A decorative pattern of interlocking teardrop shapes in a light blue color, located at the top of the page.

Looking after your health and wellbeing after a flood or cyclone

What you need to know

Getting through together
Whāia e Tātau Te Pae Tawhiti
Tairāwhiti

Note: All information is accurate
as of 1 March 2023



Te Kāwanatanga o Aotearoa
New Zealand Government

Te Aka Whai Ora
Māori Health Authority

Te Whatu Ora
Health New Zealand
Tairāwhiti

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Sources of information

If you are at home without power or internet or phone, and need support for a medical condition, please go to your nearest evacuation centre, police station or Emergency Department, and seek help there.

If it is an emergency, and there is immediate risk to your health or property, call 111.

Manaaki and wellbeing support

Kei te aha Tairāwhiti? Having a tough time? Call 0800 TAKATU to speak to a local, trained health professional.

Local civil defence

To keep up to date with what is happening in the community visit www.gdc.govt.nz/services/civildefence or visit Tairāwhiti Civil Defence on Facebook.

Urgent health advice

- Contact your usual family doctor, pharmacist, Healthline or visit www.tewhatauora.govt.nz/cyclone-support
- Call Healthline, 0800 611 116, for trusted health advice and information. They can arrange a free telehealth consultation. Available 24/7. The Healthline team are all committed to culturally safe practice.
- Deaf, disabled people and their whānau can call 0800 11 12 13, text 8988, or use the NZ Relay Service, www.nzrelay.co.nz available 24/7. It can connect you with information, support, answer questions about COVID-19 and other medical concerns.
- Visit www.healthpoint.co.nz to find out which local urgent care clinics, pharmacies, general practices and other services are open.

Family harm

There are a range of services available that offer free and confidential support. Call 0508 744 633 anytime, from any number in New Zealand.

Emergency updates

If there is no power, use a handheld radio or the radio in your car for the latest emergency updates and listen out for where the nearest evacuation centre is:

- Radio Ngāti Porou 93.3 or 98.5 FM
- More FM 98.9 or 90.1
- Uawa FM 99.3
- Turanga FM 91.7

Preparing for your return home

Returning home after a significant flood event can be emotional and distressing as your home may not look the same. Try to prepare yourself and your loved ones for this. If you need support, please contact one of the helplines or local support networks found on the purple page titled 'Free support is at hand' in this document.

- Floodwaters may continue to threaten your property. Only return home if it is safe to do so and there is no evacuation notice in place
- If your home has been impacted by flooding, do not use your power/gas until your home has been inspected by a representative of the Gisborne District Council
- Clean your hands thoroughly after any clean-up work.

Before cleaning up

- Check the location of pipes and cables before you dig; visit www.beforeudig.co.nz/nz for all utilities
- Before you start cleaning up, take photos of your home and the damage caused as evidence to give your insurance company
- Keep children and animals away from flooded areas until they have been cleaned and made safe
- Wear gloves (heavy duty is best), sturdy footwear, a long-sleeved top and trousers
- Put on a well-fitting dust mask. A dust mask is useful to prevent you breathing in dust particles or if mould is present
- Use a shovel to remove any debris from your property. If you need to remove sewage contaminated debris this should be double bagged before disposal if possible
- Cover cuts and grazes with a waterproof dressing
- Ensure any clothing and footwear that has been used or been in contact with waste and debris has been cleaned thoroughly before entering your house.

Cleaning up

If your property has been flooded it's important to drain, dry and clean it up as quickly as possible.

This will help protect you against tummy bugs, skin, or eye infections, and can help stop mould developing.

If you have been in contact with flood water, flooded property or items contaminated with flood water, wash your hands with soap and water and dry them thoroughly afterwards. You should also do this after going to the toilet and before preparing or eating any food.

Household supermarket products can be used for cleaning and disinfecting. It is important to clean surface and objects first using detergent and water before using a disinfectant solution. Start cleaning from top to bottom and clean toilets last. Follow the manufacturers' instructions on how to use products properly including 'dwell time' – how long a product needs to be in contact with a surface and any additional protective equipment you may need. Keep products away from children or other vulnerable people to prevent accidents.

Advice for clearing flood-damaged materials that may contain asbestos

Be cautious when assessing and working with flood-impacted property and always consider the presence of asbestos in flood-damaged building material.

Asbestos poses a risk to health when fibres are exposed as dust, so it's important people wear protective gear to reduce any exposure.

Products which contain asbestos may be present in houses built, or renovated, between 1940 and 1990. Asbestos may be in insulation, exterior cladding (Fibrolite or Hardiplank), cement roofing or in textured ceilings, wall linings or vinyl flooring.

