WAIMAKARIRI CIVIL DEFENCE EMERGENCY MANAGEMENT

SECTOR POST

OPERATIONAL HANDBOOK

INDEX

NOTIFICATION CHECKLIST

POSSIBLE OPTIONS:

1. Official notice issued by Waimakariri District Council Emergency Management Officers (EMO):

    a. EMO will contact CDEM volunteer teams initially through their appointed team leader otherwise through the team's Contact List.

    b. Verify who the Council person is that has relayed the message, and record in writing that person's name, phone number, the date and time of the notification, and what the notification message is.

    c. Also confirm if the Council wants the team to activate or simply pass information on in case the situation later escalates to activation.

    d. Contact as many of your team members as possible using the team's designated *"Contact Tree"* system and pass on the relevant information.

    e. Record in writing those members who you have contacted and those who you were unsuccessful in making contact with.

2. Notice from an emergency service (e.g.: police, NZ Fire Service volunteer fire brigade, Council rural fire party, ambulance, Search & Rescue, Coastguard) within your local community:

    a. Verify who the emergency service person is that is initiating the notification: record in writing their name, phone number, date/time, what the notification message is and do they want your team to activate or just be aware of the situation.

    b. Contact the Council's EMO as soon as possible; relay all information to them and seek any further direction from them.

    c. Unless directed otherwise by the Council, contact as many of your team members as possible using the team's designated *"Contact Tree"* system and pass on the relevant information.

    d. Record in writing those members who you have contacted and those who you were unsuccessful in making contact with.

3. You or your community observe an emergency situation for yourself.

    a. If you believe a situation warrants immediate activation of your team, contact your team leader first and seek confirmation.

    b. If you are unable to contact the team leader, contact the Council's EMO and seek confirmation.

    c. Upon confirmation from either your team leader or the Council, contact as many of your team members as possible using the team's designated *"Contact Tree"* system and pass on the relevant information.

    d. Record in writing those members who you have contacted and those who you were unsuccessful in making contact with.

ACTIVATION CHECKLIST

EACH MEMBER:

- Verify the call-out and if there is a Declaration of State of Emergency in place; and confirm which sector post facility is to be used.

- Contact relevant team members as designated in <u>your team's</u> "Contact Tree" system.

- Brief and secure your family

- Be prepared to initiate your team's procedure for getting access to the sector post building.

- Assist with the set-up of the sector post (refer to *Sector Post Set-Up* on page 5).

- Brief your team's Planning/Intelligence Officer on any relevant observations you made en route to the sector post so they can start preparing the first situation report (Sitrep) to the EOC.

- Be prepared to set-up a temporary *Welfare Centre* if there is a need for your community.

- Participate in your team's planning and management of the emergency within your local area.

THE TEAM:

- Receive an initial brief from the team leader to identify what the situation is and what the immediate tasks are for the team.

- Advise the EOC that the sector post is now operational.

- Develop a quick plan on how the team will now get out into the local area to find out information on the emergency, who and what has been affected and who needs help.

- Start developing a Sitrep to the EOC that captures what the situation is within your local area and what the team's current plan of action is.

- Start helping people within your local area if you have the capability to do so, otherwise seek assistance from the EOC to make it happen.

- Make contact with your local emergency services stations (police, fire, rural fire, ambulance, Search & Rescue, Coastguard) if you have such stations in your area, and let them know your team is operational.

- Continuously seek information on the status of your local area, help people where you can and remain in regular contact with the EOC (phone or radio and Sitreps).

YOUR KEY PRIORITY AS A TEAM IS TO QUICKLY FIND OUT WHO NEEDS HELP AND WHAT IS WRONG IN YOUR LOCAL COMMUNITY.

SECTOR POST SET-UP

(Operations)

Team Leader

Operations
Officer

Planning/
Intelligence
Officer

Map

Operations
Table

Logistics
Officer

Welfare
Officer

Incident
Board

Master Record

Resources
Board

Phone/
Radio

Duty Officer

Temporary
Welfare
Facility

Sector Post

— Team Leader

Operations   Planning/Intelligence   Logistics   Welfare
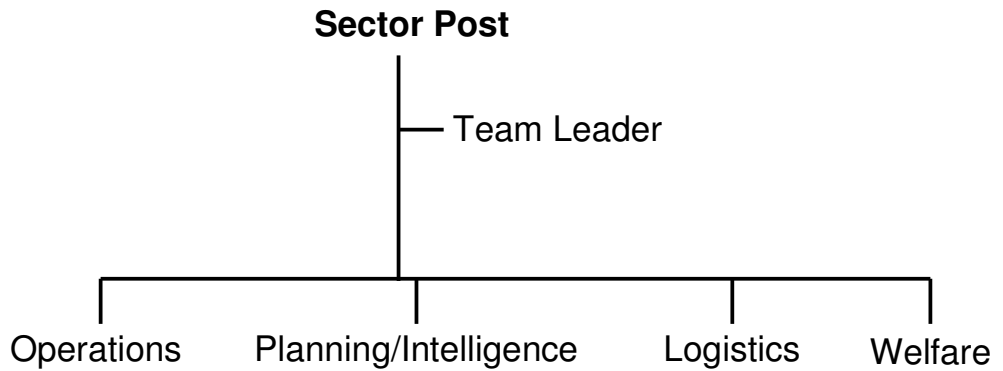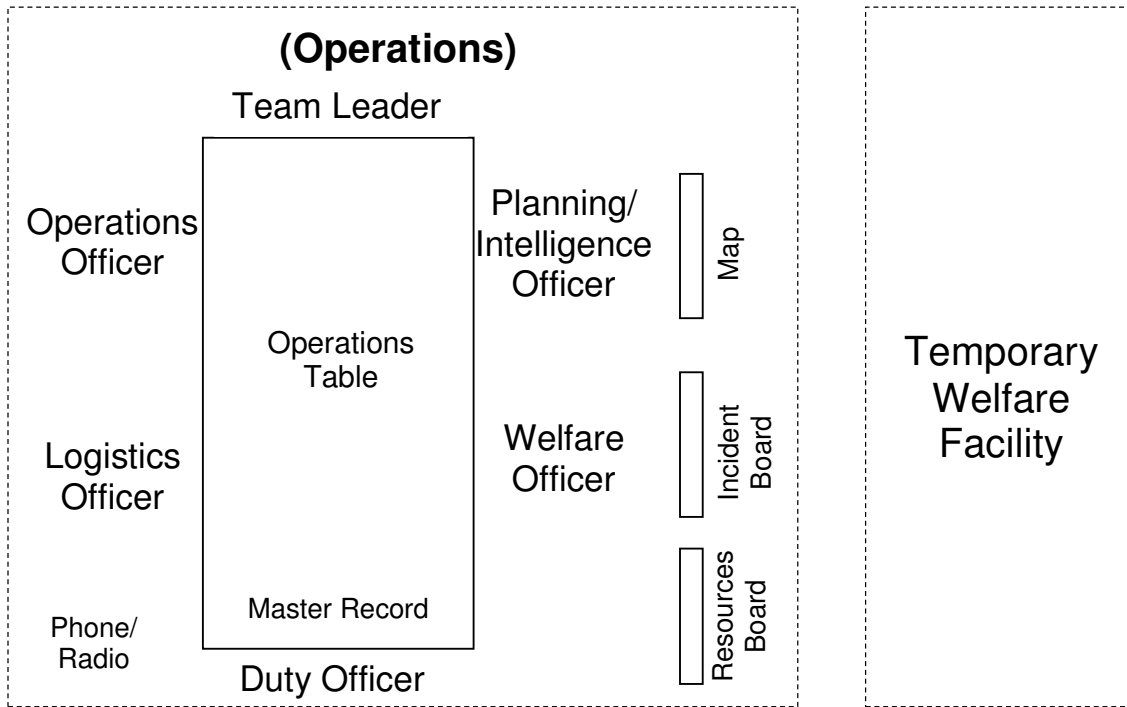
SECTOR POST TEAM CHECKLIST

