

CD20-EM5-11

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**MEMORANDUM OF
UNDERSTANDING**

BETWEEN

NEW ZEALAND RED CROSS

AND

**CANTERBURY CIVIL DEFENCE
EMERGENCY MANAGEMENT GROUP**

[Approved by CEG 7 May 07]

MEMORANDUM OF UNDERSTANDING

BETWEEN:

The New Zealand Red Cross hereinafter referred to as Red Cross,

AND

The Canterbury Civil Defence Emergency Management Group hereinafter referred to as CDEM Group.

1 BACKGROUND

1.1 Civil Defence Emergency Management (CDEM) Principles

CDEM planning follows a concept of addressing issues along a continuum of:

Reduction – Taking action to reduce the occurrence or consequences of an event.

Readiness – Preparing for an event through comprehensive planning and exercising.

Response – Reacting to an event in a measured and integrated manner

Recovery – Restoring community well being following an event.

It also relies on clear and unambiguous relationships being developed with stakeholders and partners who have complementary or supplementary roles to play in dealing with the consequences of an event. These roles may arise from statutory obligations such as those of Government Departments, from Government mandates to perform specific functions, and from organisational goals and objectives to contribute to the alleviation of distress in the community. Whatever the source or the role, there needs to be a clear mutual understanding of the capabilities and expectations between the CDEM organisation and individual stakeholders and partners.

1.2 Community Welfare and CDEM Group

To advance the desired level of integrated planning for the Canterbury area, the Canterbury CDEM Welfare Advisory Group ("WAG") has been formed to focus on the collaborative development of response and recovery plans for community welfare in the event of an emergency. Using the expertise and guidance of stakeholders and partners, appropriate arrangements will ensure the optimum delivery of co-ordinated support to affected communities. Our readiness will be enhanced by having response and recovery plans in place.

2 CDEM GROUP WELFARE PLAN

A Welfare Plan has been developed to support the CDEM Group Plan. Welfare planning will ensure effective, timely and integrated coordination of welfare for the Canterbury area following a significant emergency. The Welfare Plan documents an integrated planning process using the WAG to collaboratively develop group level

arrangements for the coordination of community welfare in the event of an emergency.

3 INTENTION OF THE PARTIES

The parties acknowledge the need to document, for the avoidance of doubt, their capabilities and their expectations of each other in responding to an emergency.

Schedule 1 details the roles and responsibilities of each party at the CDEM Group level, accepting that in all cases, any undertaking will be on a best endeavour basis.

District Welfare Management Committees may enter into a Memorandum of Understanding with the local Red Cross Area (subject to final approval by the Red Cross Regional Director) to document the capabilities and expectations of each other in responding to an emergency within that territorial authority area.

4 ADMINISTRATIVE ARRANGEMENTS

Administrative arrangements are detailed separately in Schedule 2

5 TERM, AMENDMENT AND RENEWAL OF THIS AGREEMENT

5.1 This agreement shall take effect upon execution by the parties.

5.2 This agreement shall remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.

5.3 This agreement may be amended from time to time by mutual agreement between the parties.

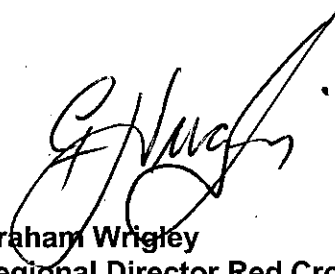
5.4 This agreement shall be routinely reviewed every year, more or less, with the first review taking place on or about 1 June 2008.

6 ACCEPTANCE

The undersigned accept the terms of this agreement on behalf of their respective party.



Paddy Clifford
Chair Canterbury CDEM
Coordinating Executive Group



Graham Wrigley
Regional Director Red Cross CWC Region

Date 7.5.07

Date 7/5/07

SCHEDULE 1

CANTERBURY CDEM WELFARE ADVISORY GROUP

Roles and responsibilities

This schedule is an annex to the memorandum of understanding between Canterbury Civil Defence Emergency Management Group and the New Zealand Red Cross signed on the 7th day of May 2007, and sets out the roles and responsibilities of the parties.

1. Roles and responsibilities of Canterbury Civil Defence Emergency Management Group (CDEM Group)

CDEM Group acknowledges their obligation to support the community in an emergency. They undertake to:

- 1.1 Support and advise the Welfare Advisory Group members on the emergency management procedures as they specifically affect welfare agencies especially where major changes, additions or alterations are made to the National or CDEM Group Plan.
- 1.2 Consult with the Welfare Advisory Group, through the WAG Chair, when a CDEM Emergency is contemplated or declared, or an exercise is scheduled.
- 1.3 Share technical information, operational plans and such other information necessary for the effective conduct of this agreement.
- 1.4 Ensure that District Welfare Plans link with the Group Welfare Plan.