The Ministry of Health advises asbestos-containing building materials should be removed by a WorkSafe New Zealand licensed contractor.

However, in the wake of Cyclone Gabrielle, we realise this might not always be possible as communities rally together to recover and rebuild. If you still intend to remove asbestos from your home, make sure you follow the advice from the Removing Asbestos from Your Home booklet which is summarised below.

It's important to:

- Wear a properly fitting P1 or P2 dust respirator, disposable hooded overalls, gloves and shoe coverings. Dispose of these immediately afterwards into double-sealed rubbish bags.
- Keep potentially asbestos-containing materials damp, and avoid using water blasters or sanders
- The Ministry of Health booklet Removing Asbestos from Your Home contains more detailed information to prevent the spread of asbestos dust such as lining other surfaces with polythene, fastening and sealing windows and door
- Building materials containing asbestos should be bagged in carefully sealed heavy-duty polythene bags designed for asbestos waste, and marked that they contain asbestos waste. If heavy-duty bags are unavailable, double-bag and carefully seal waste – be careful to avoid over-filling and puncturing bags.

For more guidance search 'asbestos' on the Ministry of Health website: www.health.govt.nz

Removing silt

Dry silt poses a health risk as it's likely to contain faecal matter (poos) and other contaminants that could become airborne.

If you are moving silt by hand, cover up as much as possible, use personal protective equipment (PPE) like, gloves, sturdy footwear, long-sleeved top and trousers and a well fitting dust mask.

Avoid using water blasters on silt and dirty surfaces as this will cause harmful germs and asbestos and chemicals to get into the air. Use normal, low pressure hoses and brooms to push wet material without making it airborne.

Regularly take breaks and make sure you wash your hands with soap and warm water before eating, drinking, smoking, or vaping (hand sanitiser will not work against chemicals).

If you cut yourself or break the skin, stop work and apply first aid including cleaning the wound. Seek medical attention if you think it might be infected or if the cut is deep.

Stop work if you find any debris that may be hazardous such as fibre cement roofing or cladding, chemical drums, or an animal carcass. Contact Gisborne District Council for further advice.

If you experience any health issues (including dizziness, skin rash, eye irritation, or breathing problems) stop work immediately and seek medical attention.

When you are finished

Avoid bringing footwear and clothing used for clean-up into the house that has been in contact with waste and debris.

Remove used PPE and dispose of it, or place items to be cleaned in a separate sealed bag. Remember to clean your hands after removing and disposing of items.

Ensure all visible mud and debris on footwear, including the soles, is washed off and disinfected.

Wash hands, arms, and face with clean water and soap and dry thoroughly. When you are able to, shower using soap to remove any chemicals or germs that you may have been exposed to.

Wash all clothing used separately from regular laundry. Consider wearing a dust mask and gloves when removing the clothing from the bag it is stored in, especially if the clothes are muddy or dusty.

Silt disposal in Tairāwhiti

There are options for silt disposal in Tairāwhiti. Please contact the Gisborne District Council on 0800 653 800 for advice and locations.

Cleaning your home

Airing

- If you are drying your property naturally, keep doors and windows open as much as possible
- If you are using dehumidifiers, close external doors, and windows.

Appliances (fridges, freezers, and electrical goods)

Do not use electrical products if they have been soaked in water. If unsure, dispose of them safely and appropriately.

Hard surfaces (floors, walls, tables, and benches)

Scrub first with clean water and dishwashing liquid to remove all visible dirt. Then wipe down with a household disinfectant, for example 2 cups of bleach to 10 litres of water.

Kitchen utensils

Wash cooking, eating, and any other kitchen utensils in clean hot soapy water.

Throw away wooden items such as chopping boards and spoons, plastic utensils, and baby bottle teats and dummies if they have come into contact with floodwater. There is no way to safely clean them.

Rinse thoroughly then disinfect by dunking for 1 minute in a solution of 500 ml (about 2 cups) of plain, unperfumed household bleach in 10 litres of water. Rinse again in safe water.

Alternatively, boil all utensils for 1 minute and let cool.

Remember to keep all household chemicals out of reach from young children and other vulnerable people.

Soft furnishings/clothing/blankets and curtains

Take out everything that is wet and that can be moved – floor coverings, furniture, bedding, clothing. Clean and disinfect all the items you want to keep. If you can, dry them in the open air and sunshine.

Get rid of items that cannot be cleaned and disinfected. Large items, such as mattresses that have been soaked in flood waters, should be discarded.

Remember: You could also contact local dry cleaners or carpet and upholstery cleaners to assist.

Mould

If visible mould has developed on surfaces, take extra care when cleaning.

