

Tauranga City Council
Welfare Civil Defence Centre Standard Operational Procedure

Contents

- Introduction
- Purpose
- Arrangements
- Welfare Activation
- Local Welfare Manager
- Operating instructions - Civil Defence Centre
 - General Outline
 - Assumptions
 - Types of Civil Defence Centres
 - Civil Defence Centre Staff
 - Activation Procedure
 - Ongoing Civil Defence Centre Tasks
 - Layout
 - Services Provided by a Civil Defence Centre
 - Welfare Agencies Roles and Responsibilities in a Civil Defence Centre
 - Reception – the meeting, greeting and triage of evacuees
 - Resources and Equipment
 - Keys and Access
 - Deactivation Procedure
 - Final report
- Appendices
 - Appendix 1 – Pre-identified Civil Defence Centre locations
 - Appendix 2 – Checklists
 - CDC Supervisor Checklist
 - CDC Resource Kit Checklist
 - Appendix 3 – Registration Form template
 - Appendix 4 – Animal Registration

Introduction

Welfare needs to be delivered in a flexible manner with the aim of supporting people in the safest location possible with information and services. This might be their home, someone else's home, workplace, holiday accommodation, emergency shelter, or emergency/temporary accommodation.

This document gives an overview of how welfare will be delivered during the response and recovery phases in relation to running a *Civil Defence Centre* (CDC) and should be read in conjunction with the following plans and guidelines:

- The National Emergency Management Agency welfare guidelines – which detail the requirements for setting up and running a welfare response;
- The Bay of Plenty Civil Defence Emergency Management Group Welfare Plan 2019-2024;
- Bay of Plenty Region COVID-19 and Pandemic Civil Defence Centre Management Guide;
- Tauranga City Council Emergency Management SOP 9 - for EOC Welfare – contains information to be used as a guide by the Welfare Managers in the Emergency Operations Centre (EOC); and
- The Local Welfare Plan – which outline roles and responsibilities of agencies and details the resources available within Tauranga for use during an emergency.

The operation of a Civil Defence Centre for Tauranga city is a critical link in an effective community response.

Purpose

The purpose of the Welfare Civil Defence Centre Standard Operational Procedure is to outline the current organisational arrangements and responsibilities for the provision of providing a Civil Defence Centre welfare service in the event of an emergency or non-declared local incident in Tauranga.

This document is designed to be an operational document to consider when and how to activate a Civil Defence Centre and outlines how the immediate welfare needs of people are to be met during the response phase and indicates the likely welfare provision in the recovery phase.

Arrangements

The Tauranga City Council Emergency Management team, in collaboration with volunteer organisations, government agencies and emergency responders, provide welfare services for the people of Tauranga, whether evacuees, those that choose to shelter in place or those that self evacuate to friends, families and/or alternative accommodation e.g. motels. Information on how to access welfare services will be provided through public information and media. Information dissemination to those involved in emergencies is recognised as being critical in the preservation of life and property.

It must be acknowledged that the arrangements and responsibilities outlined may change as inter agency cooperation develops and changes. This plan will be amended and updated progressively as national, regional and local arrangements alter.

Welfare Activation

Welfare may have to be activated with little notice. The Incident Controller or Emergency Operations Centre (EOC) will generally activate the welfare functions and will determine the need for welfare arrangements based upon the emergency situation that prevails. In the case of a requirement for welfare before a declaration is made, welfare activation may take place from the Emergency Management team. It is possible that the EOC may have an active role in a non-declared incident, as well as during a declared emergency.

Local Welfare Manager

During the response phase, the Local Welfare Manager (LWM) will be a pre-designated council staff member and based in the EOC. The LWM is responsible for all welfare coordination. The LWM has the overall responsibility for those people who have been affected by the emergency and will work with the many agencies able to assist, as well as, supporting the Welfare Function Manager and team within the EOC. LWM is under the authority and guidance of the Controller.

The LWM will also support the Civil Defence Centre Supervisor (CDC Supervisor) and team.

The **Responsibilities of a Local Welfare Manager** (during response phase)

- Liaise with the Controller in the local EOC/Group ECC.
- Direct the establishment of CDCs and co-ordinate the use of resources available from welfare agencies.
- Liaise with the Controller at EOC to arrange the relocation of people who must be moved to ensure their safety/welfare.
- Oversee the arrangement of welfare sub-function services.
- Liaise with PIM to provide advice and information to evacuees, displaced persons and the general public.
- Maintain a log of activities and an audit trail.
- Participate in briefings and development of the Controller's Action Plans.
- Appoint and manage staff for effective delivery of emergency welfare as required.
- Oversee the arrangement of temporary accommodation for those people who are unable to return to their own homes and who cannot make their own alternative arrangements.
- Monitor conditions in evacuated areas and arrange the return of displaced people as soon as it is safe to do so.
- Co-ordinate the distribution of casualties in liaison with health authorities, ambulance service and other agencies.