PRE- EMERGENCY

- Attend training to learn how to manage events in your local area.

- Approximately 30 hrs per year (minimum) will be required of your time.

- Establish a map or diagram of your local community showing:

  - Locations of key community services (e.g. police station, fire station, medical centre, railway track and station, schools, CDEM centres);

  - property boundaries (Council's EMO can provide local street maps with these)

  - locations of known vulnerable persons (e.g. vision impaired, hearing impaired, rest homes for the elderly)

  - known hazards areas or areas of vulnerability (e.g. historical flood areas, earthquake fault lines, bulk fuel storage or chemical storage facilities);

- Get to know key people within your local community so you can call upon them for assistance when an emergency occurs.

- Decide on the layout of your Sector Post venue and the space required (e.g. welfare).

- Record and keep up to date information about equipment and material which could be useful in an emergency.

- Use signs to indicate where people should go when at the Sector Post.

- Be prepared to plan for evacuation of your sector.

- Be prepared to plan for reception of evacuees from another area.

- Prepare a *"Contact Tree"* system for your team that shows team members by name, their contact phone numbers and addresses; and during an activation of the team who calls who within your team.

DURING EMERGENCY

The key responsibilities for a CDEM sector post team are to:

- GET INFORMATION: for the Council's Emergency Operations Centre (EOC) and to the local community who come to your sector post for help or information; and

- HELP PEOPLE in your local area where possible.

To achieve this:

- Liaise regularly with the EOC or its Emergency Management Officers (EMO).

- If the sector post needs to be activated, get it operational as soon as possible.

- Activate as many of your team members as possible to assist running the sector post and helping the local community.

- Continuously collect information on what is wrong and what is happening inside your local area and share this information regularly with the EOC in the form of Sitreps or verbal briefs.

- If necessary deploy team members into the local area to find information (recce).

- Regularly bring the principal team members together for briefings to verify what the current situation is, what the team needs to be doing, and if necessary to develop an action plan.

- If there is a need for significant work to be coordinated in your area use your principal team members to develop an action plan that shows clearly what is to be done, by whom, where and when. Share this action plan with the EOC so they can plan to support you.

- Request help from the EOC where necessary. The EOC may have access to numerous resources and if it considers the sector post does need a particular resource which does not exist in the district, the EOC has the means to procure resources.

- Be prepared to act as a middleman between the District Welfare Team (another trained volunteer team) and people who need that type of assistance.

- Ensure the team has a shift roster so that all members get appropriate rest.

- Keep a written record of any key decisions you make individually and as a team; and ensure all principal team members do likewise.

- **<u>DO NOT:</u>**

  - Deploy team members or response staff into any hazardous situations where their life may be at risk.

  - Make purchases on behalf of the Council without approval from the EOC.

  - Make public statements on any CDEM operations except those that you and your team are specifically and directly managing.

POST-EMERGENCY

- Upon confirmation from the EOC commence close down of the sector post:

  - Advise the team of the decision to close down.

  - Have principal team members complete their unit log books.

  - Collate all log books, the Master Record, Sitreps from your team and Action Plans from your team into a separate box.

  - Collate all other written records/files into another box.

  - Replace all other inventory into the team's *Kit Box.*

- Once all documentation has been accounted for and collated, commence pack-up:

  - Erase all white boards and any other information display boards.

  - Collect up all rubbish and arrange for any rubbish containing written notes to be shredded or burned.

  - Seek approval from the EOC to close down the VHF radio.

  - Pack up all remaining equipment.

- Conduct an initial *hot debrief* of the team in order to collate any information that may be of use to the EOC on the conduct of operations within your team and your local area.

- Seek confirmation from the EOC of the date, time, location and who from the sector post team needs to attend any EOC debriefs.

- Despatch the team home and lock up.

SECTOR POST "KIT BOX" INVENTORY LIST

INVENTORY	MINIMUM
Box, plastic or wood	1
Master Record sheets	Pad
Desk Diary sheets	Pad
File covers	6
Staff Location Record sheets	10
Status Report Sheets (STATREP)	10
Situation Report Sheets (SITREP)	10
Incident Action Plan sheets (IAP)	10
Orders/Briefing Sheets	10
Resource Forms	10
'On the Day' Volunteer Forms	40
Message Pads	2
Welfare Registration pads	2
Pens	Qty
Pencil	Qty
Eraser	Qty
Pencil sharpener	1
A4 Paper, ream	2
Note Pad	2
Whiteboard Pens and duster	2 sets
Ruler	1
Scissors	1
Bulldog Clips	Qty
Paper Clips	Qty
Adhesive Tape Dispenser	1
Map Pins	Qty
Blue tack	1
Post-It pad	6
Two-hole Punch	1
Stapler	1
Staples, box	2
Sector Post Operational Handbook	7
Plastic CDEM vests	Qty
Sector Map(s)	1 set
Sector Post and CDEM Signs,	1 set
WDC CDEM ID Name Tags (blank)	1 box
VHF radio base set	1
Handheld radios	Optional
Analog telephone	1
Fax machine	Optional
PC/Lap top with internet access	TBA
Whiteboard and easel	1
Torches and batteries	2 sets
Candles and matches	Box

TEAM LEADER JOB DESCRIPTION

➤ Responsible to the CDEM Controller of the Council's EOC however will most often communicate with either the EMO or a member of the EOC Operations Section because they coordinate teams working in the field.

