

# Communication During An Emergency

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Communication is a key part of getting through an emergency. There are many ways to stay informed about the situation, as well as some key plans to put in place with your family.

Communication helps you to stay informed during an emergency. There are some basic plans you can make with your family.

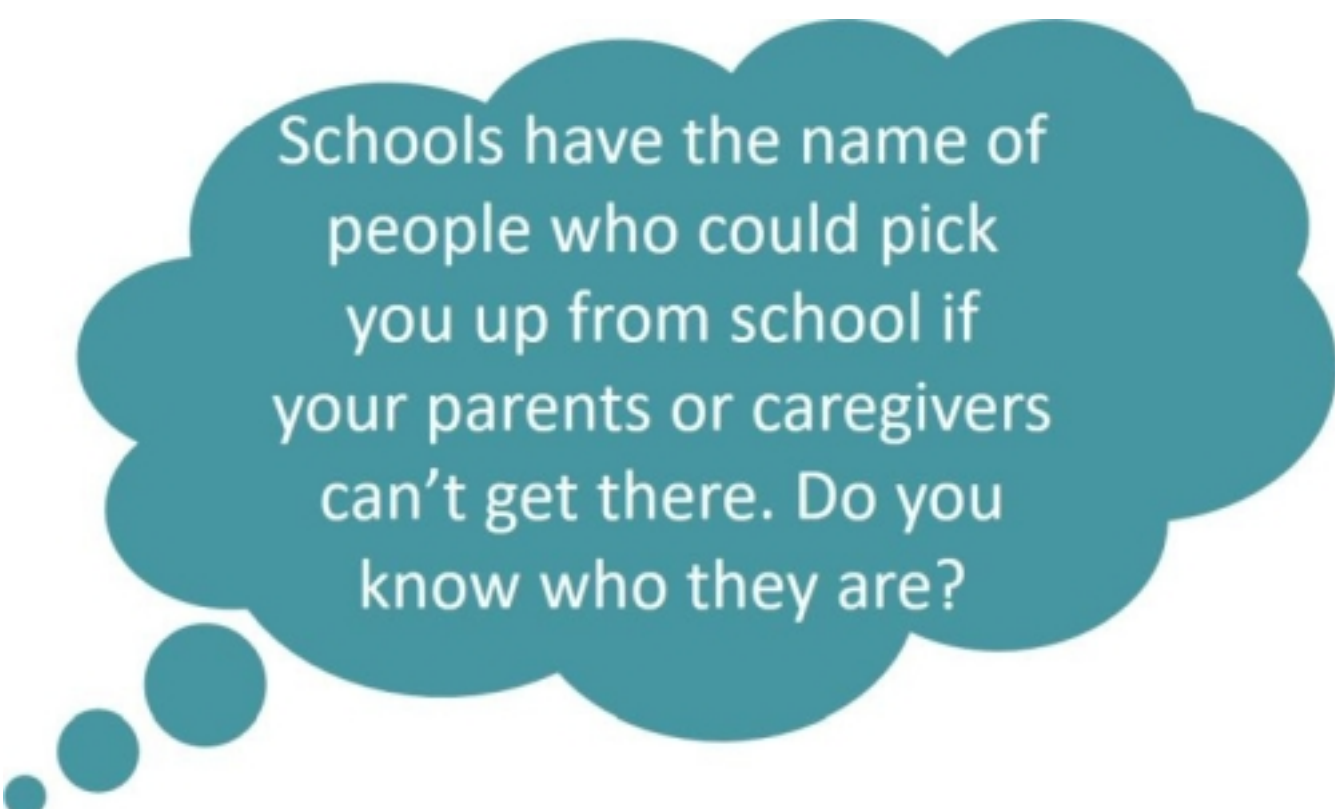
## Staying informed

If the phone and internet weren't working, how would you keep in touch, arrange to meet up, keep up with news and weather alerts?

In most emergencies, it's best to stay in our own homes. Make your home your meeting place but have another option in case you can't get there.

Talk with your family about how you will get in touch and where you will meet up in an emergency if the phone or internet isn't working.

Decide as a family who will pick you up from school and get to know the school's emergency plans.



Schools have the name of people who could pick you up from school if your parents or caregivers can't get there. Do you know who they are?