Operating Instructions - Civil Defence Centre

General Outline

A Civil Defence Centre (CDC) is a facility that is established and managed by Civil Defence Emergency Management (CDEM) during an emergency to support individuals, families/whānau, and the community. CDCs are open to members of the public, and may be used for any purpose including public information, evacuation, welfare, or recovery, depending on the needs of the community. CDCs are operated by CDEM-led teams (including CDEM-trained volunteers), or by other agencies as defined in CDEM Group Plan or local level arrangements. CDCs are the point of contact for the community and will be activated as necessary to support a community in need.

As it is impossible to predict the effects of an emergency and our community's subsequent needs, CDEM will decide where to open an official CDC when an emergency occurs. CDEM will choose a safe location that is best placed to meet the needs of those most effected. This is likely to be a venue such as a community centre, hall or sports facility. There are pre-identified locations, but those located in a high-risk area will be reviewed for their suitability, so locations may change in the future. Tauranga City's main CDCs offer large adaptable facilities with generally good access and parking.

The Local Welfare Manager will have a list of the pre-identified potential CDCs and subsequent facility contact details. These are listed in Appendix 1 and is not for public circulation during readiness.

The staffing of any CDC will comprise of two elements: management and staff, and external agencies fulfilling set functions. These functions will vary depending on the nature of the incident.

Assumptions

When evacuation is recommended during an emergency, some evacuees will seek refuge with friends or relatives or go to commercial accommodation rather than to a public CDC. In addition, some people not at risk may evacuate spontaneously and some of those may seek assistance. Not all people that are evacuated or displaced will require welfare assistance; some may require only minimal assistance whilst others will require significant resources and support.

It is generally more effective in terms of resource utilisation to operate a few medium to large CDCs, than a large number of small centres.

Types of Civil Defence Centres

Choosing the type and style of CDC is based on the size and scale of the emergency event and activated based on the needs of the community.

Three types of CDC may be activated depending on what the community requires at the time. A centre may be stood up as one type and transitioned into another by the EOC if the situation changes.

Information Hub	Centre set up solely to provide information for affected residents on welfare services and other support that is available to them. Operates for set hours during the day. May operate as part of a Support or Full Civil Defence Centre.
Support Centre	Centre set up to provide information and other support such as meals, ablutions, psychosocial support etc as required. Operates for set hours during the day.
Full Civil Defence Centre	Centre set up to provide all basic needs for residents such as shelter, hygiene items, information, ablutions, meals etc. May operate 24 hours a day for as long as required.

Civil Defence Centre Staff

A number of CDC trained staff will be required to ensure the smooth running of the centre and to ensure the needs of the evacuees are met. CDC staff are generally made up of trained (and police vetted) council staff, volunteers from other government agencies and non-government organisations, and local iwi.

The EOC can act as the co-ordination point for all resources needed for a CDC through the Local Welfare Manager and/or EOC Welfare, Operations and Logistics Function Managers.

At a minimum up to six staff will be required to sufficiently manage a centre, with support from other suitably qualified staff to work in the relevant CDC functions. The numbers of evacuees presenting to the CDC will dictate the required numbers of staff, particularly in terms of CDEM trained needs assessors.

Potential numbers of CDC staff and volunteers required:

- CDC supervisor/manager x 1
- CDC trained staff x 5 (at a minimum)
 - 1 x 2IC to CDC supervisor,
 - 2 x administration staff,
 - 1 x manage reception area function (skilled in psychosocial first aid),
 - 1 x manage registration/needs assessment function
- CDEM trained Needs Assessors – number is dependent on availability and number of evacuees. Red Cross staff/volunteers can be used also.
- First Aid staff for health screening and medical assistance – number is dependent on the number of evacuees and level of demand for medical assistance.
- Family unification staff e.g. Red Cross, Salvation Army, Victim Support, TPK.
- Volunteers to help manage food and beverage distribution from catering company.
- Marshalls – for inside the centre and out in the parking area.
- Security Guards – number is dependent on the size of the site.
- Commercial cleaners.

Note: these numbers increase dependent of the number of evacuees and functions to be set up in the CDC.

See *the Welfare Services in an Emergency Director's Guideline [DGL 11/15]* for more information on the Police Vetting System and the *Volunteer Coordination in CDEM Director's Guideline* for information about screening for CDEM-trained volunteers. This is available at www.civildefence.govt.nz.

Always ensure all CDC staff wear identification, and that safety messages are conveyed to all staff at briefings.

Communication with the EOC and dissemination of information is also the responsibility of CDC staff.

Activation Procedure

The decision to activate one or more CDC will be made by the Controller in conjunction with the Local Welfare Manager. The Local Welfare Manager initiates the CDC activation procedure as per the EOC action plan. The decision to activate a CDC should be made according to the resources available.

The Controller and Local Welfare Manager must work closely with the logistics function to ensure that the opening of each CDC is logistically supportable and is able to be maintained.

