

# Mass Temporary Accommodation in an Emergency

## A planning guide



# **Mass Temporary Accommodation in an Emergency**

## **A Planning Guide**

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### **Authority**

This planning guide has been developed on by the Wellington CDEM Group and is effective from the 1st December 2011 following approval from the CDEM Group Joint Committee.

This planning guide should be read in conjunction with the Wellington Region CDEM Group Plan and the Wellington Region CDEM Group Welfare Plan.

# Contents

<b>Introduction to the guide</b>	<b>1</b>
Key Definitions	2
Principles	2
Pre planning	2
Memorandum of Understanding (MOU)	2
<b>Minimum requirements</b>	<b>3</b>
Types of facilities	4
Site and accommodation requirements	5
Ablutions and essential provisions requirements	6
Kitchen, dining and hygiene requirements	7
Other miscellaneous requirements	8
<b>Establishment</b>	<b>9</b>
Considerations for establishment	10
Briefings checklist	10
Flow diagram for establishment of a MTAF	11
Roles and responsibilities	12
Description of roles and responsibilities	12
Staffing requirements for MTAF	16
Childcare facilities	17
Health	17
Key Messages	17
<b>Demobilisation</b>	<b>18</b>
Considerations for demobilisation	19
Briefings checklist	19
Flow diagram for demobilisation of a MTAF	20
<b>Appendices</b>	<b>21</b>
Appendix One: Example of MTAF planning	22
Appendix Two: MOU template	28



# Introduction to the guide

This guide has been developed as a tool to assist local Civil Defence Emergency Management (CDEM) and is a practical guide to pre planning, organizing, training staff and delivering the mass temporary accommodation service in a disaster. It also provides coordinated processes for efficient establishment and demobilization of a facility.

The objective of the mass temporary accommodation facility (MTAF) is to provide, as quickly as possible, safe, temporary, accommodation to persons in need of this service in an emergency, when all other options for accommodation have been identified as not sufficient to meet the communities needs.

The MTAF arrangements are a function of the CDEM Welfare Section at a local level. The Welfare Manager responsible for the activation, operation and demobilisation of the MTAF.

### Key Definitions

For the purpose of this planning guide, the following definitions have been made.

#### **Mass Temporary Accommodation Facility (MTAF)**

A MTAF provides accommodation for displaced people. This includes all associated “comforts” such as bedding, toilets, food and water and washing facilities. It is not intended that a MTAF will provide welfare services.

#### **Welfare Centre (WC)**

A WC is a short term facility providing immediate shelter and access to welfare services and information.

#### **Recovery Assistance Centre (RAC)**

A RAC provides information, advice and welfare services following the initial response phase.

### Principles

The following guiding principles were used in developing the planning guide:

- A MTAF will be set up following an extremely large event where it is unlikely that all other accommodation sources will be able to meet the needs of the community.
- The services provided at the WC/RAC will be clearly communicated to the public.
- A WC or RC is the first point of assistance for displaced people. They may refer affected people to the MTAF for accommodation needs if no other accommodation options are available. The location of accommodation centres will not be communicated to the public to avoid people turning up without a referral.
- A MTAF can be co-located beside a WC/RC, however, it is imperative that the two remain as separately operated facilities, are physically separated in different areas of the building, and will depend on available space and other factors.
- Other services will need to be set up and managed by the welfare section of an EOC.

### Pre planning

As it is the territorial authorities responsibility to operate the MTAF's, it is also their responsibility to identify any appropriate sites. It is intended that the appropriate planning be conducted prior to an event. An example of such planning is included in appendix one.

However, should this planning be incomplete, this guide can be used to set up a MTAF during an emergency.

### Memorandum of Understanding (MOU)

It is advised that all territorial authorities in the Wellington region will enter into an Memorandum of Understanding (MOU) with the facility, to confirm the common purpose and operating principles between parties. A template is included as appendix two.

# Minimum requirements

This section outlines the requirements for a MTAF. The details in **bold italics** are considered to be minimum requirements to operate a MTAF. This means you should not open a MTAF without meeting these requirements. The sections that are **underlined** indicate other agencies that are required to complete components.

The tables are separated into 250, 500, 750 and 1000 people lots to assist planners with facilities of differing size.

The minimum standards are based on **The Sphere Project - Humanitarian Charter and Minimum Standards in Disaster Response (2011)**.

The example below shows you how to use the tables:

## Types of facilities

The following types of facilities may be considered for a MTAF.

- Halls
- Sports clubs
- Stadiums
- Conference facilities
- Large appropriate facility
- Racecourses

Identifies if this is a minimum requirement.

Identifies the resource required.

Describes the requirements in details. This section will generally expand on the raw numbers and specify any particular requirements. This section will also identify any agency dependencies.

	Minimum requirements	Resource	Detail	Number required for			
				250	500	750	1000
Ablutions	Y	Toilets	<i>Maximum of 20 people per toilet. These should be segregated by sex. This is likely to be enhanced by portable toilets. Where possible, urinals should be provided for men. If urinals are available the ratio for toilets should be 3:1 women:men.</i>	13	25	38	50
		Showers	Either at the facilities or as shower trailers	10	20	30	40
	Y	Soap	<i>Each person must have access to 250g of soap per month. This equates to one bar per person per month</i>	300	600	900	1200
	Y	Hand sanitiser	<i>The numbers provided are a guideline for opening. This is the number of 1 litre bottles.</i>	25	50	75	100
	Y	Basins	<i>Must be adequate provision for hand washing facilities and in case of no showers bathing facilities. If basins are used for bathing, it is essential that there is appropriate space for people to bathe in privacy.</i>	13	25	38	50

Identifies the general category of the resources required.

Identifies the raw number of a given resource that will be required for a MTAF. Numbers are provided for 250, 500, 750 and 1000 people.

If there are no numbers it is likely there are no specific standards. The resource needs to be supplied or implemented at an appropriate level.



# Site and accommodation requirements

	Minimum requirements	Resource	Detail	Number required for			
				250	500	750	1000
Site	Y	Fixed existing structure(s)	<i>Must have some sort of fixed existing structure(s). All activities will take place within compound.</i>				
		Set up time	Set up time from arrival on scene	2 days	2 days	3 days	3 days
	Y	Site check	<i>Will require physical check by engineers, building inspectors, EHOs/HPOs.</i>				
	Y	Site preparation	<i>Site may require grading, debris clearance and/or gravel for drainage.</i>				
		Parking area	Includes lighting, parking plans, one-way designated routes established and marked. Separate areas for trucks and machinery.				
	Y	Floor plan	<i>Layout of facility and services. It would be advantageous to develop in advance. It is very important to give appropriate consideration to layout.</i>				
	Y	Fire safety	<i>Fire exits, smoke detectors, fire extinguishers and fire evacuation plan with assembly areas. Needs to be signed off by Fire Service.</i>				
	Y	Vehicle access	<i>Must have adequate vehicle access for delivery of supplies.</i>				
	Y	Power	<i>Reliable power supply to the centre - may be mains or generator.</i>				
	Y	Facilities management	<i>Access arrangements, contact details of facilities manager listed.</i>				
Y	Health and safety	<i>Health and safety arrangements are in place and monitored.</i>					
Y	Accommodation area	<i>3.5m<sup>2</sup> is required per person for sleeping. Should be grouped by families/sex etc. when possible. Separate rooms (e.g. smaller conference rooms), wall dividers and curtains should be provided where possible.</i>	875m <sup>2</sup>	1750m <sup>2</sup>	2625m <sup>2</sup>	3500m <sup>2</sup>	
Accommodation	Y	Bedding and blankets		250 sleeping mats, 350 blankets	500 sleeping mats, 700 blankets	750 sleeping mats, 1050 blankets	1000 sleeping mats, 1400 blankets