2. Roles and responsibilities of Red Cross

- 2.1 Red Cross acknowledges its obligation to support the community in an emergency.
- 2.2 Following an emergency or any incident where the CDEM Group has been activated, Red Cross will contribute to a co-ordinated response at Welfare Centres, and otherwise as agreed to aid the response and recovery process.
- 2.3 Red Cross undertakes to ensure that their organisation is represented at the welfare management level within the CDEM Group area as follows:
 - (a) Welfare Advisory Group (WAG): Regional Director
 - (b) District Welfare Management Committees: Area Manager
 - **North Canterbury Area Manager** (*based in Christchurch*) – Banks Peninsula, Christchurch, Hurunui, Kaikoura, Selwyn, Waimakariri.
 - **South/Mid Canterbury Area Manager** (*based in Timaru*) – Ashburton, Mackenzie, Timaru, Waimate.

2.4 Red Cross undertakes to ensure that their organisation is represented at the operational level within the CDEM Group area as follows:

- (a) Group ECC Welfare Unit: Duty Manager
- (b) District Welfare Sections: Christchurch, Ashburton & Timaru only

2.5 **Clothing: *The provision of essential clothing, blankets and toiletries***

Red Cross will hold at each of the three Red Cross Service Centres in the area (Christchurch, Ashburton and Timaru), a minimum stock of:

- 100 mixed size tracksuits
- 100 blankets.
- 100 toiletry kits

The above items shall be mobilised to the required location by the appropriate Red Cross Emergency Response Unit when directed by the Group Welfare Section.

Clothing stocks may be directed from more than one Red Cross Service Centre, thus providing a combined supply of a minimum of 300 of each item, but delivery will be subject to some delay depending on location and travel.

Red Cross does NOT hold stocks above that stated. Therefore, replenishment of stocks and additional supplies will be subject to local arrangements by each local EOC and/or Group ECC.

2.6 **Evacuee Support (Evacuation): *The organised movement of people and their reception at an area of safety to meet their welfare needs.***

When a Welfare Centre has been opened, Red Cross volunteers where available, will if requested by the appropriate District Welfare Section, provide a 'meet and greet' function at the Welfare Centre.

Red Cross volunteers will be from designated response groups within each community, supported by the local Red Cross Branch. Red Cross Emergency Response Unit volunteers that are located in Christchurch, Ashburton and Timaru will provide additional support.

2.7 **Registration: *The provision of a system to register evacuees***

Red Cross members will be identified in an official Red Cross jerkin. Where available they can commence the process of receiving people in preparation for the formal processes associated with the operation of the Welfare Centre, assist in the recording of details in preparation for tracing and reunification.

The Red Cross National Office will open the National Call Centre when instructed to do so, for the purpose of co-ordinating all registrations.

2.8 **Catering: *The provision of meals for people at Welfare Centres***

Where resources are available, Red Cross can provide initial hot drinks, such as tea and coffee at established Welfare Centres. However, this may be a

limited service but will be agreed in advance of an emergency in consultation with each District Welfare Management Committee.

2.9 Welfare Centres: *Districts to identify buildings that are suitable for use as CDEM Welfare Centres*

Each District Welfare Committee will identify suitable buildings to be used as Welfare Centres and keep Red Cross informed.

2.10 Miscellaneous:

Red Cross has available volunteers to assist in all aspects of response and recovery actions during an emergency.

Some Red Cross volunteers are trained in First Aid to NZQA standards 6402, 6401, 6400.

SCHEDULE 2

Canterbury CDEM Group Welfare Advisory Group Administration

This schedule is an annex to the memorandum of understanding between Canterbury Civil Defence Emergency Management Group and the New Zealand Red Cross signed on the 7th day of May 2007.

Administrative Arrangements

1. Meetings

- 1.1 The parties agree to meet on a regular basis through the Welfare Advisory Group to ensure that they are pro-actively informed of issues and relevant information is shared.
- 1.2 The CDEM Group Emergency Management Office will host meetings.
- 1.3 Full minutes will be distributed to all members of the Welfare Advisory Group
- 1.4 Parties undertake that should their nominated representative be unable to attend a meeting that a substitute representative will attend in order to contribute to the functions of the Welfare Advisory Group.

2. Information Sharing

- 2.1 Welfare Advisory Group participants acknowledge the need to inform each other about developments and changes within their individual organisations. In recognition of this they each undertake to identify and communicate as appropriate, any issues for the Group, which may be mitigated through Group input.
- 2.2 Participants also undertake to disperse on a regular basis within the Group, updated contact details.

3. Financial Provisions

- 3.1 Red Cross will hold and maintain welfare stocks in accordance with Schedule 1 of the Memorandum of Understanding. The Group Emergency Management Office will arrange to reimburse Red Cross for any stocks used during an emergency.

4. Training

- 4.1 The Group Emergency Management Office will arrange to provide appropriate CDEM Welfare training for the Red Cross as requested and on terms agreed from time to time.