➤ Coordinate CDEM response within your area unless directed otherwise by the EOC. You have no legislative powers but you will have the legal authority of the CDEM Controller to act on their behalf.

➤ Direct the activities of the sector post.

➤ Coordinate any *Volunteers on the Day* that might turn up to the sector post to offer assistance:

  ▪ If they want to offer assistance to a welfare centre send them to your welfare officer or if you haven't activated this aspect, refer them to the Council's EOC who in turn will place them in the District Welfare Team.

  ▪ If they are only donating goods and/or services, use them on your sector post's operations where possible otherwise refer them to the Council's EOC.

  ▪ If they are donating money refer them to the Council's EOC or if not appropriate, collect their donation, record in writing what it is and who it is from, then arrange to deliver it to the Council's EOC.

  ▪ If they want to assist with manual CDEM work in your local area, use them as part of your operations section.

➤ Be prepared to liaise and cooperate with emergency services' teams operating in your sector.

➤ Use your resources to help people and if necessary request more resources from the EOC.

➤ Ensure information on the effects of the emergency in your local area is collated and reported to the EOC using Sitreps and/ or verbal briefs (via phone or radio).

➤ Initiate incident action planning (IAP) if significant emergency response tasks are envisaged within your sector.

➤ Brief the EOC (either the Local Controller or the Operations Manager) on your sector's situation at least twice a day.

➤ Report and keep on reporting to the EOC as the situation changes.

➤ Look after the welfare of your staff.

➤ Record any decisions you make in a Team Leader's Desk Diary/Log.

➤ If you are going to be absent from the sector post for a significant period of time, tell your team and the EOC who will be "In Charge" while you are away.

OPERATIONS SECTION ROLE

ROLE

The Operations Section is responsible for implementing sector post response work in the field that the sector post team deems necessary; directing the work routine inside the sector post headquarters/operations room; and for maintenance of the *Master Record*.

COMPOSITION

The composition of the section will depend on the number of people within the sector post and who is available, however the following appointments are recommended as a minimum:

• Operations Officer;

• Deputy Operations Officer; and

• Duty Officer.

SECTION RESPONSIBILITIES

• Control the efficient flow of information into the sector post through the Master Record.

• When information is received at the sector post, decide who within the team should receive it and who should action it (where appropriate).

• Keep the Team Leader informed of major issues.

• Implement the field work component of the Incident Action Plan (IAP).

• Maintain liaison with any work teams deployed into the field by the sector post.

• Undertake any tasks allocated by the Operations Officer or the Team Leader.

• Allocation of Master Record numbers to all inward and outward correspondence.

• Bring to the immediate attention of the Operations Officer any items which are URGENT.

• Maintain an Operations Section Desk Diary.

OPERATIONS OFFICER JOB DESCRIPTION

➢ Responsible to the Team Leader.

➢ Responsible for the Operations Section.

➢ Coordinate the sector post Headquarters/ Operations Room for the Team Leader.

➢ Responsible for the smooth and efficient flow of information in and out of the sector post.

➢ Oversee the field work component of the Incident Action Plan (IAP).

➢ In accordance with the IAP establish teams of workers (using sector post staff, volunteers of the day and if available local emergency services crews) and assign them tasks in the field that seek information or that provide immediate help to people affected by the emergency.

➢ Keep the Team Leader informed of any major issues.

➢ Maintain an Operations Section Desk Diary of all key activities, key decisions and key information.

➢ Assume control of the sector post in the absence of the Team Leader unless he/she delegates this responsibility to someone else. When you assume control you must record this in your Desk Diary.

DEPUTY OPERATIONS OFFICER
JOB DESCRIPTION

➢ Responsible to the Operations Officer

➢ Maintain the ***Master Record*** of all correspondence and information in and out of the sector post (including outgoing messages, status reports, situation reports and incident action plans) and assign Master Record numbers to each record.

➢ Liaise with the Planning/Intelligence section to ensure the Master Record includes every piece of information displayed on the ***Incident Board*** and ensure the Master Record numbers assigned to the Incident Board information matches the same numbers in the Master Record.

➢ Ensure the correct distribution of all inwards and outwards correspondence.

➢ Undertake any tasks allocated by the Operations Officer.

➢ Record any significant information and decisions in the Operations Section Desk Diary.

DUTY OFFICER JOB DESCRIPTION

The Duty Officer appointment should be staffed as early as possible top keep a running log of what is happening, and is should be maintained 24 hours throughout the emergency or whilst the sector post in operation.

➢ Responsible to the Operations Officer

➢ Process all incoming and outgoing messages once the Deputy Operations Officer has decided on the distribution of each message.

➢ Ensure that all outgoing messages have been authorised and assigned a Master Record number from the Deputy Operations Officer.

➢ Responsible for the communications (telephone, fax and radio) in the sector post.

➢ When you receive any URGENT information gain the attention of everyone in the sector post operations room, so that those who need to action it can do so quickly.

PLANNING/INTELLIGENCE SECTION ROLE

ROLE

The Planning/Intelligence Section is responsible for the collection, interpretation, display and dissemination of information; preparation of Situation Reports (Sitrep) and Incident Action Plans (IAP); and the preparation of briefing material.

COMPOSITION

The ideal <u>minimum</u> composition is:

- Planning/Intelligence Officer; and

- Deputy Planning/Intelligence Officer

SECTION RESPONSIBILITIES

- Interpret available information as necessary to give the team a good overview of the situation.

- Recommend reconnaissance (recce) tasks where and when appropriate.

- Brief sector post staff on the current situation during action planning discussions.

- Brief and debrief any reconnaissance patrols deployed by the sector post.

- Prepare outgoing status and situation reports.

- Interpret incoming status reports (Statrep), situation reports (Sitrep) and Incident Action Plans (IAP) from the Emergency Operations Centre.

- Prepare written Incident Action Plans once plans are confirmed by the sector post key staff.

- Prepare and update public information boards outside the sector post headquarters room and welfare facility if one is opened by your team.

- Keep the Team Leader informed of <u>major</u> issues and trends.

- Undertake any tasks allocated by the Planning/Intelligence Officer or the Team Leader.

