org.nz

COASTGUARD NEW ZEALAND

coastguard.nz

LAND SEARCH AND RESCUE NEW ZEALAND

landsar.org.nz

HEARTLAND SERVICES

Fairlie and Tekapo Heartlands Centre
03 6858 496

Twizel Community Care Centre
03 4350 687

heartlandservices.govt.nz

ALPINE ENERGY

0800 66 11 77

<https://outages.alpineenergy.co.nz>

ENVIRONMENT CANTERBURY REGIONAL COUNCIL

0800 EC INFO (0800 324 636)

ecan.govt.nz

METSERVICE

metservice.com

NEW ZEALAND LAND AND TRANSPORT

0800 4 HIGHWAYS (0800 44 44 49)

nzta.govt.nz



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[GETREADY.GOVT.NZ](https://www.getready.govt.nz)



[mackenzie.govt.nz](https://www.mackenzie.govt.nz)



HOUSEHOLD EMERGENCY PLAN

Complete this plan with all members of your household.

OUR HOUSEHOLD ADDRESS IS:

1. If we can't get home or contact each other, we will meet or leave a message at:

Name Contact details

Name (back up) Contact details

Name (out of town) Contact details

2. The person responsible for collecting the children from school is:

Name Contact details

3. Emergency survival items and Getaway Kit

Person responsible for checking water and food:

Items with be checked and replenished on: (Check and replenish at least once a year) Date

The Getaway Kits are stored in the:

4. Radio station we will tune in to for local information during a Civil Defence emergency

Name Contact details

5. Friends/neighbours who may need our help or who can help us

Name Contact details

Name Contact details

Name Contact details

6. Important information about your house/dwelling

On a separate sheet of paper draw a plan of the house showing places to shelter in an earthquake or storm, exits and safe assembly areas where to turn off water, electricity and gas

Important numbers. For police, fire or ambulance call 111 (Emergencies only)

Medical Centre Insurance Vet/kennel/cattery

Electricity Water Gas

Electrician Plumber Builder



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getready.govt.nz



HOUSEHOLD EMERGENCY CHECKLIST

Emergency survival items

- Torch with spare batteries or a self charging torch
- Radio with spare batteries
- Wind and waterproof clothing, sun hats and strong outdoor shoes
- First aid kit and essential medicines
- Blankets or sleeping bags
- Pet supplies
- Emergency toilet - toilet paper and large rubbish bags
- Face and dust masks

CHECK ALL BATTERIES EVERY 3 MONTHS

Food and water for 3 days or more

- Non-perishable food (canned or dried food)
- Food, formula and drinks for babies and small children
- Drinking water (at least 3 litres per person, per day)
- Water for washing and cooking
- A primus or gas barbecue to cook on
- A can opener

CONSIDER STOCKING A TWO WEEK SUPPLY OF FOOD AND WATER DUE TO OUR ISOLATION

CHECK AND REPLACE FOOD AND WATER EVERY 12 MONTHS

CONSIDER HOW YOU WILL PAY FOR ITEMS IF EFTPOS OR INTERNET BANKING IS UNAVAILABLE

How to store water

Wash bottles thoroughly in hot water. Fill each bottle with tap water until it overflows. Add 5 drops of household bleach per litre of water or ½ a teaspoon for 10 litres.

Store in a cool dark place and replace the water every 12 months.

GETAWAY KIT

Everyone should have a packed Getaway Kit in an easily accessible place.

Include the following in your Getaway Kit

- Torch and radio with spare batteries
 - Cellphone and charger
 - Emergency water and easy-to-carry food rations
 - Extra supplies of special dietary requirements
 - First aid kit, essential medicines, glasses, mobility aids, hearing aids and spare batteries (or copies of prescriptions or records of these essential items)
 - Food and supplies for infants or young children (formula, food and nappies)
 - Change of clothes (wind/waterproof clothing and strong outdoor shoes)
 - Toiletries (towel, soap, toothbrush, sanitary items, toilet paper)
 - Blankets or sleeping bags
 - Face and dust masks
 - Pet supplies, including vaccination records
- Important documents**
- Identification (birth and marriage certificates, drivers licences and passports) or verified copies
 - Financial (Insurance policies and mortgage)
 - Precious family photos



IF WE HAVE TO EVACUATE WE WILL:

- Take our Getaway Kit;
- Turn off electricity;
- Turn off gas, only if we suspect a leak or if asked to do so by the authorities and;
- Take our pets with us (if possible).