An operational check needs to be carried out every time a CDC is to be opened to ensure it is fit for purpose and safe to be inhabited. This should be completed by an EOC Operations/Logistics/Welfare Manager member before CDC personnel arrive, however, in some circumstances, one may need to be conducted on arrival to the location.

If required determine a meeting point for the evacuees from where they can be transported to the CDC.

The following table provides guidance on the activation of a CDC.

Table: Civil Defence Centre activation procedure

Step	Action
1	Local Welfare Manager notifies (as required): <ul style="list-style-type: none"> • CDC Supervisor/staff • Responsible/key agency members of Local Welfare Committee and Welfare Coordination Group.
2	Local Welfare Manager ensures EOC Welfare team is briefed on: (as information is available): <ul style="list-style-type: none"> • Description of emergency • Location/area of emergency • Estimated duration of activation • Expected number of affected/displaced people • Welfare services required • Other services/additional resources/personnel required • Contact details of coordination centre.
3	Local Welfare Manager: <ul style="list-style-type: none"> • Ensures building and safety checks have taken place. • Arranges establishment of welfare services at CDC with responsible agencies and supporting agencies as required. • Works with EOC Logistics function to address CDC requirements. • Ensures Controller is informed of welfare activities.
4	CDC Supervisor: <ul style="list-style-type: none"> • Notifies CDC staff • Estimates timing that CDC will be operational • Supervises set-up of CDC • Liaises with Local Welfare Manager and/or EOC Welfare Function Manager and notifies EOC when CDC is operational (ready to receive affected people).
5	Local Welfare Manager works with PIM in coordination centre to develop public information.
6	EOC PIM to communicate location of CDC, services available and hours of operation.
7	CDC Supervisor begins reporting cycle to EOC as per response SOP.

Ensuring the safety and security of people using a CDC is paramount. Appropriate security arrangements should be made during readiness. Engaging the services of a security company is recommended.

Note - CDC security personnel are not granted extra-ordinary powers when an emergency is declared. If Police assistance is required to deal with a specific situation where CDC staff are unable to cope, a request for such assistance must be made through the EOC.

Ongoing Civil Defence Centre Tasks

The following table outlines ongoing tasks required during the operation of a Civil Defence Centre:

Step	Action
------	--------

Step	Action
1	CDC Supervisor continues with the reporting cycle to EOC as per SOP.
2	Local Welfare Manager, EOC Welfare Function Manager and welfare team supports CDC.
3	Resource provision is coordinated via EOC Logistics function.
4	Local Welfare Manager reviews and updates PIM messages related to each CDC regularly, as per the EOC Welfare action plan.
5	Local Welfare Manager and/or EOC Welfare Function Manager and CDC Supervisor regularly review requirements of people at CDC; welfare service provision, personnel, resources, hours of operation.
6	Regular inspections of CDCs are undertaken by Public Health Units or Environmental Health Officers, and recommendations implemented.
7	CDC Supervisor develops a cleaning procedure and schedule for the CDC (with advice from Public Health Units or Environmental Health Officers, as required). Local Welfare Manager and/or EOC Welfare Function Manager and CDC Supervisor ensures schedule is followed.
8	Local Welfare Manager and/or EOC Welfare Function Manager and CDC Supervisor develop a strategy for closing the CDC, in conjunction with the facility owner/manager and key welfare services agencies.

Reporting

CDC status reports are required to be completed and sent to the EOC at times advised by the EOC. This may be once a day or more often if required. This is best completed by the designated administration staff (if this role is active) to be approved by the CDC Supervisor before submitting to the EOC.

Regular updates to the EOC Welfare team via phone (or radio if necessary) is also required.

Status Boards

Status boards are designed to give a snapshot of what is happening in the CDC at any given time. Often these are set up on white boards using the status board template. This is best completed by the designated administration staff (if this role is active). In very busy times, a photo of the status board can be sent to the EOC to give them updated information about the CDC.

Logbooks

Logbooks are essential for centre documentation and must be kept by the CDC Supervisor with input from all staff members. Logbooks are available in the CDC Kit but a notebook can be used if one is not available. If very busy, the administration staff can tail the CDC Supervisor to record information and decisions. If necessary, the CDC Supervisor can dictate their decisions and actions on their phone voice recorder and transcribe in quieter moments. Key information from the logbook should be passed onto the EOC Welfare Function Manager or team through phone calls (as required) and through status reports.

Resource Requests

Ensure all requests made to the EOC and decisions associated to these requests are documented for audit.

Handovers

At the end of each shift, the CDC Supervisor will need to complete a handover for the oncoming supervisor via a handover briefing and a verbal handover.

Layout

Some CDC's will have pre-set layouts. A copy will be available in the CDC Kit if one is available. Pre-set layouts can be adjusted to fit needs as required. If a pre-set layout does not exist, use the following guidelines to set up a CDC.