## Ablutions and essential provisions requirements

	Minimum requirements	Resource	Detail	Number required for				
				250	500	750	1000	
Ablutions	Y	Toilets	Maximum of 20 people per toilet. These should be segregated by sex. This is likely to be enhanced by portable toilets. Where possible, urinals should be provided for men. If urinals are available the ration for toilets should be 3:1 women:men.	13	25	38	50	
		Showers	Either at the facilities or as shower trailers	10	20	30	40	
	Y	Soap	Each person must have access to 250g of soap per month. This equates to one bar per person per month	300	600	900	1200	
	Y	Hand sanitiser	The numbers provided are a guideline for opening. This is the number of 1 litre bottles.	25	50	75	100	
	Y	Basins	Must be adequate provision for hand washing facilities and in case of no showers bathing facilities. If basins are used for bathing, it is essential that there is appropriate space for people to bathe in privacy.	13	25	38	50	
	Y	Toilet paper		50 rolls per day	100 rolls per day	150 rolls per day	200 rolls per day	
	Y	Cleaning of ablutions	Ablutions must be cleaned at regular intervals	at least 8 hourly	at least 6 hourly	at least 4 hourly		
	Y	Disposal of sewage	If required, an area must be identified for storage of sewage ready for disposal. Strict procedures must be developed and followed for safe storage and disposal.					
	Y	Potable water (amount, storage and availability)	Minimum 3 litres per person per day for drinking only. The water supply must be secure at all times. If from an open source, water must be regularly tested for contaminants. Security will be required to ensure no theft. Water needs to be accessible at least 8 hours per day (if there is adequate storage), and people should wait no longer than 15 minutes to get water. NOTE: This amount is only for drinking water, you will also need more water for cleaning and hygiene etc.	750 litres per day	1500 litres per day	2250 litres per day	3000 litres per day	
	Essential provisions	Y	Clothing	A variety of clothing in different sizes should be available, depending on the season. Infants and children up to 2 years must have access to a blanket (minimum 100cmx70cm). Must also consider vulnerable individuals, such as the elderly.				
Y		Personal items	Women require sanitary materials. Nappies and incontinent pads should also be available. Also consider tooth brushes, flannels, towels etc.					
Y		Food	Access to a variety of food groups. At risk (e.g. infants) are also catered for with formula or food supplement if required. 3 meals per person per day. It is very important to determine dietary requirements. This function should be carried out by a catering contractor.	750 meals per day	1500 meals per day	2250 meals per day	3000 meals per day	

## Kitchen, dining and hygiene requirements

	Minimum requirements	Resource	Detail	Number required for				
				250	500	750	1000	
Kitchen		Cooking facilities						
		Refrigeration						
	Y	<i>Food safety practices and appropriate hygiene</i>	<i>Food safety practices must be followed at all times.</i>					
		Dishwashing						
Dining area	Y	<i>Utensils</i>	<i>An appropriate number of utensils need to be available.</i>					
	Y	<i>Dining area</i>	<i>Have seating up to 150 people. Food will be provided in shifts. The dining area may also have to be the recreation area at some sites..</i>					
	Y	<i>Cleaning</i>	<i>Dining area must be completely cleaned following the conclusion of meals.</i>					
Laundry		Laundry	Each person must have access to 200g of laundry powder per month. Minimum of 1 basin per 100 people for laundry. Alternatively, arrangements may be in place for facilities to be brought in.	3 basins for laundry	6 basins for laundry	9 basins for laundry	12 basins for laundry	
Hygiene	Y	<i>General cleaning</i>	<i>All other areas (not given specific schedules) will need to be cleaned at least once every 24 hours.</i>					
Refuse	Y	<i>Collection</i>	<i>Minimum of 1x100 litre refuse container per 10 families (approx 40 people). These figures are minimum, ideally the site will have a much larger supply of bins.</i>	7 x 100l bins	14 x 100l bins	21 x 100l bins	28 x 100l bins	
	Y	<i>Storage</i>	<i>Must have an area designated for storing waste. Strict procedures need to be developed for removal and disposal.</i>					

Other miscellaneous requirements

	Minimum requirements	Resource	Detail	Number required for			
				250	500	750	1000
Medical	Y	Health site check	<i>This must be completed immediately following the opening, and daily thereafter. This will ensure that health agencies can provide appropriate resources. Health site check team must include at least one member from the following: Local DHB (including mental health issues) and RPH.</i>				
	Y	Separate medical room	<i>Minimum of one medical room. Resources including staffing will be the responsibility of the health agencies. Consider security.</i>				
	Y	Separate quarantine room	<i>Identification of an area that can readily be isolated for use as a quarantine area if needed. Resources including staffing will be the responsibility of the health agencies. Consider security.</i>				
	Y	Storage of medical supplies	<i>Storage area provided for medical supplies.</i>				
Storage		Personal items storage area	<i>Ability for people to be able to store items safely. These items must be clearly labelled.</i>				
	Y	Supply/warehousing area	<i>Delivery area, storage and distribution of goods. Consider security.</i>				
Administration	Y	Administration area for staff	<i>Separate area for management team, check-in, resource requests/ordering. Should consider having following resources: Photocopier, computer, whiteboards, tables, chairs and stationery supplies.</i>				
	Y	Communications	<i>Ensure that the centre can communicate with the local EOCs etc. This is likely to include radio, satellite phones, phones, faxes, computers, internet with back up systems.</i>				
Entertainment	Y	Breakout areas	<i>Areas must be designated as break-out areas. These are areas where people can congregate and socialise. If possible, these should be separate from the sleeping areas.</i>				
		Communication tools	<i>Public telephones and internet access.</i>				
Security	Y	Security	<i>It is essential that there are security personnel present at all times. The number will be dependent on the functionality of the premises.</i>				

# Establishment

## Considerations for establishment

The list below identifies some of the key requirements for determining whether a MTAF should be established.

- Is there likely to be a significant short fall between the numbers requiring accommodation and the amount of accommodation that is currently available through normal channels (e.g.hotels, hostels, friends and families etc.)?
- Is the length of time the accommodation is required for longer than three days?
- Are there the resources available to operate the MTAF? If not, how long will they take to mobilize and will the MTAF facility still likely to be needed at this stage?

## Briefings checklist

It is important that briefings are held to staff operating the MTAF for clarity and to ensure that everyone's roles and responsibilities are understood. The checklist below provide a guide for what should be included in these briefings.