Use protective clothing and a dust mask to protect you from breathing in mould spores.

Clean the mould off as soon as possible to reduce exposure to mould spores.

Use soap and water to clean the surface then apply a commercial mould product or household bleach solution. If you have any concerns, contact your local council.

Check with your local council regarding how to dispose of contaminated household items.

Outside areas

Wear PPE to remove solid materials from around your property (sanitary products, toilet paper and faecal matter) and place in sealed bags.

A garden hose is useful for washing down the outside of the property to remove silt, salt deposits and fine debris, but do not use high-pressure hoses as they can blast contaminated matter into the air.

If you have it, garden lime can be used to help disinfect the area. Be aware of the risks, and protect your skin from the lime and your airways from breathing it in.

Insurance

For whānau with home insurance

Lodge your claim as soon as possible. Remember to take notes and photos of all damage, of any damage you're repairing (to make your whare safe and dry) to add to your insurance claim. Contact your insurer before carrying out non-essential repairs, and if you do need to throw out items, such as perished kai, take photos of these too. If needed, also talk with your insurer about temporary accommodation support.

Support with claims

The New Zealand Claims Resolution Service (NZCRS) supports whānau with home insurance claims after natural disasters to avoid disputes, resolve issues and ensure claims are settled in a timely manner. Visit www.nzcrs.govt.nz for more information.

Remedial and repair work

Finishing work, such as relining your walls, must not begin until the building is fully dry. Beginning work too soon may result in longer-term damage such as mould growth and timber decay.

BRANZ can provide advice on restoring a home after flood damage at www.branz.nz

Dead livestock

General public

Do not touch any dead animal without wearing protective gloves, a well-fitting mask and having long sleeved shirt, trousers, and boots on – ensuring there's no skin exposure.

Farmers

Farmers may be able to bury their own dead livestock as per normal conditions:

- Consider proximity to waterways – should be >50m from a waterway
- Consider usual pest vermin control.

You can also seek advice from local council and sector groups about the disposal of dead stock.

Look out for any symptoms of Leptospirosis

Leptospirosis is a bacterial disease that affects humans and animals.

Leptospira can enter to the body through cuts and abrasions after direct contact with the urine or infected tissue of an infected animal.

The initial symptoms are fever, chills, cough, headache, muscle pain, red eyes, tiredness, tummy pain, sore throat, diarrhoea, feeling or being sick, rash and yellow discoloration of your eyes.

You can protect yourself by being careful around animals and not touching animal urine by:

- covering and cleaning any cuts on your skin
- wearing protective equipment
- washing hands after animal contact and before you eat
- avoiding contact with dirty water, ponds, lakes or rivers.

It is unusual for leptospirosis to be spread from one person to another.

If you have any of these symptoms, contact your family doctor for an appointment.

Sewage disposal

What's the risk?

In a natural disaster or emergency, your sewerage system may be damaged. This means you may not be able to use your toilet until your council advises it's safe to use again.

If your sewerage system has been damaged, then you will need to use a temporary toilet until it is fixed.

Feeling all sorts of emotions is normal in difficult times.

Going through a natural disaster can be stressful and scary, and right now, you may be feeling anxious, overwhelmed, tired, angry, hōhā, sad, or something else entirely. However you're feeling, it's perfectly normal. If you can, take things day by day or hour by hour, and remember you're doing the best you can.

Everyone responds differently in these situations and at their own pace. You could also be experiencing a range of physical reactions – feeling shaky, queasy, having no appetite, or struggling to concentrate. This is all completely normal and understandable.

Unexpected and scary events can also make us feel like we have little control. Regaining a sense of control in little ways can make us feel a lot better and help us look after ourselves and our loved ones. Here are some tips you might find helpful:

- Share your thoughts and feelings with whānau, friends, colleagues, neighbours, or others who have been through the same experience. If you need some extra support and have phone or internet reception, reach out to a helpline to talk with a trained counsellor. Check the back side of this leaflet for more details.
- Maintain simple routines wherever you can – going to bed at the same time every day, planning meals, setting aside time for the kids, or whatever works for you.
- Self-care may seem trivial when you're dealing with the effects of a natural disaster, but taking good care of your taha tinana (physical health) and taha hinengaro (mental health) is key when times are tough. As much as you can, do the little things that make you feel good, like exercising, reading, listening to music, or spending time with loved ones.
- Limit how much time you spend on social media or checking the news. Take time to rest when you need to.
- If you're able to, find something constructive to do. Shifting your focus to 'practical stuff' within your ability to control (like looking after others or checking in on neighbours) can help ease your stress levels.
- If you need to, reach out to a nurse or doctor at your local general practice.
- Be patient with yourself. You will find a sense of balance and peacefulness again, at your own pace.