Reception and Registration areas should be set up just inside the main entrance to manage affected residents as they enter the centre. Set up as many registration tables as necessary and make sure to include at least one priority registration table. Due to the sensitive nature of some of the questions asked during registration, ensure tables are set far enough apart from each other and from the waiting area for privacy. Ensure hand sanitiser is available at the reception desks – ask everyone to use this when entering the building.

All areas should be sign posted for easy identification by those using the centre. Signs can be found in the CDC Kit.

Essential Areas	
Parking and drop off areas	designate areas for public parking and drop off zones. Entrance ways should be kept clear for emergency vehicles. Put the Civil Defence Centre sign out in a visible area if available. If possible, designate an area for vehicles of response personnel.
Main entry	designate one entry point as the main entry. Choose the most obvious entry point with wheelchair access. Restrict access through all other entry points by closing doors and putting up No Entry – please use main entrance signs.
Public information board area	at least one area should be set up with an information board. Ideally this should be set up outside the main entrance so those who only need information do not need to come inside.
Reception	desk(s) should be set up just inside the front door. Everyone entering the building is required to sign in and out (including personnel). See CDC kit for Sign in Sheet .
Registration	set-up desk(s) close to reception. One registrar should be positioned at each with 1 -2 chairs on the other side for those being registered. Ensure there is seating available for people waiting. See CDC kit for Registration Forms .
First aid	set up a first aid area in a separate room if possible or screened off area if not. Some facilities have first aid rooms available.
Staff only area	designate a separate room away from the main areas for a staff break area. Ideally somewhere with tea and coffee facilities and a fridge. Set up a staff information board here.
Centre management	a small room or office should be set up for centre administration with a desk, computer, printer etc if possible.
Toilets and showers	ensure toilets and showers are designated into male and female with adequate privacy.
Dining area	designate an area close to the kitchen as a dining area with access to water, tea and coffee throughout the day for people using the centre. The dining area can be repurposed as recreation areas or for other purposes outside of meal times if no other space is available. An information board for centre residents/visitors can be set up here also.
Pet areas	designate areas to safely house pets until they can be moved into more suitable accommodation. A large room for cats and other small animals (in cages) and a sheltered area for dogs to be tied up outside if appropriate.
Smoking area	designate a smoking area outside away from entrances, animals, air intake vents and flammable material. Somewhere with shade and seating is best.
Sleeping areas	setting up sleeping areas well is important in ensuring evacuees are as comfortable and safe as possible. Having an area that evacuees can call their own is important for resilience and recovery during and after an event. These can be packed up during the day if necessary for other uses.
Secondary Areas	
Quiet rooms	set up quiet room(s) if possible and is required for prayer / cultural requirements, breast feeding, provision of personal support etc.
Recreation area	if available, set up a recreation area for people staying at the centre. A children’s room can also be set up away from sleeping areas for louder play and activities.

Services Provided by a Civil Defence Centre

The size and scale of the emergency will determine the nature of the services required. These could range from providing a full CDC, complete with clothing, sleeping, financial assistance, personal support, and catering arrangements, to one offering advice and information only.

The following is a list of the services that could be provided in a CDC.

- **Reception:** the meeting, greeting and triage of evacuees and dealing with any immediate needs.
- **Registration:** the registration of evacuees to allow individuals to be traced, families to be reunited, long-term needs met and enquiries to be answered. For a copy of a paper-based Registration Form see Appendix 3, hard copies can be found in the CDC kit.
- **Clothing:** the provision of essential clothing, blankets and toiletries to replace items destroyed, inaccessible, lost or contaminated.
- **Catering:** the provision of meals for evacuees and the provision of supplies to isolated homes and community groups.
- **Emergency shelter:** the provision of emergency and temporary accommodation in a safe area. More permanent/long-term accommodation may be required once the recovery phase has begun.
- **Access to services:** the co-ordination of the services provided by on-site support agencies, including government departments and other organisations. These services could include the arrangement of financial assistance, insurance advice, victim support, and psychological support.
- **Information:** the EOC will develop emergency public information messages to advise those who are or will be evacuating, of the location of CDCs.
- **First Aid and Medical:** basic first aid needs will be attended to. Medical assistance should be arranged through the local medical centre or via ambulance services should urgent medical support be required. In the case of an evacuee having forgotten to bring sufficient essential medication, the services of a doctor may be required and collection of medication from a pharmacy arranged.
- **Animals:** when necessary, the Local Welfare Manager or EOC Welfare Function Manager will liaise with SPCA, MPI, animal control officers, vets, and Federated Farmers. Considerations for the animal function may include:
 - Animal registration. More information can be found in Appendix 4.
 - Animal exercising areas.
 - Areas where shelter can be provided - whether existing or to be arranged i.e. marquees.
 - Access to water.
 - Vehicle access to the site.
 - Fencing requirements whether existing or to be arranged i.e. temporary fencing, tapes, cones etc.