### **Briefing checklist for Mass Temporary Accommodation Manager (by Welfare Manager)**

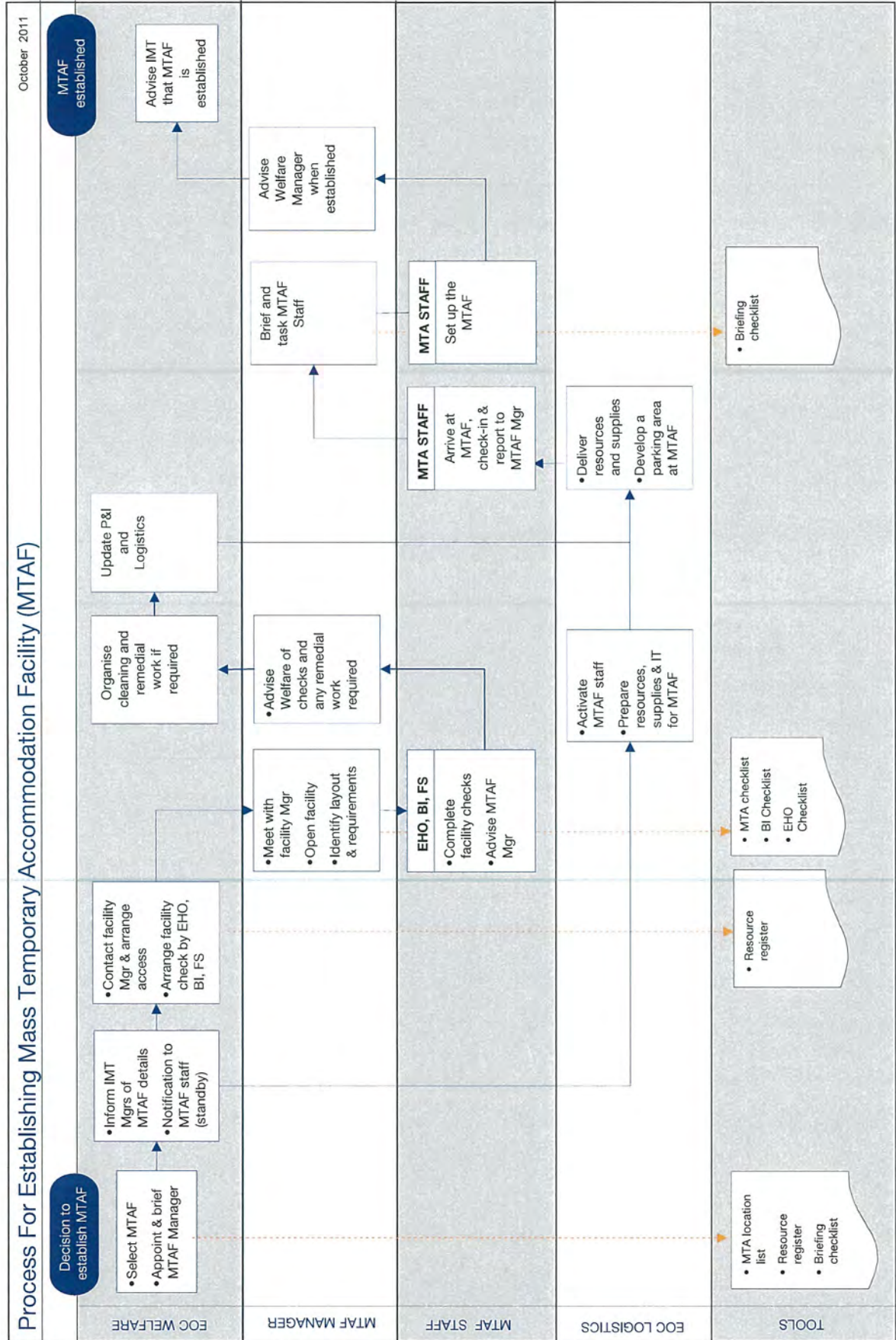
- Situation update
- Number of displaced
- Expected duration
- Facility Location
- Facility Manger details (name, contact details)
- Facility checks being arranged
- Equipment to be ordered
- Date/time facility to be established
- Supply process / ordering authority
- Communications
- Reporting

### **Briefing checklist for Mass Temporary Accommodation Staff (by MTAF Manager)**

- Introductions
- Situation update
  - Incident update
  - Number of displaced
  - Expected duration
  - Facility checks being arranged
  - Equipment on order
  - Date/time facility to be established
- Floor plan & set up
- Section assignments & taskings
- Supply process / ordering authority
- Health & Safety
- Structure & reporting
- Communications
- Questions?

The following diagram overleaf shows the process for establishing a MTAF, once the decision has been made to establish a MTAF.

# Flow diagram for establishment of a MTAF

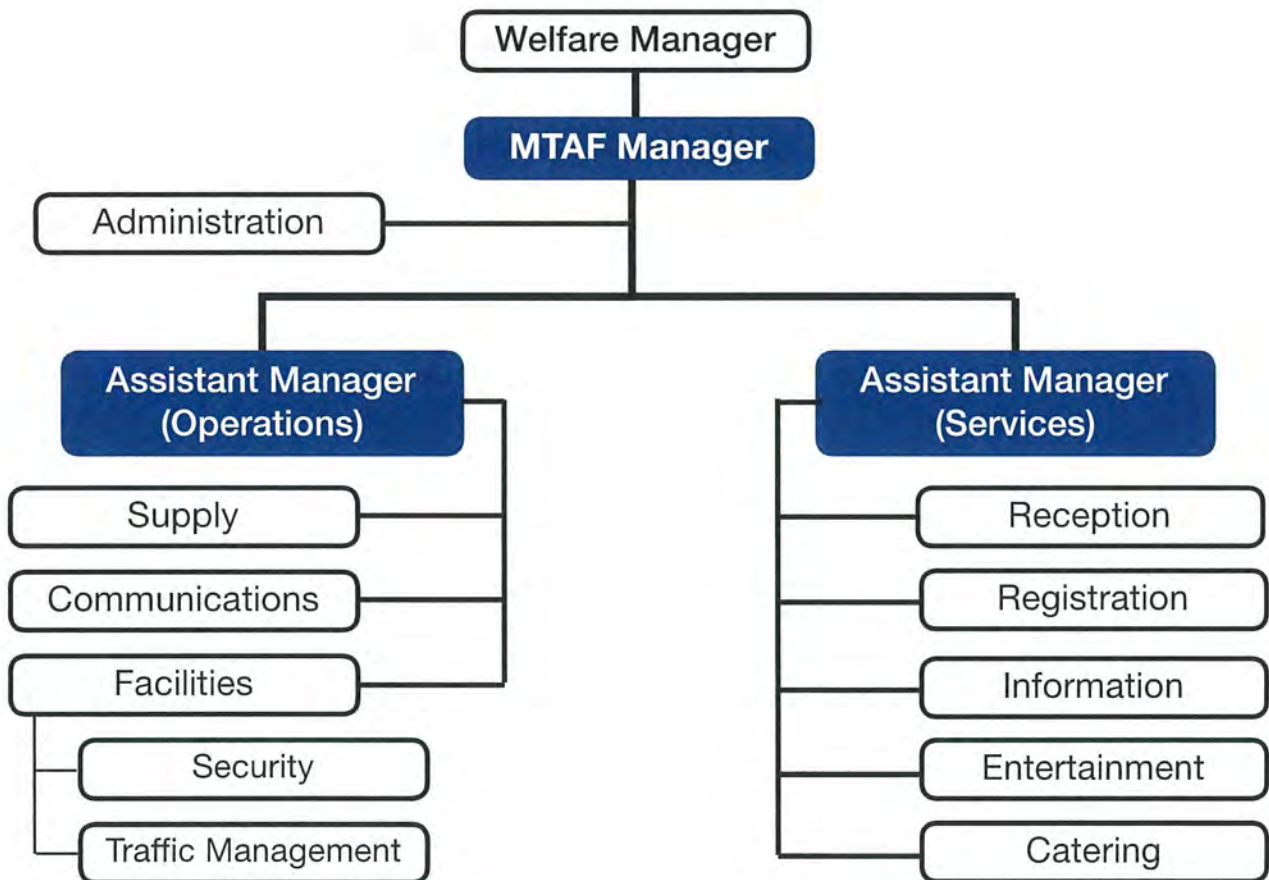


## Roles and responsibilities

The following section outlines the roles and responsibilities for those that operate the MTAF. The diagram below outlines the structure for operating a MTAF. This shows that the MTAF

Manager reports directly to the Welfare Manager based at the Emergency Operation Centre (EOC).