Kei roto i te pōuri, te marama e whiti ana. Through perseverance and hope, we will overcome.

Free support is at hand.

If you think someone you know needs further tautoko/support, or if you need support yourself, it's okay, there is help available – no one should go through a tough time alone.

In case of an emergency, call 111.

For more tips and support, go to allsorts.org.nz.

Free helplines

- Need to talk? – Call or text **1737** any time for support from a trained counsellor
- The Depression Helpline – Call **0800 111 757** or text **4202** to talk to a trained counsellor about how you are feeling or to ask any questions
- Youthline – Call **0800 376 633**, text **234**, email talk@youthline.co.nz, or go to youthline.co.nz for an online chat
- The Lowdown – Text **5626** for support to help young people recognise and understand depression or anxiety
- Healthline – Call **0800 611 116** for health advice and information
- Alcohol Drug Helpline – Call **0800 787 797** to speak with a trained counsellor

Free wellbeing apps

You can download the Groov and Headstrong wellbeing apps for free for Android and Apple phones. You can find them in your Google Play or Apple App Store.

Rural Support Trusts

A local Rural Support Trust (RST) is a great place to access free and confidential support and advice. This nationwide network, run by local people, helps farming families and rural communities. RSTs have facilitators trained to recognise issues with mental health and wellbeing. They can also put you in touch with services including health information or financial support. You can give them a call to talk through your options. Call **0800 787 254 (0800 RURAL HELP)** to arrange a free and confidential chat at a place that suits you, or visit rural-support.org.nz

Farmstrong

Farmstrong is a nationwide wellbeing programme for the rural community. Their aim is to help you live well to farm well. On their website you can find a range of resources to help you manage your wellbeing. Visit farmstrong.co.nz



A guide to temporary toilets

Use a chemical or portable toilet if you have one or make a temporary toilet.

How to make a temporary toilet — inside:

1. Wear gloves to avoid contamination and follow these steps: Shut off the water valve behind the cistern
2. Remove the lid of the cistern and use a container to empty water from the cistern
3. Using a container, remove water from the toilet bowl and dispose of this water
4. Use your existing toilet, or a bucket. Fit a large heavy duty plastic rubbish bag into the toilet bowl or bucket
5. Make sure there are no holes in the plastic bag so that it does not leak
6. Place shredded paper in the bottom of the bag to collect urine
7. Put down the toilet lid or cover the bucket when not in use
8. Put half a cup of bleach into the collection bag every morning.

When the bag is half full:

1. Put on rubber gloves
2. Tie the top of the bag and remove it carefully
3. The bag should be deposited into a designated wheelie bin or usual outdoor household rubbish bin for disposal with the regular rubbish collection. Label the bag “for infectious body waste only”. The bin should be covered with a lid and lined with a thick plastic leak proof liner and kept outside, preferably in a shaded area if possible. There should be limited access to the bin.

How to make a long drop toilet — outside:

Do not dig long drops in the vegetable garden or near water sources.

1. Where you have space, dig a hole one metre deep
2. Construct a seat from planks of wood
3. Each time the long drop is used either cover the waste with dirt or cover the hole
4. To reduce smells and flies throw a little garden lime, insecticide, or disinfectant into the hole
5. Use the long drop until the waste is within 30cm from the top (ground level)
6. Fill in hole with soil and make a new long drop.

Stay healthy when dealing with waste

Wash and dry your hands, every time, after using the toilet or handling human waste. You can also use hand sanitiser. Limit the number of people handling waste.

- Nominate one family member to manage the collection and disposal of waste
- Cover all containers and holes to reduce smells and flies





Drinking water and food safety

Water

Please the Gisborne District Council website for updates on water quality and if it safe to drink.

If you do need to boil your water and you have no power, use another heat source such as a BBQ to bring the water to a rolling boil for one minute. Note: keep the BBQ outside at all times. Do not bring it inside the house or garage because charcoal or gas BBQs produce large amounts of carbon monoxide which can be fatal.

If you cannot boil your drinking water, then add purifying tablets or plain, unscented household bleach. Add half a teaspoon of bleach per 10 litres of water, mix and leave for at least 30 minutes or follow instructions on purifying tablets. Store treated water in a covered container.