- Maintain a Planning/Intelligence Section Desk Diary.

PLANNING/INTELLIGENCE OFFICER
JOB DESCRIPTION

- ➢ Responsible to the Team Leader.

- ➢ Responsible for the Planning/Intelligence Section.

- ➢ Provide the Operations Officer and Team Leader with accurate and timely information on the location, nature and extent of the emergency.

- ➢ When each staff member first reports for duty debrief them on any information they may have acquired en route to the sector post and then brief them on the situation so far.

- ➢ Brief the sector post members of each new shift.

- ➢ Interpret and distribute incoming Statreps, Sitreps and IAP.

- ➢ Prepare outwards Statreps, Sitreps and IAP.

- ➢ Brief any official visitors on the situation in your sector.

- ➢ Ensure an information board is displayed for the public and kept up-to-date.

- ➢ Record all significant information and decisions you make in the Desk Diary.

DEPUTY PLANNING/INTELLIGENCE OFFICER
JOB DESCRIPTION

➢ Responsible to the Planning/ Intelligence Officer

➢ Prepare and update all display boards, particularly the Incident Board and Operations Map.

➢ Obtain the next Master Record number from the Deputy Operations Officer to use when making an entry onto the Incident Board or Operations Map.

➢ As information is received at the sector post, if it can be illustrated on the map and if it is significant information, draw it or some symbol that represents it, on the Operations Map.

➢ Prepare and maintain any other information boards (e.g. Resources Board) required by the Planning/Intelligence Officer, Operations Officer or Team Leader.

LOGISTICS SECTION ROLE

ROLE

The Logistics Section is responsible for procurement, distribution and subsequent collection of all materiel resources required by the sector post.

COMPOSITION

The ideal <u>minimum</u> composition is:

- Logistics Officer; and

- Deputy Logistics Officer

SECTION RESPONSIBILITIES

➢ Procure all materiel resources required by the sector post to conduct its operations. This could involve transport, food and refreshments, fuel, equipment, stationery.

➢ Where resources cannot be procured by the sector post, request them through the EOC.

➢ Where finance is required to procure any resource, seek approval from the EOC.

➢ Provide food and refreshments for sector post staff.

➢ Procure resources (e.g. food, water, toilet supplies, stationery) to support the sector post's welfare officer if they are required to open a welfare facility for people.

➢ Maintain written records of all purchases and any equipment or resource that is provided to the sector post on loan.

➢ Maintain written records of all sector post staff (shift roster, staff location record and team contact details).

➢ Maintain the sector post building/facilities.

➢ Ensure signage is displayed for the public so they can find the sector post and welfare section if activated.

➢ On completion of the emergency or on closure of the sector post, arrange recovery and return of any resources loaned to the sector post.

WELFARE SECTION ROLE

ROLE

The Welfare Section is responsible for providing very temporary and very basic relief for people affected by the emergency who for the time being cannot stay in their homes; or people who need some basic supplies in order to be able to remain in their homes. Where more significant welfare assistance is needed, the welfare section is responsible for seeking such assistance through the Welfare Section in the Council's Emergency Operations Centre.

COMPOSITION

The ideal <u>minimum</u> composition is four:

- Welfare Officer; and

- 3 welfare staff

SECTION RESPONSIBILITIES

➢ Open a facility/room that is separate from the sector post Operations Room **when** there is a demand for welfare support.

➢ Provide light refreshments from the welfare facility that enables those members of the public sheltering in there to have some temporary comfort while their needs are assessed and assistance is arranged.

➢ Record details of offers of assistance made from members of the public, for welfare purposes especially emergency accommodation and catering.

➢ Coordinate referral of people in need of this donated assistance.

➢ Where there is no demand in your local area for such donated assistance, refer the details to the EOC for potential use by other CDEM teams in the district.

➢ Coordinate any offers of assistance in the form of labour to work in the welfare facility.

➢ Refer any offers of assistance of an operational nature (e.g. use of 4WD vehicles, transport or machinery; people offering free labour; specialist equipment such as aircraft; or medical skills) to the sector post Operations Officer.

➢ Liaise with the sector post Planning/Intelligence Officer for any information that can be displayed in the welfare facility for the general public.

➢ If you need specific resources to run the facility, request such support from the EOC Welfare Manager.

➢ Record details of any persons that need welfare assistance that your section cannot provide, and seek assistance from the EOC Welfare Manager for such persons.

➢ Be prepared to coordinate movement of such persons to either the EOC or to the District Welfare Centre if one is established by the EOC.

REDUCED STAFFING

GENERAL

At night time there is not a lot a Sector Post can do to help the public as most of them will be settling down for the night. At this stage depending on the time the emergency happened, most people who require accommodation will probably have been looked after.

The sector post should work on *reduced staffing* which means only enough staff remain on duty to man the sector post facility and respond to queries overnight. These staff should be sufficient in number and knowledge to be able to re-activate other sector post staff should an incident occur overnight that requires more staff.

There should always be a <u>minimum</u> of two staff on duty at a time; the remaining staff should be stood down for rest until the morning or until required.

SHIFT ROSTER

The operations section is responsible for developing a shift roster that shows:

• Who is on shift

• What time they are on (e.g. 1900 - 2100 hours), and

• All staff should be briefed on the roster and any specific instructions pertaining to it, prior to commencement of reduced staffing.

STAFF LOCATION RECORD

All staff must fill in the *Staff Location Record* prior to standing down so they can be re-activated should an incident occur overnight or while they are on stand down.

BASIC RULES FOR MARKING
INCIDENT BOARD AND MAP

INCIDENT BOARD

Use **BLACK** or **BLUE** marker pens for routine incidents and **RED** when the incident is "URGENT" (Green marker pens are hard to read)

- Master Record numbers should correspond to the Incident Board and the Map for the same incident.

- Always write in UPPERCASE. (Capital letters)

- Write large enough for all staff members to be able to read clearly.

- Rule off after each incident, to avoid confusion.

- When the incident board is full:
  - Check with the Operations Officer to ensure the incidents on the board have been actioned.
  - Record on paper all incidents that have not, and pin them up next to the Incident Board so they can still be actioned and not forgotten.
  - Check that all incidents currently on the board have also been accurately recorded on the Master Record; then
  - Erase the incident board and re-commence with a clean board.

- The Master Record and the Incident Board should have the same layout.

OPERATIONS MAP

- The Master Record number should match the number on the Incident Board and the Operations Map.

- Draw a thin line from the incident location to the margin of the map or to a border drawn outside the map, so that nothing important is covered up or hidden; and then write next to each incident the Master Record number.