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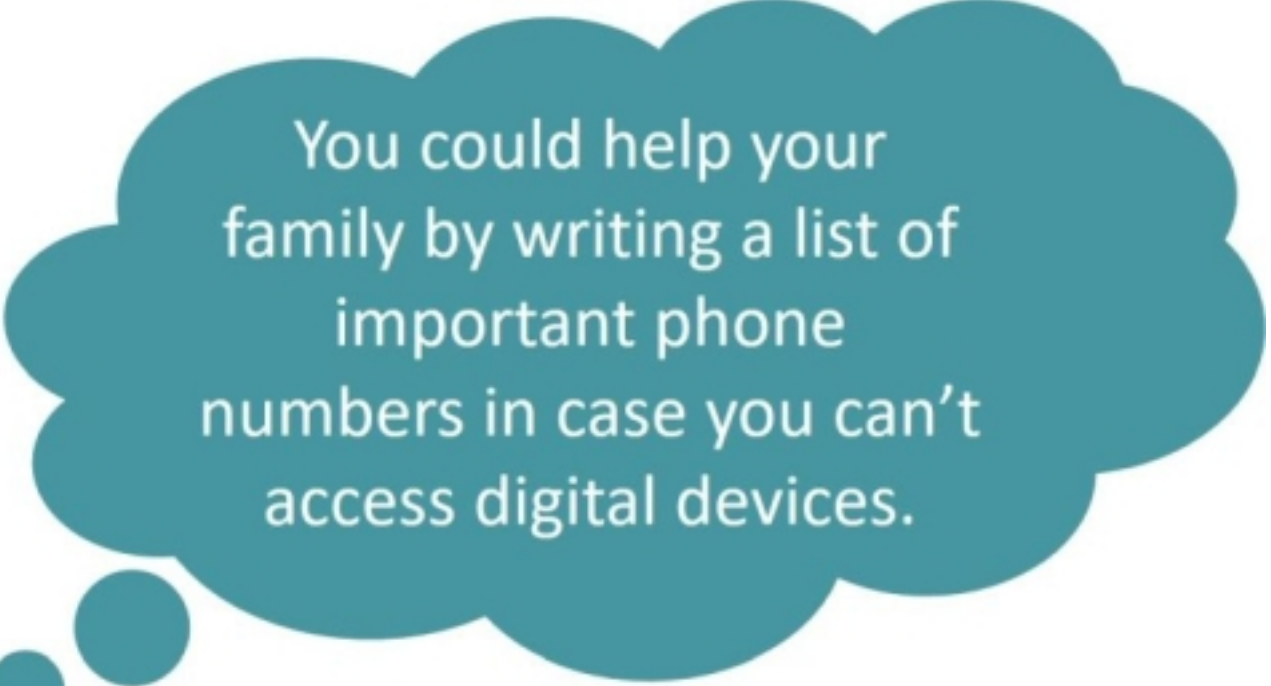
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Have a solar or battery powered radio so you can keep up with the latest news and alerts. Look on your local CDEM website to find out which radio stations will be broadcasting emergency information and updates, and programme those stations into your radio and car stereo.

Have an out of town contact that everyone knows about (sometimes when local phone lines are down you can still reach people outside your area). Get everyone to check in with your out of town contact by text or online messaging in an emergency if you can.

Get to know your neighbours. In an emergency, they may need your help or you may need their help, and you may be able to band together to get through.



You could help your family by writing a list of important phone numbers in case you can't access digital devices.

### Social Media

Check out your local council website and/or your local Civil Defence websites. Also follow their Facebook and Twitter pages so you can receive updates. This is a great way to help you follow the instructions of Civil Defence and emergency services at all times during an emergency.

### Hazard App

Red Cross now have an app called Hazards. Anyone can download Hazards for free on their phone or tablet to receive emergency alerts.

Hazards is New Zealand based and users can read about emergency preparedness and hazards. You can also take quizzes on different hazard types. The app lets you choose to receive alerts just for the area you live in so that you can identify

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hazards, reduce risk, and stay informed when you need it most.

The app is free to download on both iOS and Android devices.


- [Watch the Hazard app instructional video](#) [3].

### Emergency Mobile Alerts

The new Emergency Mobile Alerts system is due to launch on 5 November 2017 – World Tsunami Day. Emergency Mobile Alerts are a new way of sending information about emergencies to mobile phones in a set area without the need to download an app or subscribe to a service.

The alerts will come onto your phone like a text message. You will receive them automatically and for free on your mobile phone if you are in an affected area.

Civil Defence will be using this system along with NZ Police, Fire Emergency NZ, the Ministry of Primary Industries, and the Ministry of Health.



How do you think the  
use of technology in  
emergency  
management will  
develop in the future?