TO MAKE YOUR WATER SAFE, WE RECOMMEND: BOILING OR BLEACH		
BOILING WATER Your stored water may be unsafe to drink. Boil your water before use, either: <ul style="list-style-type: none">• bring the water to a rolling boil for one minute, or• boil the kettle or jug until it switches off automatically. If you can't boil your water, you'll need to disinfect it with bleach.	BLEACH DRINKING For drinking, cooking and brushing teeth: Ensure bleach is plain and unscented. Don't use Janola as it contains detergents which makes it unsuitable for treating drinking water.  Add ½ tsp bleach TO 10 litres water   Add 5 drops bleach TO 1 litre water 	CLEANING For general cleaning, dishes and hard surfaces) use: 1 tsp 1 litre ¼ cup 10 litres bleach water  For heavy cleaning (floodwater, toilets or illness) use: ¼ cup 1 litre 2 cups 10 litres bleach water 

Food safety

Knowing what is safe to eat during the ‘clean-up’ phase after an emergency can become a guessing game. Please follow New Zealand Food Safety guidelines.

New Zealand Food Safety guidelines

- Throw away all food that has come into contact with flood water.
- Any food that has ice crystals and where the packaging has not been damaged or opened can be safely refrozen.
- Foods that have been defrosted can still be used if they have just recently defrosted and can be kept cold, i.e. the fridge is working again, but discard all perishable items.
- If your freezer has been off for a few days, throw away any fish or meat that isn't frozen.
- Defrosted food cannot be refrozen.
- Inspect the food – does it smell or appear different? Has the colour changed, and does it have a slimy texture? If so, it's probably unsafe to eat.
- Do not use any tinned food that has been damaged (for example if the can has split seams or has been punctured).
- Don't eat shellfish from the river mouth or harbour after a flood.

If you become unwell

Please call your doctor or local pharmacist or other primary health provider.

Healthline is another option. You can call Healthline for free at anytime on 0800 611 116.

If you have cold, flu or COVID-19 symptoms, get a test. You can get free rapid antigen tests (RATs) from a range of locations, including marae, some pharmacies, and at evacuation centres.

Vomiting or diarrhoea

- Take small frequent drinks of water or electrolyte solution, diluted sports drink or apple juice mixed with water – half water, half juice
- Breast milk is best for babies. Watch for signs of dehydration
- Gradually introduce small amounts of simple food such as soups, as the sick person's appetite returns
- You can make an electrolyte solution at home with 1 litre of water, half a teaspoon of salt and six teaspoons of sugar
- Adults who have vomiting or diarrhoea for more than 3 days should seek medical advice.

Fevers, aches and pains

- The sick person should drink small amounts of fluid often and eat simple food such as soup if they feel like it
- Take some clothing off and apply a damp, cool (not cold) cloth to the forehead to help soothe fevers
- Reduce fever and relieve aches and pains with over the counter medicines like paracetamol and follow recommendations on the label or from your pharmacy or general practice.

Strains and sprains – arms and legs

Elevate the limb, apply an icepack (a bag of frozen vegetables works well), bandage for support and to reduce swelling, and take simple pain medication such as paracetamol or ibuprofen for pain.

Cuts and scrapes – clean and cover

Clean all wounds with clean water and cover well. If the wound is dirty use soap and water. If the cut is very deep, use a clean towel or gauze if you have it. Keep pressure on the wound to slow down bleeding and seek medical advice and treatment. Clean grazes and keep them dry. Clean grazes and keep them dry. Cover the wound with a plaster to protect it. Check regularly for signs of infection such as redness or soreness spreading from the wound. Remember to get a tetanus booster if it has been more than 5-10 years from your last tetanus vaccine.

Pests

If pests have become a problem, here are some tips on preventing and getting rid of them.

Pest	Prevention	Extension	Treatment
Mosquitoes	Empty and remove unnecessary containers of water. Screen or cover any cisterns or water tanks.	Drain and fill boggy areas and depressions. Repair damaged septic tanks, introduce top-feeding fish into ornamental ponds.	Use a light oil or insecticide on ponds or still water. Spray residual insecticide, eg, diazinon or malathion, on outside breeding sites.
Flies A fly's reproduction cycle takes approximately one week.	Get rid of all rubbish and manure. Fit doors and windows with screens.	Use knockdown sprays, eg, Raid®, Mortein®, for immediate control.	Spray walls and vegetation, especially near rubbish containers, with household insect sprays.
Cockroaches Cockroaches live and breed in moist dark places, eg, under refrigerators, in cupboards and pantries. Outdoors they live in piles of debris or rubbish.	Clean everything frequently, especially kitchens and dining rooms where food is handled.	Remove potential breeding sites. Treat any infestation promptly.	Spray household insect sprays into places where cockroaches hide.
Fleas, lice, ticks	Cut grass frequently and get rid of weeds. Keep carpets and furnishings clean. Check and treat pets regularly.	Use insecticide for infested areas inside and outside, infested clothes, blankets, mattresses and other bedding.	Fumigate clothing and bedding with household insect sprays.
Rodents Rats and mice carry disease, eat and contaminate food and cause structural damage.	Store food carefully and get rid of all rubbish. Block all holes and accesses to buildings.	Use household rat traps and poisons sprays. Remove sources of food and water.	If required, employ a trained, qualified operator to advise and monitor toxic tracking powders and baits.