- Where possible the Incident Board and Operations Map should be side by side or at least in close proximity to each other, so that staff can relate to both at a glance.

- Always keep the Operations Map clean and tidy.

MAP MARKING

- The map is a very useful tool during an emergency and a lot of information can be gained from the map by reading it correctly.

- Information can be plotted onto the map as situations unfold and the map becomes a focal point for many of the staff

- This is called map marking and in conjunction with a plastic talc overlay and a legend you can soon be displaying an up to date situation.

- Colours have been recommended for different symbols but often you do not have enough different colours. Once again, make do, but ensure your legend is accurate – after all your sector is the group that needs to know what they mean!

- On many occasions you will need to mark an area exactly where the event is.

- On other occasions you may be able to move the symbol to the side or to a clear space.

   o To ensure the information being viewed is current, the map is regularly updated and on the overlay is an area showing **current as at ……. HOURS.**

Do

Be neat and tidy with your marking
Use a legend
Remove outdated information

Don't

Write directly onto the map unless it is laminated or covered in a clear protective substance
Use permanent marker pens unless you have the means to erase it quickly
Clutter your map with unnecessary information

EXAMPLE OF AN INCIDENT BOARD

MASTER RECORD NUMBER	TIME	FROM	TO	SUBJECT/INCIDENT	ACTION	NOTES
1	1530	AHQ		CIVIL DEFENCE EMERGENCY DECLARED AT 1500 HOURS	CONFIRMED BY WARDEN	
2	1555	MR WHITE 3471189		TREES BLOCKING ROAD JUNCTION SPRINGS/DUFEK RDS	RECON – SEE MR#6. CONFIRMED. SEE MR#7.	
6	1605	PIO		ORDERS FOR SPRINGS/DUFEK RECON. TEAM BRIEFED AT 1610. RETURN BY 1630. SEE MR#2	RETURNED AT 1625	
7	1627	PIO	AREA PIO	PHONE. AREA HQ ADVISED TREES BLOCKING SPRINGS/DUFEK INTERSECTION. SEE MR#2	AHQ TO ARRANGE REMOVAL OF DEBRIS	

EXAMPLE OF A MASTER RECORD

MASTER RECORD NUMBER	TIME	FROM	TO	SUBJECT/INCIDENT	ACTION	NOTES
1	1530	AHQ		CIVIL DEFENCE EMERGENCY DECLARED AT 1500 HOURS	CONFIRMED BY WARDEN	
2	1555	MR WHITE 3471189		TREES BLOCKING ROAD JUNCTION SPRINGS/DUFEK RDS	RECON – SEE MR#6. CONFIRMED. SEE MR#7	
3	1556	STH HORNBY		SITREP		
4	1557		AHQ	STATREP	SENT BY FAX	
5	1559		AHQ	SITREP	SENT BY FAX	
6	1605	PIO	REC ON TEA M	ORDERS FOR SPRINGS/DUFEK RDS RECON. TEAM BRIEFED AT 1610. RETURN BY 1630. SEE MR#2	RETURNED AT 1625	
7	1627	PIO	ARE A PIO	PHONE. AREA HQ ADVISED TREES BLOCKING SPRINGS/DUFEK INTERSECTION. SEE MR#2	AHQ TO ARRANGE REMOVAL OF DEBRIS	

BASIC RULES FOR DESK DIARY

EXPLANATION

The Desk Diary (sometimes referred to as Log Book) is used to keep a record of key decisions made and key issues encountered in the course of duty in case questions about such matters are asked subsequently.

It is not necessary to record everything said and everything that is done; rather it can be very helpful to understand why things were done, by reading a record of decisions, issues and what was done about those issues. You cannot be wrong for recording too much information.

TIME COLUMN

The time should be entered using the **24-hour clock system**. (Eg) instead of **1:27 P.M**. it should be **1327** hours. However this is desirable, not essential! As the DESK DIARY is your record and what is important is that you can clarify the time on the Desk Diary sheet.

FROM & TO COLUMNS

As the headings suggest, they are used to identify to whom you are sending the message etc, or from whom you have received it, as shown overleaf.

SUBJECT/INCIDENT COLUMN

This is where you record the contents of the message, or a brief explanation of the subject (eg) shift change or a visit etc, as shown on the next page. The explanation should have enough information in it so that your relief or Leader can understand what has happened; do not make it too long-winded. Where appropriate, cross-reference should be noted here.

ACTION COLUMN

In this column, you put down a simple explanation of what action has taken place regarding the message. It is also used as a quick reference as to whether or not the subject has been actioned if necessary. If there were nothing in this column, it would warrant a closer check to ascertain if some other action is required.

NOTE COLUMN

This column is only used for making any notes that you may wish to add regarding an incident, or could be for noting down the date and time that the emergency was declared, etc.

EXAMPLE OF A DESK DIARY

Date ...23 Nov 05...From 0001 to 2359hrs **DIARY** Section ...Sockburn SP... **Page No .... of ....**

TIME	FROM	TO	MESSAGE INFORMATION	ACTION	NOTES
1532	KFC HORNBY (MR HARRIS)		QUERYING RESTORATION OF POWER	ADVISED TO CONTACT SUPPLIER	
1533	AREA PIO	PIO	PHONE. AREA WARDEN VISITING SECTOR AT 1700. AW + 2 VISITORSAT SECTOR FOR EVENING MEAL	INFORMED WELFARE	
1600	WARDEN		SEND RECON TEAM TO SPRINGS/DUFEK RDS TO ASSESS FALLEN TREES & REPORT. DUE BACK 1630 HOURS	BY 4X4. PREPARE ORDERS	
1625	PIO		RECON TEAM RETURNS. CONFIRMED TREES BLOCKING SPRINGS/DUFEK RDS	AHQ NOTIFIED BY PHONE	
1700	WARDEN		SHIFT CHANGE AT 1800. FROM 23 NOV 1800 TIL 24 NOV 0600, SHIFTS TO BE 2 HOURS. 3 TEAMS, 2 PERSONS PER TEAM	ADVISE SHIFT TEAMS	
1730	-	-	WARDENS BRIEFING - UPDATE OF EVENTS TO ALL		
1738			WARDEN LEAVES ROOM.	OPS OFFR IN CHARGE	
1743			DEPUTY WARDEN ON DUTY.	OPS OFFR TO REMAIN IN CHARGE.	
	-	-			