The roles may merge or expand into more sub-roles depending on the size and requirements of the MTAF.



## Description of roles and responsibilities

The following table provides further details of the roles in the operation of a MTAF.

Following the roles and responsibilities table a general indication of the number of staff that may be required for operating the MTAF at different levels is provided.



Role and reporting line	Details of role
<b>MTAF Manager</b> *Reports to Welfare Manager*	<ul style="list-style-type: none"> <li>• Provide overall direction for the establishment and operation of the facility.</li> <li>• Oversee the demobilisation of the MTAF in coordination with other key staff.</li> </ul>
<b>Assistant Site Manager (Services)</b> *Reports to MTAF Manager*	<ul style="list-style-type: none"> <li>• Oversee that effective services are provided.</li> <li>• Assist with the establishment of the facility, in particular the services.</li> <li>• Ensure all services are operating effectively.</li> <li>• Manage the service staff.</li> </ul>
<b>Assistant Site Manager (Operations)</b> *Reports to MTAF Manager*	<ul style="list-style-type: none"> <li>• Assist the manager with the establishment and operation of the facility.</li> <li>• Overseeing the operational activities within the facility.</li> <li>• Coordinate with the Facility Officer.</li> </ul>
<b>Administration</b> *Reports to: MTAF Manager*	<ul style="list-style-type: none"> <li>• Deliver prompt and effective administrative functions to support the facility.</li> <li>• Provide proactive administration services, and act as runner/messenger where required.</li> <li>• Coordinate with all staff where and when appropriate.</li> <li>• Coordinate finance with EOC liaison.</li> </ul>
<b>Supply Officer</b> *Reports to: Assistance Site Manager (Operations)*	<ul style="list-style-type: none"> <li>• Oversee the ordering, receipt, distribution and storage of all resources and supplies.</li> <li>• Refer to the Supply Officer SOP and Checklist (available at each EMO).</li> <li>• Coordinate with all staff where and when appropriate.</li> </ul>
<b>Facility Officer</b> *Reports to: Assistance Site Manager (Operations)*	<ul style="list-style-type: none"> <li>• Oversee the set up, maintenance, services, cleaning and security within the facility.</li> <li>• Refer to the Facility Officer SOP and Checklist (available at each EMO).</li> <li>• Coordinate with cleaning supervisor, security officer and permanent staff of the facility in a BAU context.</li> </ul>

Role and reporting line	Details of role
<p><b>Security Coordinator</b></p> <p>*Reports to: the Facility Officer*</p>	<ul style="list-style-type: none"> <li>• Coordinate security services for the facility.</li> <li>• Coordinate perimeter security and roaming inside and outside the facility.</li> </ul>
<p><b>Traffic Coordinator</b></p> <p>*Reports to: the Facility Officer*</p>	<ul style="list-style-type: none"> <li>• Developing a traffic management and parking plan.</li> <li>• Prepare a traffic management plan for vehicle flow around the facility, including a check-in process.</li> <li>• Put a parking plan in place and monitor the parking arrangements.</li> <li>• Coordinate with the Security Officer.</li> </ul>
<p><b>Reception Officer</b></p> <p>*Reports to: Assistant Site Manager (Services)*</p> <p>NB – If needed, split the roles of Reception and Information into two separate functions</p>	<ul style="list-style-type: none"> <li>• Meet and greet people on arrival.</li> <li>• Pro actively assist people with inquiries.</li> <li>• Provide an overview of the facility.</li> <li>• Ensure information delivered to Reception Desk is up-to-date and accurate.</li> <li>• Maintain the information board for both the public and MTAF staff.</li> <li>• Further information: Refer to the Welfare Centre Reception role description.</li> <li>• Screen for health issues e.g. vomiting, diarrhoea, cough.</li> </ul>
<p><b>Registration Officer</b></p> <p>*Reports to: Assistant Site Manager (Services)*</p>	<ul style="list-style-type: none"> <li>• Register affected people at the outset and/or ensure people have their registration identification before trying to access services if service provision is on site.</li> <li>• Coordinate with Reception Officer.</li> <li>• Further information: Refer to the Welfare Centre Reception role description.</li> </ul>
<p><b>Catering Officer</b></p> <p>*Reports to: Assistant Site Manager (Services)*</p>	<ul style="list-style-type: none"> <li>• Prepare and implement the catering plan and ensure food is planned and ready for identified recipients.</li> <li>• Liaise with catering contractors to ensure food is delivered on time.</li> </ul>

Role and reporting line	Details of role
<p><b>Communications Officer</b></p> <p>*Reports to: Assistant Site Manager (Services)*</p>	<ul style="list-style-type: none"> <li>• Set-up communications (radio, satellite phones, standard phones, faxes, computers, Internet as well as back up systems) to the EOC and other required locations</li> </ul>
<p><b>Entertainment Officer</b></p> <p>*Report to: Assistant Site Manager (Services)*</p>	<ul style="list-style-type: none"> <li>• Plan and coordinate social and entertainment activities, maintain the comfort area</li> <li>• Determine appropriate social and entertainment options, and implement activities</li> <li>• Ensure the comfort area is organised, clean and tidy.</li> </ul>
<p><b>Childcare Facilities Officer</b></p> <p>*Report to: Assistant Site Manager (Services)*</p>	<ul style="list-style-type: none"> <li>• Children are supervised by a minimum of two staff and are within sight and sound of a staff member at all times.</li> <li>• Minimum ratios of staff to children are at least one staff member to 10 children.</li> <li>• Further information: Refer to the Childcare facilities section.</li> </ul>

## Staffing requirements for MTAF

Description	Shifts p/ 250			Shifts p/ 500			Shifts p/ 1000		
	07:00 - 16:00	15:00 - 00:00	23:00 - 08:00	07:00 - 16:00	15:00 - 00:00	23:00 - 08:00	07:00 - 16:00	15:00 - 00:00	23:00 - 08:00
MTAF Manager	1	1	1	1	1	1	1	1	1
Assistant Site Manager - Services	1	1	1	1	1	1	1	1	1
Assistant Site Manager - Operations	1	1	1	1	1	1	1	1	1
Administration	3	3	1	7	7	3	12	12	5
Supply Officers	1	1	0	2	1-2	0	1-2	1-2	0-1
Facilities Officers	1	1	1	2	2	1	3	2	1
Security Coordinator	1	1	1	2	2	1	3	2	1
Traffic Coordinator	2	2	0	4	4	1	2	2	0
Reception Officers	4-7	4-7	1	8-12	8-12	2	12-18	12-18	2-4
Registration Officers	8	8	0	10	8	1	20	20	2
Catering Officers	1	1	1	2	2	1	3	3	2
Communications Officers	3	3	2	3	3	2	3	3	2
Entertainment Officers	3	3	1	5	5	1	10	10	2
Childcare facilities Officers	3	3	0	6	6	0	10	10	0
<b>Total Staff per shift</b>	<b>29</b>	<b>29</b>	<b>11</b>	<b>46</b>	<b>42</b>	<b>14</b>	<b>69</b>	<b>67</b>	<b>18</b>

These are the staffing requirements that are to be provided for the general operation of an MTAF. As per section 5.4 health authorities would be responsible for all health related staff. In addition should any specific social services be required, the responsibility for providing adequate staffing levels is the agencies responsibility.

## Childcare facilities

Following consultation with Child Youth and Family (CYF) National Office, the following guidelines should be followed when setting up childcare facilities in a MTAF.