Welfare Agencies Roles and Responsibilities in a Civil Defence Centre

A number of other organisations have a role to play in the delivery of welfare, individual organisations/agencies will be contacted via the nominated person listed through the Local Welfare Committee and Welfare Coordination Group. The EOC will act as the co-ordination point for all resources through the Local Welfare Manager and EOC Welfare team.

External organisations may be located at a CDC, in the EOC or out in the field, but the services and/or resources they provide are essential to the delivery and coordination of the welfare sub-functions. The following section outlines the services that key external agencies provide, in support of Welfare.

Welfare is made up of nine sub-functions. The following summary represents the function of lead welfare agencies and local support organisations in Tauranga City.

Welfare Sub-function lead and support agencies

Welfare function	Lead agency at national level	Lead agency at regional level	Lead agency at local level	Support agencies
Registration	National Emergency Management Agency (NEMA)	Bay of Plenty CDEM Group	Tauranga City Council	Red Cross, Salvation Army, CAB
Needs assessment	National Emergency Management Agency	Bay of Plenty CDEM Group	Tauranga City Council	Red Cross, Salvation Army, Victim Support, Rural Support Trust, CAB
Inquiry	NZ Police	NZ Police	NZ Police	CDEM (council welfare)
Care and protection of children and young people	Oranga Tamariki	Oranga Tamariki	Oranga Tamariki	Ministry of Education, Police, MSD, Te Puni Kokiri, iwi organisations
Psychosocial support	Ministry of Health	Bay of Plenty DHB	Bay of Plenty DHB	Toi Te Ora Public Health, Victim Support, Age Concern, disability support agencies, iwi organisations, community-based organisation, agencies and networks.
Household goods and services	National Emergency Management Agency	Bay of Plenty CDEM Group	Tauranga City Council	Red Cross, Salvation Army, food cluster, MSD, community organisations and local businesses.
Shelter and accommodation	NEMA: shelter and emergency accommodation Ministry of Business Innovation & Employment (MBIE): temporary accommodation	Bay of Plenty CDEM Group: shelter and emergency accommodation MBIE: temporary accommodation	Tauranga City Council: shelter and emergency accommodation MBIE: temporary accommodation	MSD, Kāinga Ora – Homes and Communities, Community based organisation and agencies, local businesses, Salvation Army, housing advocacy organisations
Financial assistance	Ministry of Social Development (MSD)	MSD	MSD	Inland Revenue, ACC, MBIE, EQC, insurance council, MPI
Animal welfare	Ministry for Primary Industry (MPI)	MPI – Regional Animal Welfare Coordinator	SPCA Tauranga	CDEM (council welfare), animal control services

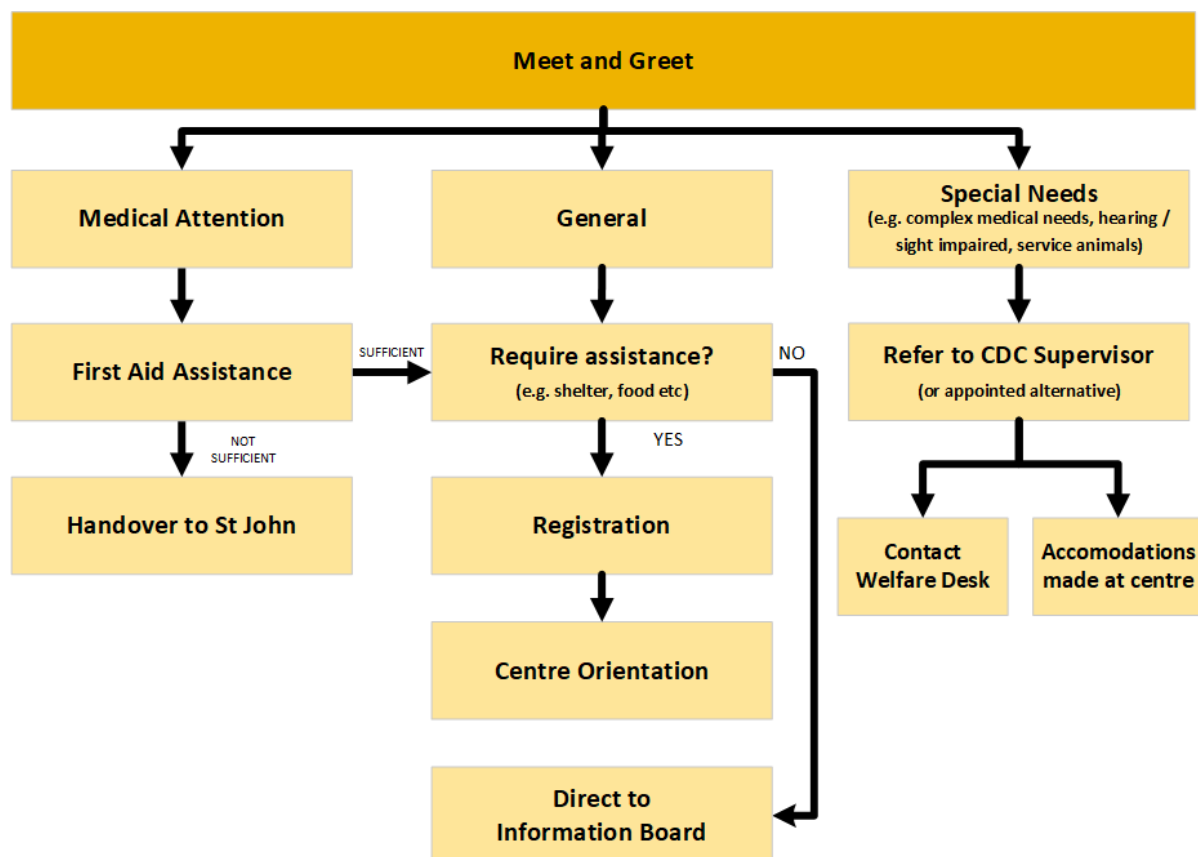
Detailed information, tools and guidance are included in *The Guide to the National CDEM Plan 2015* (Section 14) and *The Directors Guidelines for Welfare Services in an Emergency 2015* (DGL 11/15) about the considerations, tasks and delivery mechanisms associated with each sub-function.