WAIMAKARIRI CDEM STRUCTURE

Emergency
Operations Centre

PARTNER AGENCIES

District Headquarters in Rangiora

Northern Sector Post	Western Sector Post
Eastern Sector Post	Southern Sector Post
Rangiora Sector Post	CERTs
	NZRT-12

Utilities Companies

Emergency Services

Health Organisations

Rural Support Agencies

Welfare Agencies
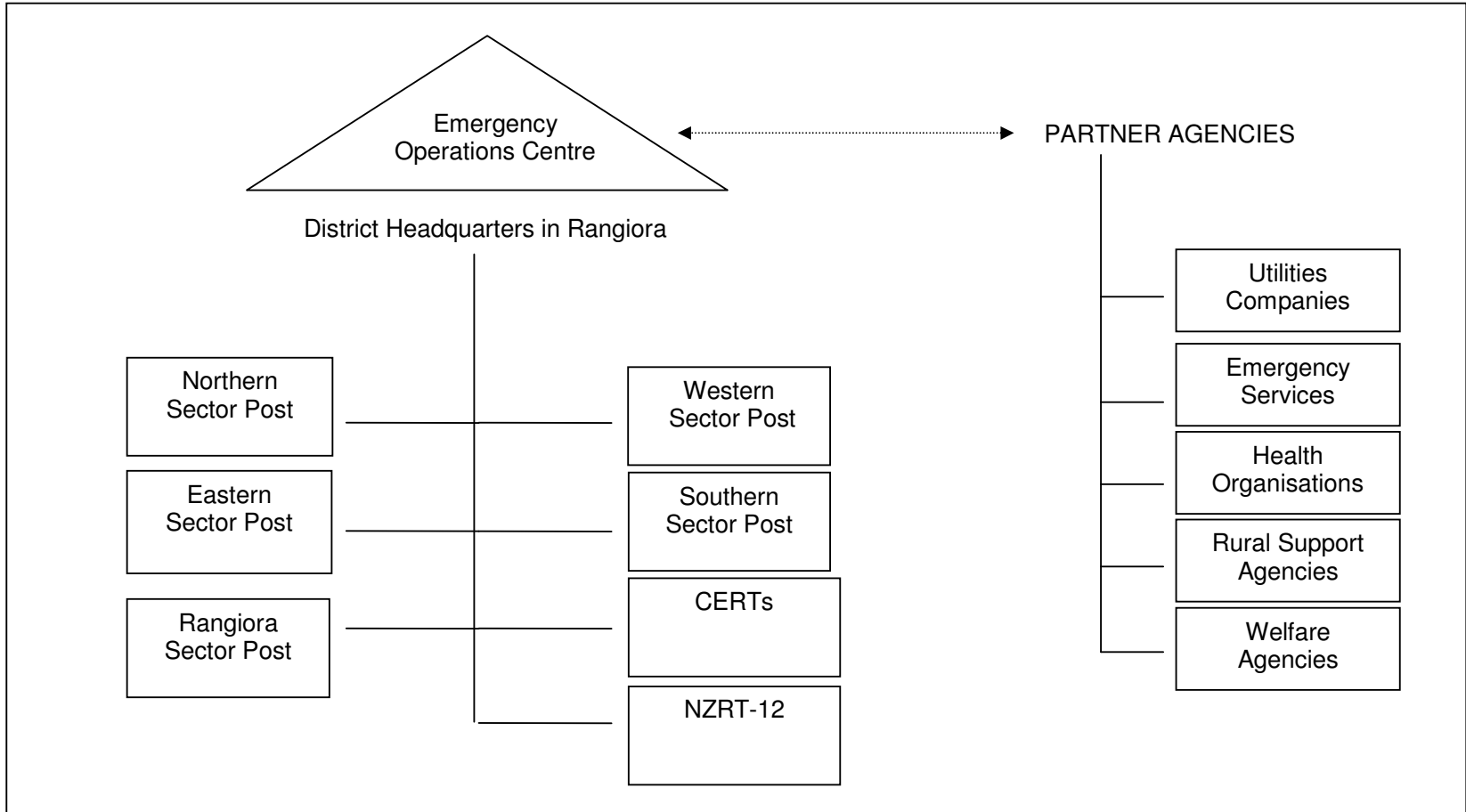
URGENT – LIFE-THREATENING

1.   When a sector post learns of any life threatening or potentially life threatening situations, you should:

    a.   **STOP** whatever you are doing.

    b.   **STOP** Operations Room activities to draw attention of staff to the event.

    c.   **ALLOCATE** appropriate staff to deal with the event.

    d.   **IF APPROPRIATE** ring **111**. Even in a declared emergency Police, Fire and Ambulance still perform their normal duties (to the best of their ability).

    e.   **ADVISE** the Council's EOC of the event.

    e.   Once the event has been dealt with or stabilised prepare and send a report of the incident to the EOC.

NOTE:

Do not attempt to resolve events that are beyond your immediate capability to handle, without requesting assistance from the EOC.

RECONNAISSANCE

1. There are two types of reconnaissance that sector post staff could undertake:

   a. The information gathered en route to the sector post.

   b. A deliberate reconnaissance directed by the sector post's key staff during planning.

2. Reconnaissance is about gathering information and is often used to verify something we believe may have happened but don't know for sure; or simply to find out anything we possibly can about a particular area or thing of interest.

3. Reconnaissance tasks can be directed by the sector post's key staff when contemplating action planning or they can be directed by the Planning/Intelligence Officer outside of the action plan discussions.

4. The planning/intelligence section is responsible for overseeing reconnaissance because it is about information gathering. As such the planning/intelligence officer should brief reconnaissance patrols on their task and debrief them on their return.

5. The brief should clearly state:

   a. The purpose of the reconnaissance task;
   b. Any subordinate objectives;
   c. Any known hazards in the task area;
   d. Any limitations or restrictions imposed by the Team Leader;
   e. Method and frequency of reporting to the sector post while on patrol;
   f. Resources available for the task; and
   g. The latest time by which the patrol is to be back at the sector post.

6. **SAFETY** is always paramount and no reconnaissance team or individual should be placed in a position where safety is compromised. Reconnaissance teams should always have at least two members as back up for each other.

7. Scheduled report times must be adhered to. These report times are set not only for the sector post to gain information in a timely manner, but also for safety of the reconnaissance team. Failure to report may mean a 'rescue' party is despatched unnecessarily.

8. All team members should attend the debrief on return.

9. Reconnaissance team members should always be given time to refresh and recover adequately before being further tasked.