- Children are supervised by a minimum of two staff and are within sight and sound of a staff member at all times.
- All staff and volunteers counted for the staff/child ratio are 16 years of age or older.
- The management and overall site supervision must be carried out by an adult 20 years of age or over.
- The supervisor and if possible other staff are known to have been police vetted (from a known agency).
- The supervisor will ensure that volunteers and other adults visiting or working at the programme are well supervised and visible to staff when interacting with the children
- Minimum ratios of staff to children are at least one staff member to 10 children.
- The responsibility of children lies with the parent/caregiver/custodian at all times.
- Parents/caregivers/custodians are not to leave the facility whilst children are under site supervision at any time.
- If you suspect someone has an infectious illness (see the symptoms above), isolate them (place them in a separate room). Family members who have had close contact should also be isolated.
- Advise health staff of any concerns as soon as possible so that further assessment and any necessary treatment can be arranged, and further control measures can be implemented.
- Where possible a separate toilet and hand washing facilities should be provided for anyone suffering from diarrhoea or vomiting.
- Encourage frequent hand washing and hand sanitising for those living and working at the facility.
- Ensure the cleaning schedule is followed for the facility. Make sure that if there is an incident of diarrhoea or vomiting that the initial contamination is removed and then the area is cleaned with bleach (concentration 30ml to 1L container).

Remember before operating the MTAF you must have inspections completed by public health staff (Public Health Nurses, Health Protection Officers, or Environmental Health Officers). It is good practice to have these checks completed on an ongoing and regular basis.

## Key Messages

Below are some of the key messages that should be communicated to the public when a MTAF is in operation.

## Health

The risk of infectious illness increases during an emergency when normal services are disrupted. The risk becomes greater when large numbers of people are sheltering together in a MTAF. Early identification of illness and intervention is critical to prevent disease outbreaks.

To reduce the likelihood of an outbreak occurring there are some practical steps that should be taken:

- Ask all those living or working at the facility to let management know if they have any of the following symptoms: fever or chills, vomiting and/or diarrhoea, prolonged cough or rash, or if they have been in contact with any other ill person.
- Members of the public should always attempt to find their own accommodation with family and friends where possible.
- If you need accommodation and have no other options available to you, report to the WC or RAC in the first instance.
- If you require food or information, report directly to the WC or RAC for assistance.
- A MTAF is an accommodation facility for those that have been allocated space, it is not open to the public. If you require any assistance please report to your closest WC or RAC in the first instance.

# Demobilisation

## Considerations for demobilisation

The list below identifies some of the key requirements for determining whether a MTAF should be demobilised.

- Has there been additional damage to the facility since it was established?
- Is central government or higher authority giving the directive that they would like the MTAF closed?
- Has the numbers of people using the facility started to rapidly decline?
- Has the availability of alternative accommodation increased to meet the people in the facility's needs?
- Is there pressure to hand the facility back to the property proprietor.

- Debrief information – advise a debrief will be held.

The following diagram (overleaf) shows the process for demobilising a MTAF, once the decision has been made to demobilise a MTAF.

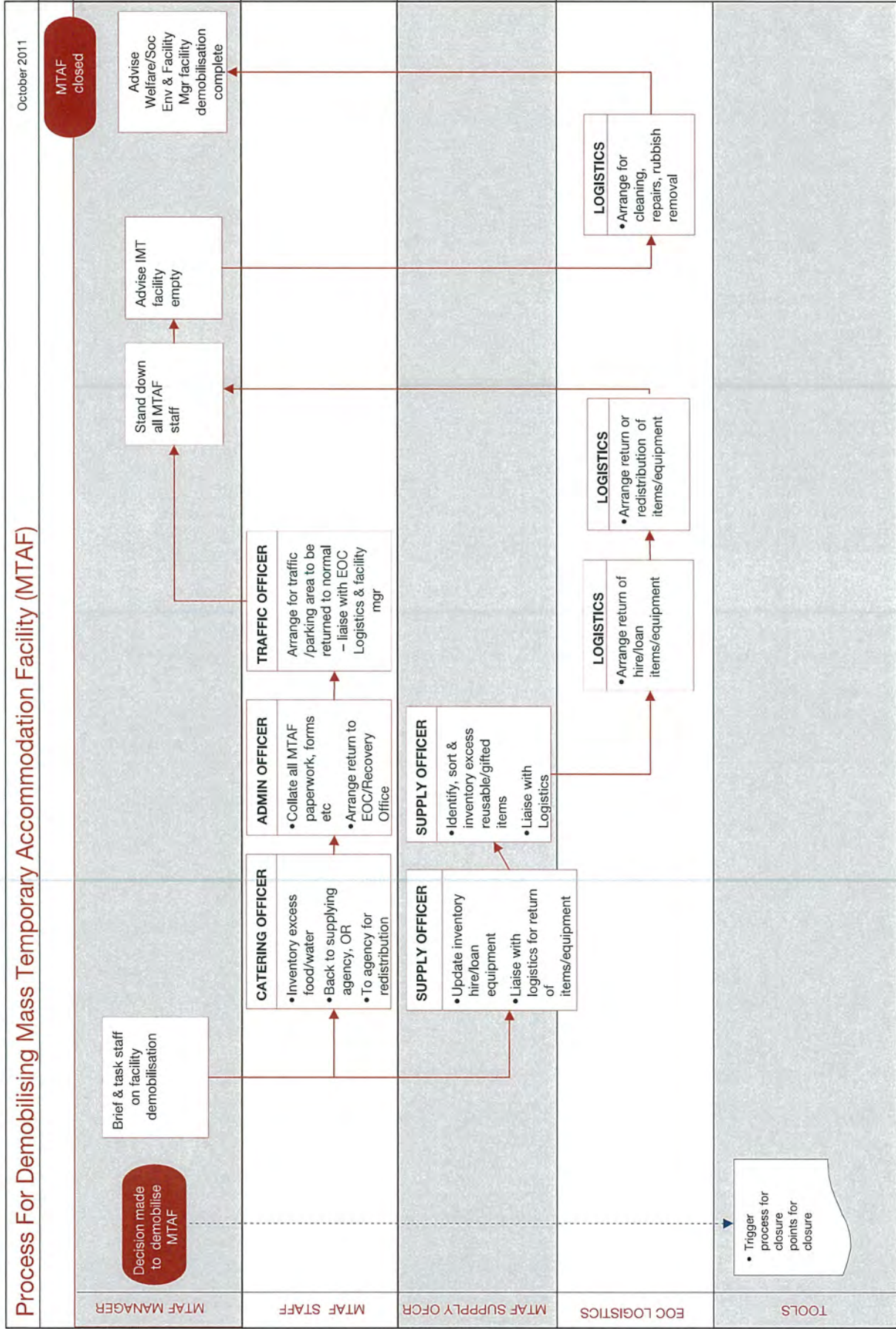
## Briefings checklist

It is important that briefings are held to staff operating the MTAF for clarity and to ensure that everyone's roles and responsibilities are understood. The checklist below provide a guide for what should be included in these briefings.