Reception – the meeting, greeting and triage of evacuees

Key Points to remember:

- Registration can occur at a later time if required.
- Medical issues such as injuries from the event need to be addressed immediately. People with special needs such as the elderly, the medical frail, people with infants, those with disabilities, and service animals should be prioritised for registration. If possible, it may be best to place these cases in motels/alternative accommodation. Contact the EOC Welfare team if further assistance is required.
- Outward signs of distress (such as ongoing crying, trembling etc) should be addressed immediately through Psychosocial First Aid. If the person is displaying worrying signs that they may harm themselves or others or need professional support. Contact the Bay of Plenty DHB crisis team on 0800 800 508 or 111 immediately. Contact the EOC Welfare team for assistance if required.
- Some affected people may be under the influence of drugs, alcohol or other substances or may exhibit violent or aggressive behaviour. Contact the Police for assistance.
- If unaccompanied children (children 13 and under) and young people (14-17 years old) presents at a centre, contact the EOC immediately to inform them, and they will make the necessary arrangements if Oranga Tamariki isn't on site. Children and young people should never be left alone with just one person.
- If a teacher/childcare worker comes into a CDC with students, they remain responsible for those children.

Below is guide depending on the size of event. This can be adjusted as required.



Resources and Equipment

Close liaison between the CDC Supervisor and Local Welfare Manager and/or EOC Welfare Function Manager will be required to provide the required resources and accommodation needs. As each potential CDC site is different and has different facilities and resources that are immediately available,

alternative arrangements may need to be made. Some venues have CDC start-up kits onsite. These kits contain sufficient documentation and equipment to get the CDC started.

Keys and Access

Tauranga City Council/Local CDEM does not hold keys for any of the identified venues where a CDC may be established. Individual venues/ facilities will be contacted via the nominated person listed through the pre-identified list held by Local Welfare Manager, and accessible to the EOC.

The venue key holder will open-up the facility, deactivate any security system and assist with identifying any hazards relating to the Centre, as well as:

- Current health and safety issues,
- Other activities happening in the facility,
- Areas we cannot access,
- Equipment that needs to be locked away.

Deactivation Procedure

The closure of a CDC can be a challenging aspect of CDC management. There may be a small number of people who have developed a level of dependency on the welfare services offered at a CDC. It is important to identify people who may require further assistance in the community once the CDC is closed, to work towards an early solution.

As much as possible, closing the CDC should involve Local Welfare Committee and/or Welfare Coordination Group member agencies.

Having a deactivation procedure for a CDC will allow a smoother process and transition for people back to their homes (or temporary accommodation) and communities.

The following table provides guidance on the deactivation procedure of a CDC.

Step	Action
1	Identify and coordinate CDC closure based on demand and other CDCs or CLCs operating in the community/adjacent communities.
2	Once identified for closure, Local Welfare Manager, EOC Welfare Function Manager, CDC Supervisor and team to develop a plan to close the CDC, including internal communication and logistical support plans.
3	Determine if people using the CDC have specific requirements that need to be addressed to enable them to support themselves in the community or require ongoing support.
4	Ensure that clear recovery information is available e.g. regarding temporary accommodation, financial or legal assistance.
5	Handover information for any ongoing support cases to the relevant agencies and/or Recovery team.
6	Communicate the confirmed CDC closing date and time to people using the CDC, and CDC staff e.g. via announcements and information boards.
7	Clearly communicate information about the areas/districts that are safe to return to and areas which remain unsafe/cordoned/out of bounds.
8	Request assistance with transport from the EOC Logistics function if required.
9	Update Welfare registrations: record residential/temporary addresses and update other contact information for people with an ongoing requirement for welfare services in recovery.
10	Facilitate a debrief for all onsite staff including agencies providing welfare services.
11	Ensure all staff sign off at the end of their final shift.
12	Ensure all hard copy documentation is collated, and electronic information is updated and transferred to the EOC Welfare function team.