- Be careful about basic cleanliness, especially disposal of rubbish and sewage
- Use insect repellents on exposed parts of the body to deter flies, mosquitoes, ticks or sandflies
- Be careful when using repellents with young children
- Be aware of the dangers of rat traps and poison baits for children and pets
- Wear long-sleeved tops and trousers when mosquitoes are present
- Please seek professional advice when using chemicals and sprays. If you are doing your own spraying, please follow the instructions and use appropriate gloves, a well fitting mask and a coverall or old clothing.

How to prepare for an emergency

Get your household ready

To be extra safe, let's make sure we are well prepared for another emergency event.

It's important to keep an eye on the weather and know what to do if another cyclone arrives.

Be prepared for severe weather, including strong winds, heavy rain and large swells along the coast.

Have an emergency plan for your household, get a grab bag ready, secure your property, avoid any non-essential travel and avoid any recreational activities on or near the water.

Weather systems can change rapidly. It is important keep up to date with the latest official information and always follow official advice from MetService, the Gisborne District Council, and Te Whatu Ora.

Where to get information

- Weather updates and warnings: www.metservice.com/warnings/home
- Road closures and traffic conditions: www.journeys.nzta.govt.nz/traffic/regions
- Civil Defence: www.civildefence.govt.nz
- Tairāwhiti Civil Defence Facebook: www.facebook.com/CDEMGisborne
- Gisborne District Council Emergency Management: www.gdc.govt.nz/services/civil-defence

What can you do to get ready?

- Have plenty of food and water to get through seven days (for drinking and basic hygiene), remember to include for babies and pets. If you can't manage seven days, three days is ok
- Have some long-lasting food that doesn't need cooking (unless you have a camp stove or gas barbecue). If you have special dietary needs, make sure you have enough to last three days in your grab bag. If you have to evacuate, emergency shelters may not have the food that you need
- Toilet paper and large plastic buckets for an emergency toilet
- Make sure you have medicines if needed, and a backup power supply if you are reliant on power for medical devices
- Make sure you have phone and device battery packs fully charged and have a car charger for your devices to ensure you can keep in touch and keep informed. Plan for not having power supply for a number of days
- Remember to have spare batteries, torches, a radio and some way of cooking if you lose power for a while
- Develop a Household Emergency Plan that includes your pets and make sure you have a grab bag ready
- Check on your friends, whānau, neighbours and anyone who might need your help
- Try and run any errands before the weather hits so you won't need to do any non-essential travel.

Don't forget that you and your neighbours can help each other by sharing supplies too.

By looking after yourself and your household, you'll also be helping emergency services focus their limited resources on the people who need the most help.

How to stay safe

You probably have most of the things you need already. You don't have to have them all in one place, but you might have to find them in a hurry or in the dark.

- Prepare your property for high winds by securing large, heavy objects or removing any items that could be picked up by the wind e.g. Trampolines, tarpaulins, outdoor furniture are the biggest risk items
- If you are in an area that sees flooding, then prepare yourself for this possibility
- Check drains, gutters and ditches are clear of debris. Move stock to higher ground
- If you have trees that are old or at risk of breaking in strong winds, move items or vehicles away from them, and prune any loose or cracked branches if possible
- Avoid driving unless absolutely necessary. Surface flooding, restricted visibility and slips are possible during severe weather
- Avoid recreational activities on or near the water, as storm conditions can cause turbulent and unsafe waters, and coastal inundation is expected
- Unplug small appliances that may be affected by electrical power surges, as power cuts are possible in severe weather. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.

Grab bag

A grab bag is a small bag with essential supplies. Have one ready for everyone in your family.

Each bag should have:

- walking shoes, warm clothes, raincoat and hat
- water and snack food (remember this for babies and pets too)
- hand sanitiser
- portable phone charger
- cash
- copies of important documents and photo ID
- supplies for any special dietary needs.

Remember any medications you might need and keep your first aid kit, mask or face covering, torch, radio and batteries somewhere you can grab them in a hurry.

What to do during a flood

Put safety first. Don't take any chances. Act quickly if you see rising water.

Floods and flash floods can happen quickly. If you see rising water do not wait for official warnings. Head for higher ground and stay away from floodwater.