### **Demobilisation Briefing Checklist for MTAF Staff (by MTAF Manager)**

- Situation update
- Expected closure date/time
- Closure tasks (refer to the demobilisation process chart)
  - Units to develop inventory of items (food, supplies, equipment etc) and provide inventory lists back to MTAF Manager
  - Units to pack up items
  - Return any facility equipment used, pack up as necessary (i.e. tables, chairs, etc)
  - Activities all to participate in
- Admin officer to check facility and complete damage report alongside the facility manager
- MTAF staff to collate all documentation in order and provide to MTAF Admin Officer
- Report to MTAF Manager prior to leaving
- Complete time sheets

Flow diagram for demobilisation of a MTAF





# Appendices

## Mass Temporary Accommodation Facility - Existing Resources

### VENUE DETAILS

Name: <b>Museum of Natural Hazards</b>	Location: <b>202 Debris Street, Wellington</b>	MOU on file: <input type="radio"/> Y <input type="radio"/> N	Maximum capacity: <b>750</b>
Facility Management contact: <b>John Hill (Facilities Director)</b>		Phone: <b>04 498 2212</b>	

### POWER

Generator: <input type="radio"/> Y <input type="radio"/> N	Appropriate size for requirements: <input type="radio"/> Y <input type="radio"/> N	Type: <input type="radio"/> Covered <input type="radio"/> Uncovered	Number of spaces: <b>400</b>
Type of fuel: <input type="radio"/> Petrol <input type="radio"/> Diesel	Fuel on hand: <b>1000</b> L for <b>3</b> days	Additional parking information: <b>A large area to extend if more parking required.</b>	

### PARKING

### GENERAL SPACE ALLOCATION (indicate room or area allocated)

\*See attached maps if available

Managers Office:	Crater Lake Room	Administration:	Glacier Room	Reception:	Entrance	Registration:	Entrance
Food:	Cafe	Supply/warehousing:	Eruption Rooms 1&2	Personal storage:	Blizzard Room	Medical:	Tectonic Uplift Rooms 1,2&3
Entertainment:	Main foyer	Disposal of rubbish:	Carpark (covered)	Disposal of sewage:	Carpark (covered)		

### GENERAL SPACE ALLOCATION (indicate room or area allocated)

Areas for sleeping	Total Sq.m	Sleeping capacity	Areas for sleeping	Total Sq.m	Sleeping capacity	Total sleeping capacity:	Number of mattresses available:
1. Upper Gallery	1500	400	4. Pacific Rim Room	175	50	<b>750</b>	<b>100</b>
2. Marae	400	110	5. Ring of Fire Room	175	50		
3. Lower Gallery	350	100	6. River Valleys Room	175	50		

### WATER

Existing water supply: <input type="radio"/> Y <input type="radio"/> N	Litres: <b>500,000</b>	Toilets: <b>30</b>	Male: <b>30</b>	Female: <b>30</b>	Total number of toilets: <b>60</b>	Cooking facilities: <input type="radio"/> Y <input type="radio"/> N	Type: <input type="radio"/> Gas (mains) <input type="radio"/> Power	Total seated: <b>150</b>
Safe for drinking: <input type="radio"/> Y <input type="radio"/> N		Sinks: <b>40</b>				Refrigeration: <input type="radio"/> Y <input type="radio"/> N	Utensils: <input type="radio"/> Y <input type="radio"/> N	

### TOILETS

### FOOD

### SHOWERS

Number of showers: <b>4</b>	Male: <b>4</b>	Female: <b>4</b>	Total number of showers: <b>8</b>	Type of waste (waste water and sewerage): <input type="radio"/> Mains <input type="radio"/> Septic tank	Main phone number: <b>04 498 5000</b>	P/A System: <input type="radio"/> Y <input type="radio"/> N
Number of sinks: <b>6</b>					Public phones: <input type="radio"/> Y <input type="radio"/> N	Number of phones: <b>8</b>

### WASTE

### TELECOMMUNICATIONS

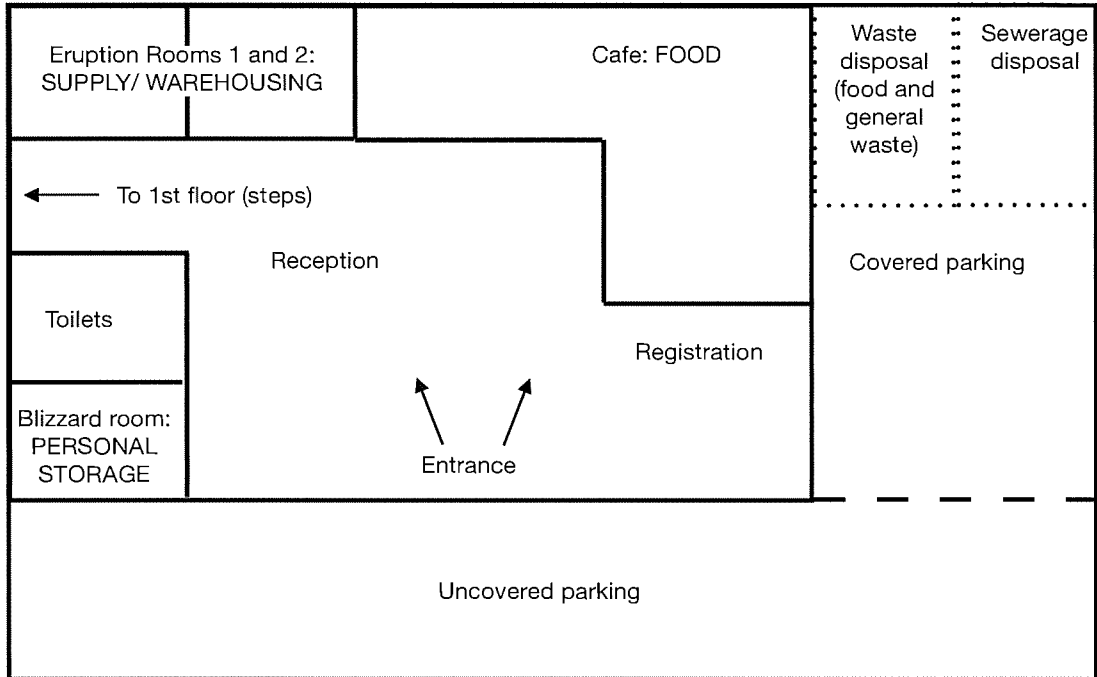
### ADDITIONAL INFORMATION

\*Include any important details regarding the facility

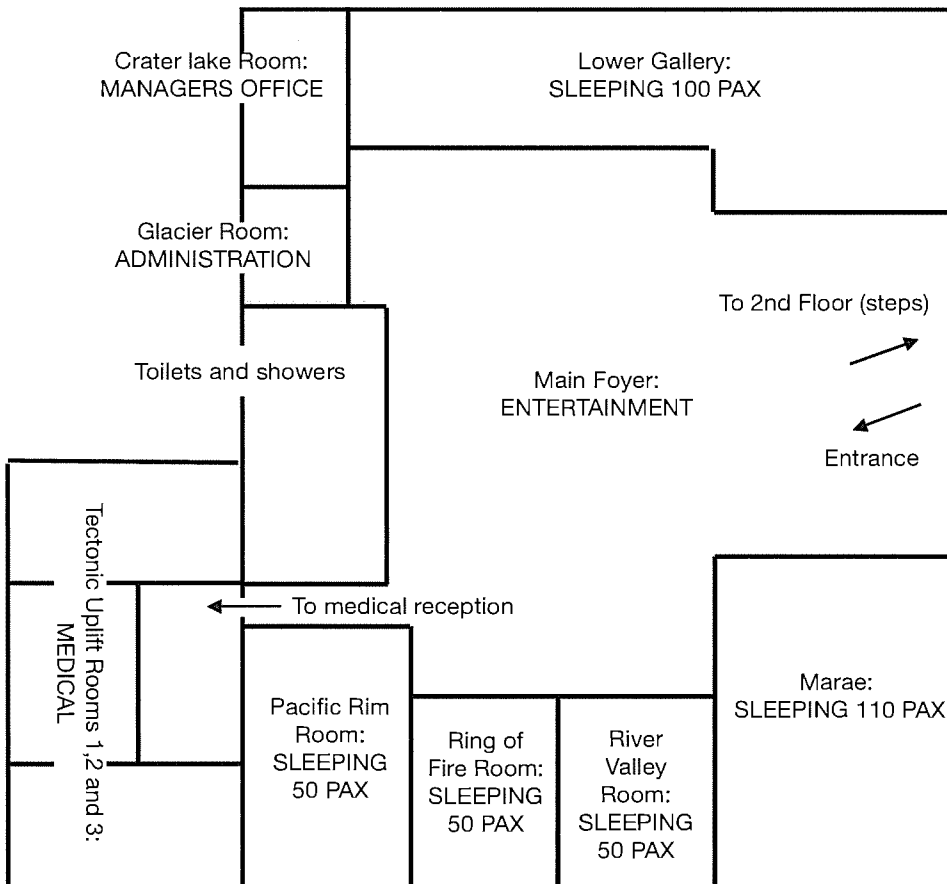
Site can take up to a 2.7m tsunami before flooding ground floor.  
 Building built to withstand large (Magnitude 7.5) earthquake.  
 Site also has direct access to port.