Step	Action
13	Have a procedure for dealing with lost property/items left behind, refuse and recycling; clear, pack away, transport and dispose of items as appropriate. Seek support from the EOC Logistics function if needed.
14	Pack and transport equipment as required.
15	Complete a final CDC report for the EOC Welfare Function Manager.

Final report

A final CDC report on operations should consider information on:

- activation
- deployment
- work undertaken
- staff who worked in the CDC (to enable recognition at a later stage)
- adequacy of the facility
- communication
- issues
 - with welfare service provision
 - with people using the facility/services,
- recommendations for future activations, and
- recommendations for the Recovery office/team.

Transition to Recovery

Determine if people using the CDC have specific ongoing requirements that need to be addressed and hand this information to the relevant agencies and Recovery team.

Appendix 1 – Pre-identified Civil Defence Centre locations

Tauranga Racecourse (Tauranga Racing Club)
 Club Mt Maunganui
 Mt Maunganui RSA
 Greerton Marist Sports Club
 Tauranga Citizens Club
 Bay Park Stadium & Arena

More information on each sites capacity and capability can be found in Objective, the welfare EOC start up box and is held by the LWM. Objective ID A13667668 - Tauranga CDC list.

Appendix 2 – Civil Defence Checklists

CDC Supervisor Checklist

These tasks are performed by the CDC Supervisor, who sets-up, manages, and closes a Civil Defence Centre in consultation with relevant EOC personnel, including the Local Welfare Manager.

For large responses, or at larger CDCs, the role of CDC Supervisor may be performed by more than one person. Alternatively, a CDC Supervisor may appoint Assistant CDC Supervisors, and delegate specific tasks to them.

Activation tasks	<input type="checkbox"/>
Liaise with the owner/operator of the facility to ensure that the building is safe, and that all utilities are switched on and operational.	
Activate CDC staff, providing them with an initial situation overview and relevant access information for the CDC facility.	

Activation tasks	□
Activate and/or brief security personnel, as required.	
Brief staff as they arrive, including any health and safety procedures.	
Provide staff with initial resources, including ID badges or vests.	
Establish the CDC layout according to plans and available resources.	
<p>Allocate staff to set up designated areas according to plans and the directions of the Local Welfare Manager and Controller, which may include:</p> <ul style="list-style-type: none"> • a meet-and-greet area (attended by CDC staff who can direct people to the right areas) • public information area (set up and managed under the direction of the PIM team) • volunteer coordination (set up and managed under the direction of the Volunteer Coordination or Operations team) • catering areas (set up and managed by the Logistics team, or a team from another agency or organisation) • the welfare services sub-functions (set up under the direction of the Local Welfare Manager, and representatives of the agencies responsible for each sub-function) 	
Ensure that each area has appropriate and accessible signage.	
Ensure that communications systems and equipment are set up and operational.	
Advise the Local Welfare Manager and/or EOC Welfare Function Manager that the CDC is operational and provide an initial situation report.	
Advise the Local Welfare Manager and/or EOC Welfare Function Manager of any resourcing or staffing shortfalls.	
Liaise with additional CDC staff as they arrive, as well as representatives of other welfare service agencies.	

Ongoing tasks	□
Maintain regular contact with the Local Welfare Manager and/or EOC Welfare Function Manager.	
<p>Liaise regularly with all function and sub-function representatives that are active in the CDC. May include:</p> <ul style="list-style-type: none"> • representatives of welfare services agencies • Volunteer Coordination personnel • Members of other EOC function teams, including PIM, Operations, or Logistics • Representatives of NGOs or community-based organisations. 	
Liaise with other activated CDC supervisors.	
Oversee rostering, breaks, and appropriate record-keeping for CDC staff.	
Ensure that CDC staff are fed (liaise with Logistics personnel).	
Brief or debrief CDC staff as appropriate.	

Final tasks	□
Ensure all CDC staff have been debriefed and stood down.	
Ensure all documentation and records have been collected and stored appropriately.	
Ensure that resources have been returned to their original locations, or to their original owners.	

Ensure the facility is left clean, tidy, and secure.	
--	--

CDC Resource Kit Checklist

A resource kit containing basic portable materials for operation should be available for each potential CDC. Suggested contents of this kit are shown in the checklist below.

Portable resources	□
CDC signage	
Signage for all areas, desks, or teams within the CDC (include adhesive or mounting materials such as tape, glue, staples, twine etc)	
ID badges and vests for CDC staff	
Laptops, printers, and equipment for enabling remote internet access	
Printed versions of procedures, checklists, and relevant forms	
Electronic versions of procedures, checklists, and relevant forms	
Stationery items (pens, clipboards, folders, printer paper)	
First aid kit	
Civil defence or survival kit items, such as torches, portable radios, and batteries	

A range of resources related to the facility also need to be identified, located, and (if possible) stockpiled for use in each CDC.