- [Ready for a quiz?](#) [4]

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Welcome to this interactive activity for the LEARNZ  
*What's the plan, Stan?* virtual field trip.

Before starting this quiz, you may want to view the  
page "[Communication During an Emergency](#)".

Good luck and have fun!



Image: [Unsplash](#)

[4]

### Staying informed

In most emergencies, it's best to stay in our own homes. Make your home your meeting place but have another place in case you can't get there.

Make plans in case the phone and internet aren't working during an emergency:

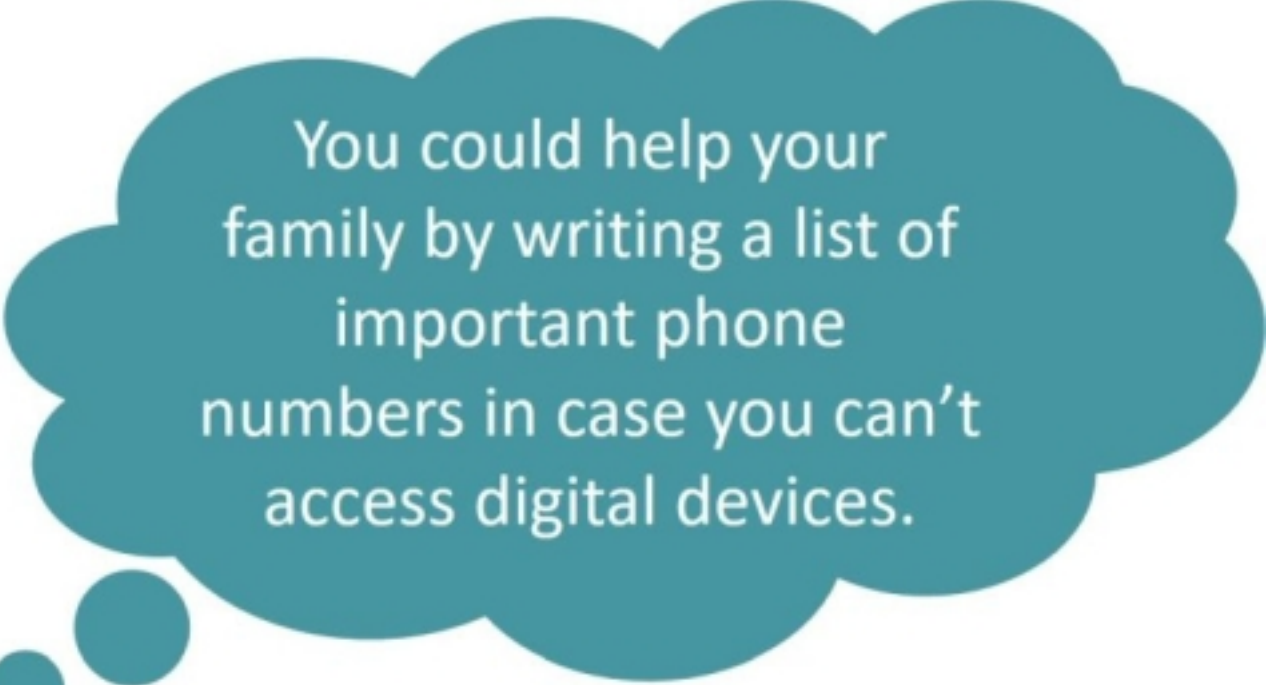
- Get to know the school's emergency plans.
- Talk with your family about how you will get in touch and where you will meet up.
- Decide as a family who will pick you up from school.

Schools have the name of people who could pick you up from school if your parents or caregivers can't get there. Do you know who they are?

- Have a solar or battery powered radio so you can keep up with the latest news and alerts.
- Look on your local CDEM website. Here you can find out which radio stations will be giving out emergency information. Programme those stations into

your radio.

- Have an out of town contact that everyone knows about (sometimes when local phone lines are down you can still reach people outside your area).
- Get to know your neighbours. In an emergency, they may need your help or you may need their help.



You could help your family by writing a list of important phone numbers in case you can't access digital devices.

### **Social Media**

Have a look at your local Civil Defence and council websites. Follow their Facebook and Twitter pages so you can get updates and instructions during an emergency.

### **Hazard App**

Red Cross now have an app called Hazards. Anyone can download Hazards for free on their phone or tablet.

Hazards is New Zealand based. Users can read about emergency readiness and hazards. You can also take quizzes on different hazard types. The app lets you choose to receive emergency alerts for the area you live in.

- [Watch the Hazard app instructional video](#) [3].