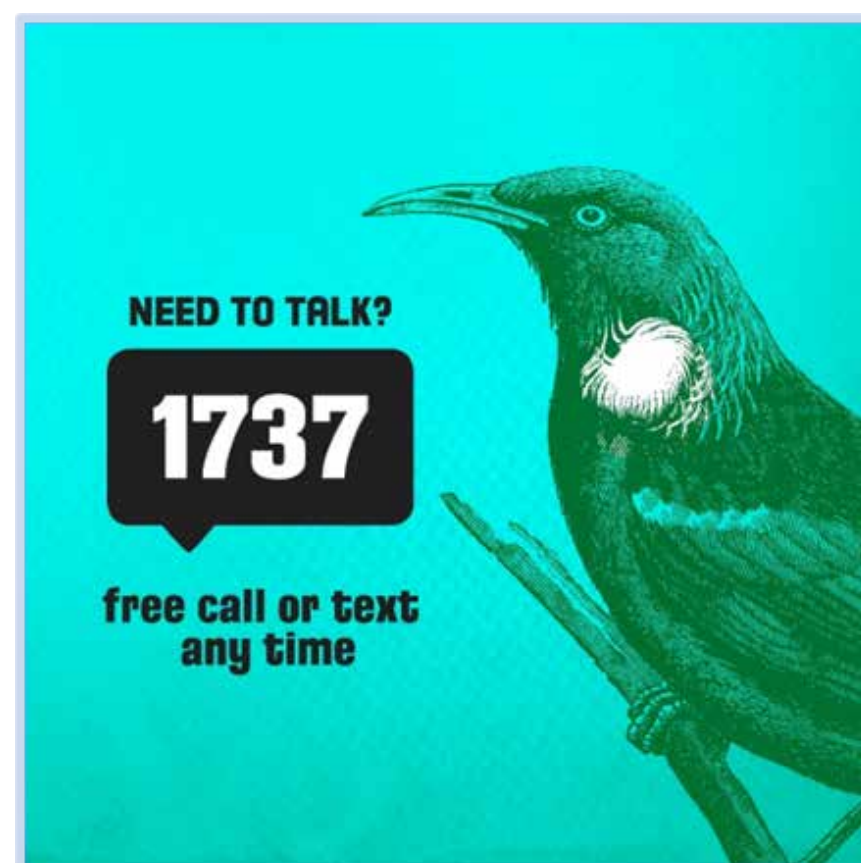
Stay out of flood water

Never try to walk, swim or drive through flood water. Many flood fatalities are caused by people attempting to drive through water.

Always assume that flood water is contaminated with farm run-off, chemicals and sewage. Contaminated flood water can make you sick. Make sure you wash your hands, clothes and property after contact with flood waters.

Know your neighbours

Get to know your neighbours. In an emergency, you'll be able to help each other while civil defence and emergency services are busy helping people who need them most.



Care in your community

For any health emergency, call 111 or go directly to the emergency department.

Unless specific items have been requested, please don't donate goods, and instead give money directly to relief funds, where it is most helpful. Councils are setting up mayoral relief funds which means you can donate to support a particular community.

Pharmacies

All city pharmacies are open and back to business as usual.

Bramwells Pharmacy

232 Gladstone Road

06 867 1291

Open 8am–6pm Monday–Friday and 9am–2pm Saturdays

Gordons Pharmacy

1 Mangapapa Road

06 867 1274

Open 8.30am–5.30pm Monday–Friday

Horouta Pharmacy

92 De Lautour Road

06 868 3700

Open 8am–5pm Monday–Friday

Kaiti Mall Pharmacy

520 Wainui Road

06 867 7100

Open 8.30am–5pm Monday–Friday

Pharmacy 53

10 Ballance Street

06 867 3038

Open 8am–7pm Monday–Friday and 9am–6pm Saturday/Sunday

Pharmacy Three Rivers

75 Customhouse Street

06 868 9510

Open 8am–8pm Monday–Friday and 8am–6pm Saturday/Sunday

Sean Shivnan Pharmacy

578 Gladstone Road

06 867 4672

Open 8am–6pm Monday–Friday and 9am–12.30pm Saturdays

Hospitals

Healthcare is available for you at Gisborne Hospital and at Te Puia Hospital.