# Museum of Natural Hazards - Maps of layout

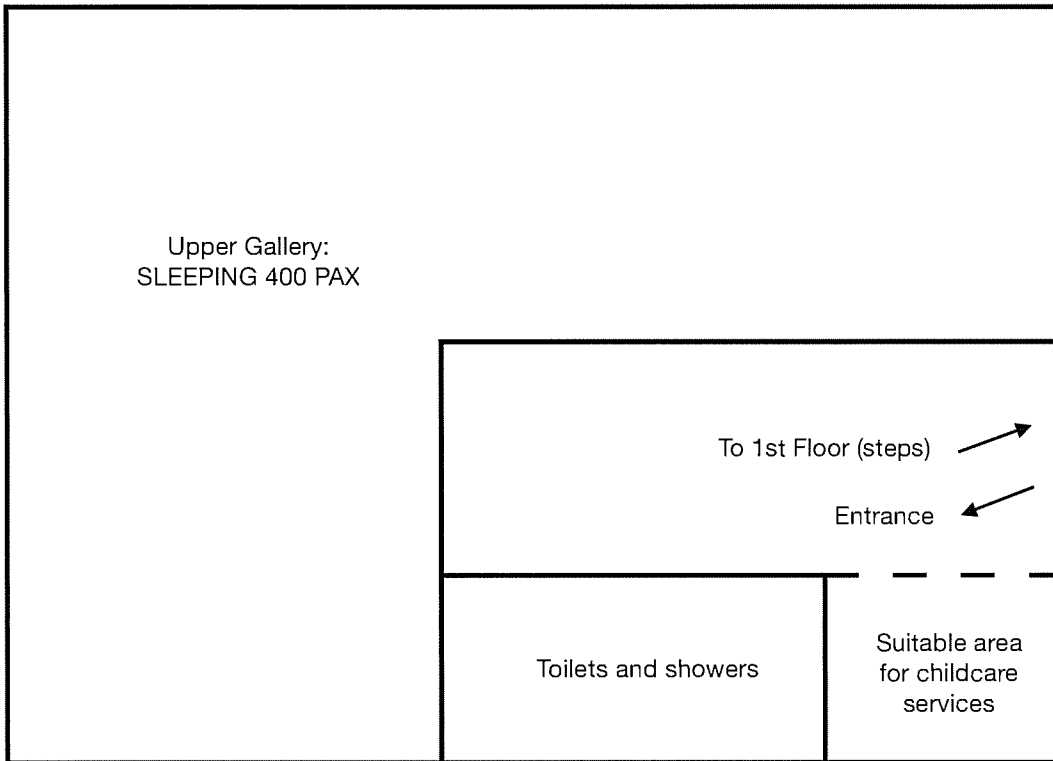
## Ground Floor.



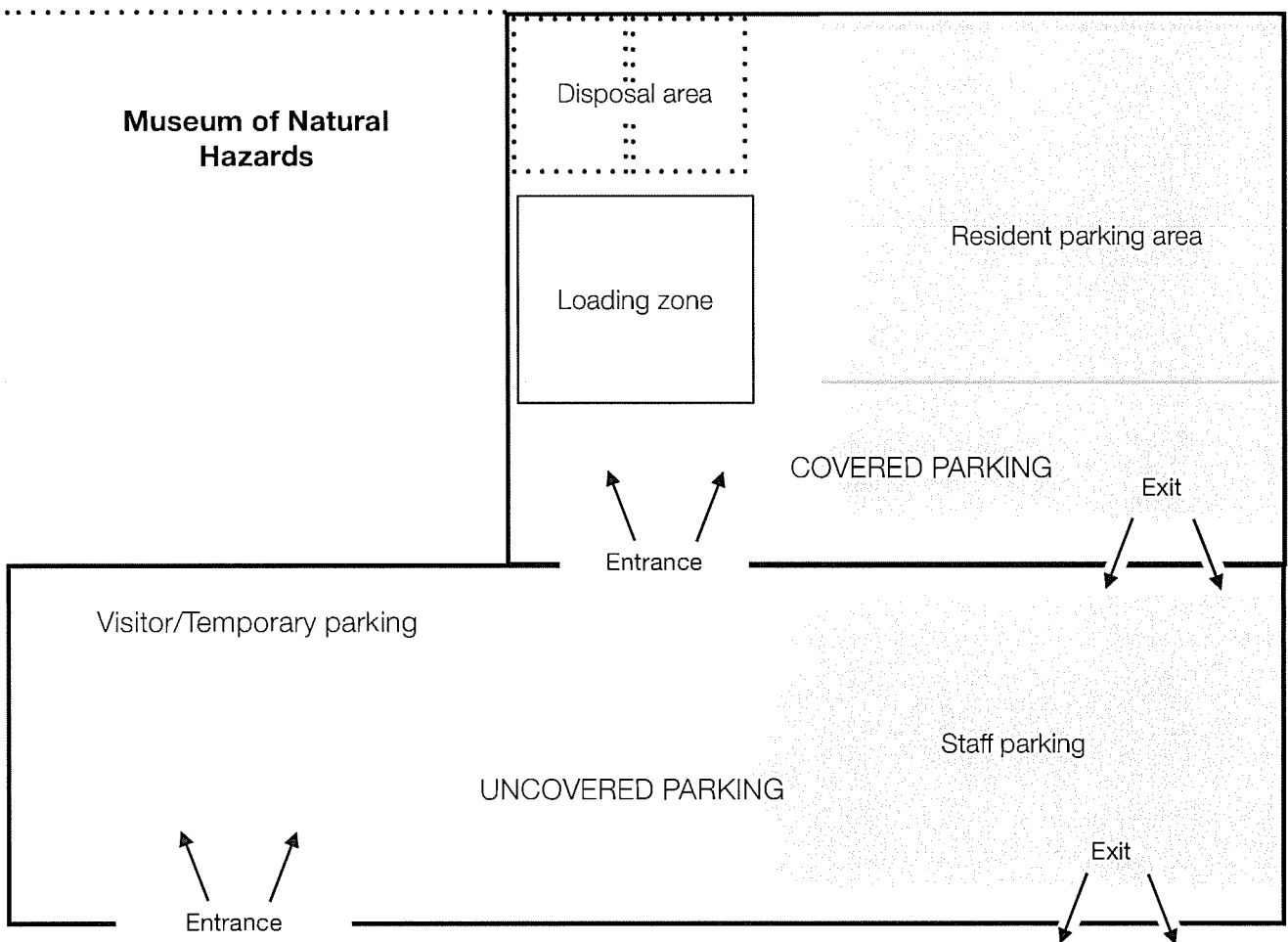
## 1st Floor.