### **Emergency Mobile Alerts**

The new Emergency Mobile Alerts system is due to launch on 5 November 2017 – World Tsunami Day. This will be a new way of sending information about emergencies to mobile phones in a set area.

The alerts will come onto your phone like a text message. You will receive them for free on your mobile phone if you are in an affected area.

Agencies that will use this system include:

- Civil Defence
- NZ Police
- Fire Emergency NZ
- Ministry of Primary Industries
- Ministry of Health.

How do you think the  
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[4]

Māori keywords:


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Audio Māori keywords:

- [mōrearea - emergency](#) [5]
- [whakawhitiwhiti kōrero - communicating](#) [6]
- [pae pāpāho pāpori - social media](#) [7]
- [taupānga - app](#) [8]
- [whakaatuatu - \(v\) to inform \(n\) information, advice](#) [9]

In an emergency, phone lines can become overloaded quickly. Keep them clear so emergency calls can be made and, if you can, use text or online messaging to keep in touch. If life or property is threatened always dial 111 for Police, Fire, or Ambulance.

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[10]

Communication is important during an emergency. It is a good idea to have more than one way of staying informed. Image: Ministry of Civil Defence and Emergency Management.

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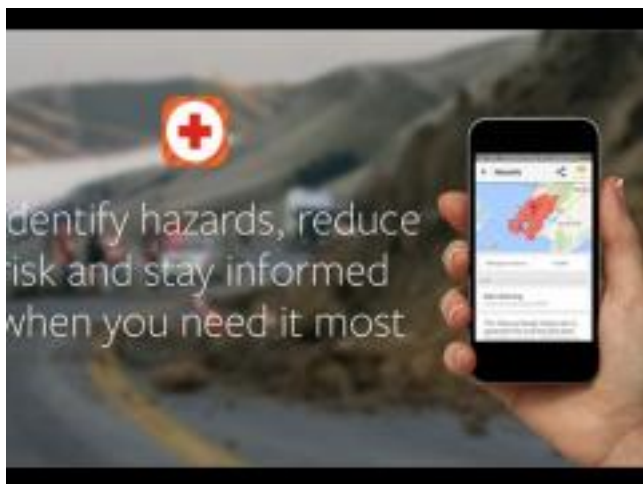
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[11]

Social media is a good way of staying informed. A look on your local council website will give you good information related to your local area. Image: Northland Regional Council.



[12]

Anyone can download the Red Cross Hazards app for free on their phone or tablet to receive emergency alerts. Image: Taranaki Civil Defence.

**Source URL:** <http://www.learnz.org.nz/node/2012>

## Links

[1] <http://www.learnz.org.nz/sites/learnz.org.nz/files/std-communication-during-an-emergency.mp3?uuid=5c6d9ee27ec27>

[2] <http://www.learnz.org.nz/sites/learnz.org.nz/files/easy-communication-during-an-emergency.mp3?uuid=5c6d9ee27e6a8>

[3] <https://www.youtube.com/watch?v=RC4pc1piglk&authuser=0>

[4] <http://activities.learnz.org.nz/wp164/wp164-a09-communicating-during-an-emergency/quiz.html>

[5] [http://www.learnz.org.nz/sites/learnz.org.nz/files/morearea\\_4.mp3?uuid=5c6d9ee](http://www.learnz.org.nz/sites/learnz.org.nz/files/morearea_4.mp3?uuid=5c6d9ee)



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[6] [http://www.learnz.org.nz/sites/learnz.org.nz/files/whakawhitiwhiti-korero\\_2.mp3?uuid=5c6d9ee27ee77](http://www.learnz.org.nz/sites/learnz.org.nz/files/whakawhitiwhiti-korero_2.mp3?uuid=5c6d9ee27ee77)

[7] <http://www.learnz.org.nz/sites/learnz.org.nz/files/pae-papaho-papori.mp3?uuid=5c6d9ee27ef73>

[8] <http://www.learnz.org.nz/sites/learnz.org.nz/files/taupanga.mp3?uuid=5c6d9ee27f081>

[9] <http://www.learnz.org.nz/sites/learnz.org.nz/files/whakaatuatu.mp3?uuid=5c6d9ee27f1d9>

[10] <http://www.learnz.org.nz/sites/learnz.org.nz/files/communication-during-emergency-01.jpg>

[11] <http://www.learnz.org.nz/sites/learnz.org.nz/files/communication-during-emergency-02.jpg>

[12] <http://www.learnz.org.nz/sites/learnz.org.nz/files/communication-during-emergency-03.jpg>