Gisborne Hospital

421 Ormond Road

06 869 0500

The Emergency Department is open 24/7 for emergencies

Te Puia Hospital

4 McKenzie Street

06 864 6803

The Emergency Department is open 24/7 for emergencies

Medical centres

In Gisborne city

City Medical Centre

134 Derby St
06 868 6104
Open 8am–5pm Monday–Friday

De Lautour Medical Centre

1 Turenne Street
06 867 4144
Open 8.30am–5pm Monday–Friday

Puhi Kaiti Medical Centre

508 Wainui Road
06 867 8550
Open 8am–5pm Monday–Friday

Three Rivers Medical

75 Customhouse Street
06 867 7411
Open 9am–8pm Monday–Friday
Open 9am–1pm and again 2pm–6pm weekends

The Doctors Te Whare Hāpara

3 Desmond Road
06 868 8887
Open 8am–5pm Monday–Friday

In Te Karaka

Waikohu Medical Centre

76 Station Road
06 862 3630
Open 10am–2pm, Monday–Fridays for walk in.

Coast Medical Centres

Uawa Community Health Centre

40 Banks Street
Tolaga Bay
06 862 6650

Tokomaru Bay Community Health Centre

4 Tokomaru Street
Tokomaru Bay
06 864 5859

Tawhiti Clinic

4 McKenzie Street
Te Puia Springs
06 864 6803

Ruatoria Community Health Centre

1 Tuparoa Rd
Ruatōrea
06 864 8316

Matakaoa Community Health Centre

20 Paikea Street
Te Araroa
06 864 8316

Pacific Islanders' Community Trust

PICT empowers Pacific peoples to thrive. The Trust provides counselling for impacts of family violence, mental health concerns and support for recovery from substance abuse, plus support and advocacy with Education, Health, Immigration, Budgeting, Employment and COVID-19 related concerns.

395 Palmerston Road, Gisborne
Ph: 06 868 5620
Open 8am–4pm Monday–Friday
Facebook: www.facebook.com/pict.Tairawhiti

Mona Ferris
PICT Chairperson
027 355 5205
pictmona2018@gmail.com

‘Alaimaluloa Toetu’u–Tamihere
PICT Operations Manager
Ph: 027 378 8702
Email: pictala2020@gmail.com

Dentist

David Edgar at Dental Care

153 Derby St
Gisborne
06 867 9329
Open 8.30am–4.30pm Monday–Wednesday
for urgent dental care.

Ocean Dental

202 Grey Street
Gisborne
06 868 1995
Open 8.30am–4.30pm Monday–Wednesday
for urgent dental care.

Financial support

Support is available to anyone effected by the recent severe weather. You can access support by calling 0800 400 100.

There are lots of ways Work and Income can help, based on your situation. You don't have to be on a benefit. In emergencies, Work and Income can help with costs if you don't have any other way of paying.

Work and Income can help with:

- medical costs
- bedding
- food
- power bills
- repairs or replacing appliances
- loss of income because you can't work.

Call 0800 400 100 between 8am and 5pm for help with emergency costs.

Work and Income also provides other help such as benefits and help with paying your housing costs.

Everyone's situation is different, so what you qualify for will depend on your situation. You may have to pay the money back depending on your situation.

Tairāwhiti welfare centres

Check the Te Whatu Ora Tairāwhiti page online for information on welfare centres
www.hauoratairawhiti.org.nz

Useful numbers

Te Kaunihera o Te Tairāwhiti/Gisborne District Council

0800 653 800 or 06 867 2049, 24/7

Ministry of Social Development

Flood-related loss of earnings, phone 0800 400 100

- If you have a client number you can apply online at www.workandincome.govt.nz
- All other enquiries, phone 04 916 3300

Worksafe NZ

Freephone 0800 030 040, Monday to Thursday (excluding public holidays) 8.30am–5pm and Friday 9am–5pm

CCS Disability Action

CCS Disability Action is also providing support to disabled people in Gisborne

Phone: 0800 227 2255 or 07 578 0063. Email: bop@ccsdisabilityaction.org.nz

To report a disease, or get advice on disease risks

Please contact the local Public Health Service through Gisborne Hospital or email: health.protection@tdh.org.nz

Useful websites

- Manatū Hauora/Ministry of Health: www.health.govt.nz
- Mental Health Foundation of NZ: mentalhealth.org.nz
- Te Kaunihera o Te Tairāwhiti/Gisborne District Council: www.gdc.govt.nz
- Waka Kōtahi/NZTA: www.nzta.govt.nz
- Ministry of Social Development: www.msd.govt.nz
- WorkSafe NZ: www.worksafe.govt.nz

We hope you find this information useful

Feedback by email is welcome at h.nzcommunications@health.govt.nz

Feeling all sorts of emotions is normal in difficult times.

Try to take one day at a time and remember you're doing the best you can right now.



For free support, call or text 1737, or text Youthline at 234

For more tips, visit allsorts.org.nz



Te Whatu Ora
Health New Zealand

 **Mental Health Foundation**
mauri tū, mauri ora OF NEW ZEALAND