If these resources are centralised (rather than stored at each potential facility), a transport and distribution plan may need to be developed.

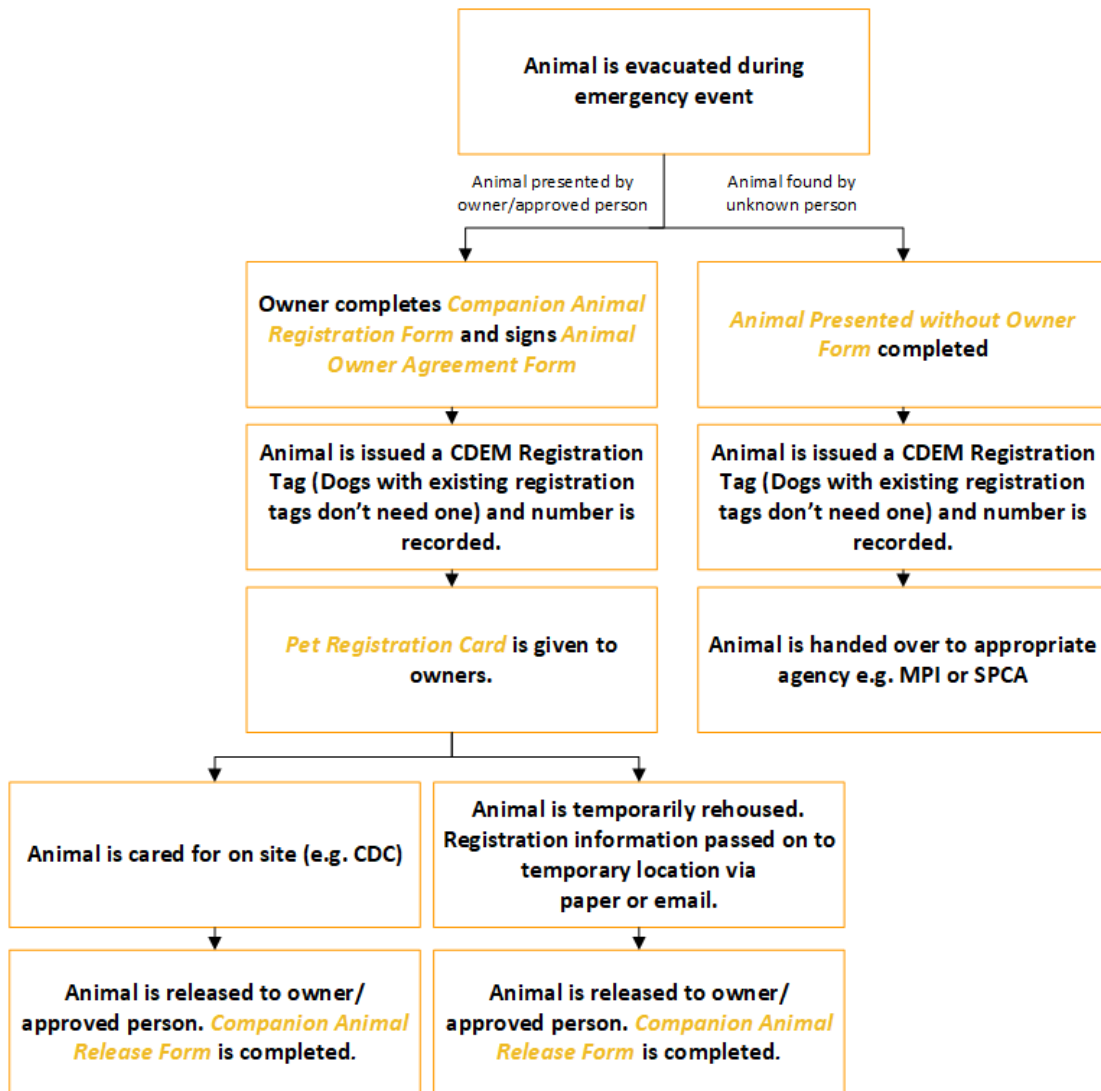
Facility resources	□
Desks and chairs	
Stored water	
Catering items (hot water urns, kitchen utensils, gas cookers, supplies of non-perishable food)	
Other household goods (toilet paper, cleaning products)	

Appendix 3 – Animal Registration

Animal Registration Process

Affected people still maintain responsibility and cost of their animals and will need to help care for their animals while they are temporarily housed at the CDC.

Disability Assistance Dogs must remain with their handlers at all times. People who have an assistance dog should be prioritised for other accommodation, however, will require registration also. Below is an example of a process for registering animals. This includes a process for animals without owners. See CDC kit for [Animal registration forms](#).



Appendix 4 – Registration Form

Objective ID A13455278