2nd Floor.



Traffic Management



## Resources required

The following are the minimum resources that are required to open this MTAF:

Bedding/mattresses	650	Blankets	1050
Soap (bars)	900	Hand sanitiser (1L bottles)	75
Toilet Paper (rolls)	450	Potable water	6750 L
Clothing	Variety	Personal items	Variety
Food	CONTRACT	Cleaning	CONTRACT
100L rubbish bins	21	Security	CONTRACT
Rubbish bags (variety of sizes)	200	Paper towels (e.g. rolls)	100

## Checklist to open MTAF

The following actions are required to open this MTAF (tick when completed):

Site check (Engineers, building inspectors)		Site prepared (grading, removal of debris etc.)	
Fire safety completed (NZ Fire Service)		Power supply (reliable)	
Health and Safety plan		All resources required on site	
Disposal of sewage plan		Disposal of refuse plan	
Health site check		Medical area identified	
Supply/warehousing area set up		Communications established	
Floor plan developed		Traffic management plan	

## Memorandum of Understanding (MOU)

between the

Wellington Region Civil Defence Emergency Management (CDEM)  
Group

and

Museum of Natural Hazards as a  
Mass Temporary Accommodation Facility

### Introduction

The Wellington Region CDEM Group recognizes that emergencies will occur that will see large numbers of people evacuated from their homes, and require temporary accommodation in Mass Temporary Accommodation Facilities (MTAF).

### Mandate

The Civil Defence Emergency Management Act states Local Authorities must plan & provide for civil defence emergency management within their areas.

The National Civil Defence Emergency Management Plan states that immediate accommodation requirements are the responsibility of CDEM.

### Purpose

The purpose of this MOU is to confirm the willingness of the [name of facility] to permit the use of its facilities for temporary accommodation when required by the Wellington Region CDEM Group during emergency situations.

### Agreed Arrangements

It is therefore understood between parties as follows:

The Museum of Natural Hazards agrees to:

#### Before

- To provide contact details of three personnel (contact details will be maintained in a confidential register)
- To allow visits from time to time of CDEM staff that may work in the centre
- To develop a current floor plan

#### During response

- Make the Museum of Natural Hazards available for use as a temporary accommodation centre when requested by the Wellington Region CDEM Group for up to three months
- Make the facility available immediately for site inspection and suitability
- Make the facility available 6 hours from the time of request, or earlier if agreed by both parties
- Will provide assistance during establishment for familiarity of facility and equipment
- Will make clear items, equipment and resources that are not available for use to the MTAF

- Provide an invoice collating telephone, Internet and power usage during the time of the operation, providing a copy of the usage costs

**The Wellington Region CDEM Group agrees to:**

- Exercise reasonable care in the conduct of its activities
- Replace or reimburse the [name of organization] for any supplies used or unusual damage incurred in the operation of the facility
- Ensure private facility equipment, documentation and other identified items, are not utilized as agreed by the facility manager
- Provide the staff to manage and operate the MTAF
- Provide all necessary stationery and supplies
- Provide ongoing access to the facility manager and key staff
- Reimburse the cost of telephone, Internet and power usage

**Activating the MTAF**

The description below outlines the process for activating and providing access to the facility:

- A representative from the Wellington Region CDEM Group will contact the facility manager to request the facility for use as an MTAF.
- A site inspection may be carried out by Fire Service, Building Inspectors and Environmental Health Officers for health and safety purposes.
- The facility manager will meet the MTAF manager on site to provide access to inspecting agencies above.

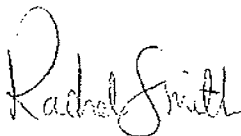
**Cancellation or Amendment**

In the event that either party would like to make amendments, or no longer wishes to subscribe to this MOU, the initiating party should contact the other party, and follow up should be in writing.

**Legal status**

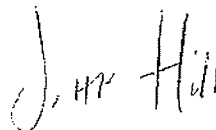
This MOU is to confirm the common purpose and operating principles between parties and is not a legally binding contract.

**Authorisation**



01-12-11

Signature  
Rachel Smith  
Emergency Management Advisor  
On behalf of the Wellington Region CDEM Group



01-12-11

Signature  
John Hill  
Facility Manager  
Museum of Natural Hazards

## Appendix Two: MOU template

### Memorandum of Understanding (MOU)

between the

Wellington Region Civil Defence Emergency Management (CDEM)  
Group

and

[name of centre] as a  
Mass Temporary Accommodation Facility

#### Introduction

The Wellington Region CDEM Group recognizes that emergencies will occur that will see large numbers of people evacuated from their homes, and require temporary accommodation in Mass Temporary Accommodation Facilities (MTAF).

#### Mandate

The Civil Defence Emergency Management Act states Local Authorities must plan & provide for civil defence emergency management within their areas.

The National Civil Defence Emergency Management Plan states that immediate accommodation requirements are the responsibility of CDEM.

#### Purpose

The purpose of this MOU is to confirm the willingness of the [name of facility] to permit the use of its facilities for temporary accommodation when required by the Wellington Region CDEM Group during emergency situations.

#### Agreed Arrangements

It is therefore understood between parties as follows:

The [name of organization] agrees to:

#### Before

- To provide contact details of three personnel (contact details will be maintained in a confidential register)
- To allow visits from time to time of CDEM staff that may work in the centre
- To develop a current floor plan

#### During response

- Make the facility [name of facility] available for use as a temporary accommodation centre when requested by the Wellington Region CDEM Group for up to three months
- Make the facility available immediately for site inspection and suitability
- Make the facility available 6 hours from the time of request, or earlier if agreed by both parties
- Will provide assistance during establishment for familiarity of facility and equipment



- Will make clear items, equipment and resources that are not available for use to the MTAF
- Provide an invoice collating telephone, Internet and power usage during the time of the operation, providing a copy of the usage costs

**The Wellington Region CDEM Group agrees to:**

- Exercise reasonable care in the conduct of its activities
- Replace or reimburse the [name of organization] for any supplies used or unusual damage incurred in the operation of the facility
- Ensure private facility equipment, documentation and other identified items, are not utilized as agreed by the facility manager
- Provide the staff to manage and operate the MTAF
- Provide all necessary stationery and supplies
- Provide ongoing access to the facility manager and key staff
- Reimburse the cost of telephone, Internet and power usage
- Reimburse [other costs as agreed between the parties]

**Activating the MTAF**

The description below outlines the process for activating and providing access to the facility:

- A representative from the Wellington Region CDEM Group will contact the facility manager to request the facility for use as an MTAF.
- A site inspection may be carried out by Fire Service, Building Inspectors and Environmental Health Officers for health and safety purposes.
- The facility manager will meet the MTAF manager on site to provide access to inspecting agencies above.

**Cancellation or Amendment**

In the event that either party would like to make amendments, or no longer wishes to subscribe to this MOU, the initiating party should contact the other party, and follow up should be in writing.

**Legal status**

This MOU is to confirm the common purpose and operating principles between parties and is not a legally binding contract.

**Authorisation**

Signature  
[Name]  
[Title]  
On behalf of the Wellington Region CDEM Group

Date

Signature  
[Name]  
Facility Manager  
[Organization name]

Date