VOLUNTEERS ON THE DAY

1. At any time during the activation, set-up or operation of your Sector Post, people might arrive to volunteer their assistance. **DO NOT REFUSE HELP**. It is most important that, wherever possible, best use is made of the various skills/expertise people possess (e.g. use a doctor as a doctor and a receptionist as a receptionist).

2. VOD should not be confused with people offering donations of goods, services or funds. Instead VOD are people offering themselves as a source of labour.

3. Treat VOD similar to employees - for safety reasons record in writing:

   a. Who they are,

   b. Where they come from,

   c. How to contact their family; and

   d. What job they are doing for you presently (where and when are they due back)?

4. When you give them a task make sure they are capable of performing it and make sure they have all the necessary safety equipment and/or clothing, equipment to do the job, and they know how to do the job and use the equipment.

5. Give them a comprehensive safety brief on any known hazards that may affect them or that they might encounter, and what to do if that happens.
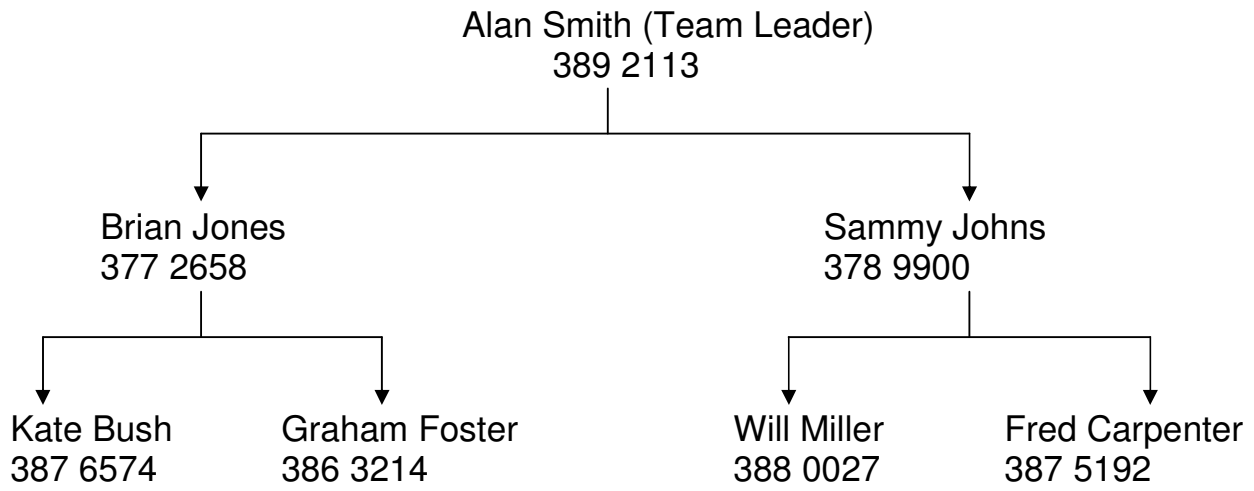
DEALING WITH THE MEDIA

Media/Reporters are best accommodated when prior arrangements have been made. If no prior arrangement has been made, the media should be advised to contact the Council's Emergency Operations Centre.

1. Both CDEM and the media recognise the importance of informing the public on matters relating to an emergency. The media are a significant resource available to CDEM and **MUST** be regarded as an **ally, NOT** as an enemy.

2. You can speak to the media about activities that directly relate to your sector post and in particular those activities which your sector post is responsible for managing and coordinating.

3. Do not speak about activities that are not directly managed or coordinated by your sector post; instead refer the media to the Council's EOC or to the agency directly responsible for the activity.

4. Do not release details of any persons that your sector post is helping unless that person expressly permits you. We must treat persons affected with strict confidentiality.

5. Allow the media to tour your sector post and operations that your team is performing in the area, **BUT** it is recommended that you appoint a team member to accompany them.

6. The Team Leader should meet media representatives when they arrive and **BEFORE** they leave; this will provide an opportunity for you to ensure they have gained an accurate picture of events.

ANNEX A - CONTACT TREE EXAMPLE

Alan Smith (Team Leader)
389 2113

Brian Jones
377 2658

Sammy Johns
378 9900

Kate Bush
387 6574

Graham Foster
386 3214

Will Miller
388 0027

Fred Carpenter
387 5192

ANNEX B - STAFF LOCATION RECORD

Period: 0001 - 2359   Date_____   Sheet Number: _____

NAME	APPOINTMENT	FAMILY SAFE? Y/N	TIME IN	TIME OUT	ADDRESS OFF DUTY	CONTACT TELEPHONE NUMBER	NEXT SHIFT TIME

ANNEX C - MASTER RECORD

DATE …………………………   **MASTER RECORD**   **PAGE NO** …….. **OF** ………..

Master Record Number	Time	From	To	Incident / Subject	Action	Notes

ANNEX D - DESK DIARY

DATE .... FROM 0001 TO 2359HRS		**DIARY**	**SECTION ....**		**PAGE NO .... OF ....**

Time	From	To	Message Information	Action	Notes

ANNEX E -
SITUATION REPORT (SITREP)

MR#

WAIMAKARIRI CIVIL DEFENCE

LOCATION: REPORT NO: DATE: PREPARED BY: TIME: CONTACT DETAILS: VALID UNTIL:	SITUATION SUMMARY: (Note any critical issues and assumptions made)
ACTION TAKEN:	
RESOURCES (in place):	RESOURCES (that may be required):
FACTORS (weather and other factors or limitations should be noted):	
PREDICTED EMERGENCY/INCIDENT DEVELOPMENT (actions to be taken next):	
OPTIONS (what options are open to you):	

ANNEX F -
STATUS REPORT (STATREP)

CIVIL DEFENCE: Fax to The EOC 313 4432

Date:	Prepared by:	Report No:	MR #
Time:	Contact Details:	Name & Location:	
		Valid Until:	

………………………...SECTOR

Number of Staff	Leaders		Remarks/Notes:
	Control Room		
	Welfare		
	Others		
Communications Available for CD (Y / N)	Phone		
	Fax		
	Runner		
	Other		
Casualty Numbers	Pri 1: Red		
	Pri 2: Yellow		
	Pri 3: Green		
	Pri 4: Black		
Welfare	Homeless		
	To be fed		
Community Utilities Available (Y / N)	Water		
	Electricity		
	Sewer		
	Phone		

ANNEX G - INCIDENT ACTION PLAN

MR#

| LOCATION of THIS HQ:

CONTACT DETAILS (if applicable):

DATE:

TIME:

PRIORITY (high/medium/low): | SITUATION SUMMARY: |
| | OVERALL OBJECTIVE: |

OUTLINE STRATEGIES TO ACHIEVE OBJECTIVE:	CRITICAL ELEMENTS (Considerations that may affect the achievement of the objective e.g.: weather, tides, light)	SPECIFIC TASKS (Details of groupings/tasks) (What and who)	RESOURCES NEEDED (Note who will provide what and when they will do it)

INCIDENT ACTION PLAN

INFORMATION FLOW (Who needs to know? Who has information we need? Liaison, specialists, agencies?)	COMMUNICATIONS PLAN (Network of frequencies, radio call signs, telephone/cellphone numbers

Plan Update: Plan Prepared by: _____   Plan Approved by: _____

(Date Time Group): _____   Appointment: _____   Appointment: _____

Signature: _____   Signature: _____

ANNEX I -
VOLUNTEER INFORMATION SHEET

(Area/Sector Headquarters)

_____

ASK:
"ARE THE OTHER MEMBERS OF YOUR FAMILY SAFE AND WELL"?

Name: _____

Address: _____

Contact Numbers: (H) Phone: _____

                        (W) Phone: _____

                        Mobile: ( ) _____

                        Fax: _____

                        Pager: ( ) _____

Skills: (Example) Plumber/Electrician/Clerk/Manager/Driver/Receptionist/Nurse etc.

When and how along will you be available for? _____

Do you have your own transport?

(Yes/No)_____.   What is it? _____

Do you need any help or assistance? _____

If so WHAT? _____

NEXT OF KIN DETAILS

Name: _____

Relationship: _____

Address: _____

Contact Number(s): _____

<u>INFORMATION</u>

_____

_____

_____

_____

_____

GLOSSARY

4 R's	The Four R's of emergency management: "Reduction", "Readiness", "Response", and "Recovery"
Assembly Area	An area where resources are organised and prepared for deployment. It includes the provision of crew welfare and equipment maintenance facilities. An Assembly Area would normally be located away from an incident at an established facility
Call out tree	System used to rapidly alert Civil Defence volunteers to report for duty
CDEM	Civil Defence Emergency Management
CDEM Act 2002	Civil Defence Emergency Management Act that sets out all CDEM functions, duties and powers of Central and Local Government
Co-ordinated Incident Management System - CIMS	A strategy for multiple agencies working together to manage an emergency situation
Cordon	A secured perimeter around a defined area designed to prevent unwanted access or egress.
Declaration of State of Emergency	The legal requirement to formally state an emergency exists so that the powers of the CDEM Act 2002 can be used. See also "Extension" and "Termination" of a declaration of state of emergency
Desk Diary	Written record of discussions, outcomes, phone conversations, decisions made
Displaced persons	Those people who cannot return home e.g. due to roadblocks
Emergency	An event, actual or imminent, which endangers or threatens to endanger life or property or the environment and which requires a significant and co-ordinated response
Emergency Co-ordination Centre - ECC	The facility from which a regional CDEM response to real emergencies is coordinated. The Canterbury ECC is located in the Environment Canterbury buildings on Kilmore Street.
Emergency Operations Centre - EOC	The facility from which a Council coordinates its CDEM response to real emergencies. The Waimakariri EOC is normally located in the Council Chambers at 215 High Street, Rangiora.
Evacuee	Those people who are forced to leave their homes
CDEM Group	A partnership of local authorities, emergency services and other organizations tasked with providing comprehensive emergency management under the CDEM Act 2002
Group Controller	Statutory appointment of a person in overall charge of CDEM operations in a region (province)
Hazards	Any threat potential, actual, natural or artificial, that can adversely affect people
Helibase	The base from which helicopters are administered
Helipad - HP	The place where multiple helicopters can take off and land
Incident Action Plan - IAP	The coordinated response plan developed for a CDEM incident
Incident Control Point - ICP	The location from which an Incident Controller and Incident Management Team coordinate an emergency
Incident Management Team - IMT	The team of staff in charge of managing a CDEM incident
Lead Agency	The organization with the legislative or agreed authority for control of an incident
Local Controller	Statutory appointment of a person in overall charge of CDEM operations in a district
Logistics	The provision of facilities, services, staff and materials
Master Record	The primary written account of correspondence and communication in and out of a CDEM centre
MCDEM	Ministry of Civil Defence Emergency Management
NCMC	National Crisis Management Centre located in the Beehive, Wellington

Personal Services	Associated with CDEM Welfare. Provision of specialist welfare support from Govt and non-Govt organisations
Planning / Intelligence	The collection, evaluation, and dissemination of information related to the event and the preparation and documentation of instructions, briefings, orders and Incident Action Plans
Readiness	Preparedness for an emergency, including training of CDEM responders, stockpiling of supplies and developing response plans
Reception	Associated with CDEM Welfare. Meet and greet service on entry to a welfare centre/facility
Reconnaissance	Gathering of information by trained staff inspecting a specified area
Recovery	The process of restoring the community as much as possible to the state it was in prior to the emergency event
Reduction	The process of reducing risks to communities from known hazards or impacts thereof, prior to an emergency (e.g. building of stop banks to prevent rivers from flooding populated areas)
Registration	Associated with CDEM Welfare. The process of recording personal details of people using the assistance of a welfare centre
Resource Board	Displays resources available to a particular headquarters
Sector Post	Civil Defence centre where a trained team of civil defence volunteers could operate from to support their community during an emergency. Often based out of a local school building.
Situation Report - Sitrep	A summary of the current situation, also indicating likely future development and actions
SMEACC	A standard sequence when giving a brief to a taskforce of workers: **S**ituation **M**ission **E**xecution **A**dministration **C**ommand **C**ommunications
Span of Control	The number of individuals or functions one person can manage effectively
Staff Location Record	Form containing staff details, appointment, shifts, etc.
Standard Operating Procedures - SOP	Written directions or organisational standards, detailing actions to take as well as how, when, by whom and why for responding to or carrying out designated tasks
Status Report - Statrep	A report on the sector post's state of staff (numbers) and utilities
Support Agency	An organization contributing services or resources directly to a lead agency
Termination	Legal process required to cease a declaration before its natural expiry time
Triage	An area and a process where casualties are taken to be initially assessed and categorised for treatment in a priority order
Utilities	Water, electricity, sewerage, gas
Volunteers on the Day - VOD	Non trained/members of the public offering assistance and/or equipment
Welfare Checklist	Form which identifies needs and where people will need to be sent to within a welfare centre