

Where to find help

Emergency Assistance

Call the Canterbury Earthquake Government Helpline on 0800 779 997 for information and emergency financial support. It's open 24 hours a day, 7 days a week.

Or visit a Welfare Centre at these locations:

- Pioneer Stadium, 75 Lyttelton Street, Spreydon
- Baptist Church, East Belt, Rangiora
- Burnside High School, 151 Greers Road, Burnside
- Windsor School, 170 Burwood Rd, Burwood

Alternatively you can visit these Work and Income offices between 9am – 5pm weekdays or 9am - 4pm weekends:

- Hornby – 25 Shands Road
- Riccarton – 76 Riccarton Road
- Rangiora – Corner of Good and Blake Street
- Kaiapoi Community Link – Unit 9 The Crossings, 77 Hilton Street
- New Brighton – 26 Beresford Street
- Linwood Community Link – 141 Aldwins Road
- Shirley – 203-205 Hills Road
- Ashburton Community Link – Corner of Cass and Moore Street

Emergency Financial Support

Civil Defence payments are available for a range of circumstances and are not income or asset-tested. Civil Defence payments can help with accommodation costs, with the purchase of essential and emergency items and for those who have suffered a loss of income. **For more information, call the Government Helpline on 0800 779 997.**

Accommodation

If you need assistance finding emergency temporary accommodation call 0800 HELP 00 (0800 435 700). Property owners or households with accommodation to offer can also call this number.

For Housing New Zealand tenants calling about damage to their home, or to alert the Corporation to their whereabouts call the Housing New Zealand Helpline 0800 801 601.

Support and counselling services

If you, your family or someone you know needs someone to talk to, we can put you in touch with a range of support and counselling services for free. **For someone to talk to call 0800 777 846.**

Maori Support Services

All enquiries for Iwi, Maori and Pacific support, please contact.

- Te Runanga O Ngaitahu, 0800 524 8248, www.ngaitahu.iwi.nz
- Te Puni Kokiri, 0800 875 839 or 027 600 9412

Ethnic Support

Support is available for Migrants and Refugees. Language Line is available on the Government Helpline or you can call the settlement support helpline 0800 776 948, (0800 SSNZ4U). Settlement Support New Zealand provides support, advice and links to the services that new migrants need.

Student Volunteer Army

If you need volunteers, the Student Volunteer Army (www.sva.org.nz) is a Civil Defence-connected service. For silt clearing and other jobs or help that you are unable to get alone, visit www.sva.org.nz or phone 0508 STUDENT (0508 788 3368) – call center manned 9am-4pm.

Requests are prioritised and matched to Squadrons of suitable volunteers from registered volunteers on the ground and the 23,000 strong online network.

Police

111 service is still operating. However, expect slight delays. Regular patrols continue in the most affected areas, particular at night. Residents are urged to help and be helpful towards each other.

Fuel/Transport/Roads

Petrol and diesel supplies are coming into the city regularly. Two bulk fuel terminals have opened for operation out of Lyttelton and one from Timaru. For information on roads and bridge closures, visit www.canterburyearthquake.org.nz or phone 0800 779 997. Only travel when essential and take extreme caution when driving.

If your vehicle is in the cordoned area, you will not be able to retrieve it until the cordons are removed.

Planning is underway to resume public bus services – an announcement will be made as soon as possible.

Lyttelton Tunnel is open to emergency vehicles, local residents and freight. Visit www.lpc.co.nz for regular updates.

Toilets

The Christchurch City Council has organised toilets.

For information on their locations, check the website www.canterburyearthquake.org.nz, or phone 941 8999.

If you are disposing of human waste (faeces, poo, vomit, etc) either:

- Bury it in your garden; or
- Wrap it well in paper or plastic and put it in your red bin for collection.
- Wash your hands immediately after dealing with any human waste.

**LOOK AFTER YOUR HEALTH, YOUR FAMILY, FRIENDS AND NEIGHBOURS.
STAY INFORMED AS BEST YOU CAN.
ASK FOR HELP.**

Missing person information

The number to call is 0800 RED CROSS (0800 733 276).

Trees

The public are advised to take care around trees lining river banks.

River banks around the city have been cracking making trees unstable. This is a particular concern if there are high winds.

Water

Water tankers are being sent to schools in areas where there is no running water. Check updates on locations on www.canterburyearthquake.org.nz or call 0800 779 997.

Remember to boil or treat ALL water before drinking, including tanker water, desalinated water, and normal tap water. This also applies to water used for brushing teeth, and in food preparation. The City Council will advise when it is no longer necessary to boil or treat tap water. Adding household bleach (1 teaspoon of bleach per 10 litres of water) and leaving for 30 minutes before drinking will effectively treat water.

If you have mains water supply you can flush your toilet sparingly. If there are any signs of blockage or overflow, stop flushing – this may be an indication of damaged pipes.

For all urgent water enquiries please contact 941 7210. If sewage is coming out on the street call 941 7210. If it is coming from your property contact a drainlayer who can determine if damage is on the street or the property. For water leaks it is suggested that you turn off your water at the mains if it appears the leak is between the road and your property. If the leak appears to be outside your property contact us on 941 7210. You don't have to be home for us to undertake repairs.

Public Health

Wash your hands or use hand sanitiser after toileting, and before and after eating or preparing food. Hand sanitiser is available from official water tanker sites.

Seek help if you are unwell. The majority of GPs in Christchurch are now open to treat minor injury or illness. Dial 111 for emergency medical attention.

If you are sick, try to limit contact with other people, do not go to work and do not prepare food for anyone.

Avoid contact with sewage by staying away from rivers, sea water, ponds, puddles or other surface water. Seek alternative accommodation if your home has sewage contamination.

Take extreme care with food – particularly with food that should be refrigerated or as food defrosts. Dispose of smelly, slimy, mouldy or discoloured food immediately. Do not refreeze food once power returns.

Service Centres

All CCC Service Centres are closed. Residents are not required to pay their rates as usual today. Rates can be paid at a future date to be confirmed. No penalties will apply.

Be careful with human waste

If you are disposing of human waste (faeces, poo, vomit etc) either:

- bury it in your garden; or
- wrap it well in paper or plastic and put it in your red bin for collection.

Wash your hands immediately after dealing with any human waste.

Rubbish

Normal kerbside collection will continue but delays are possible. You can place your rubbish in both your red rubbish and green organics bin. If your street is cordoned off or restricted to light traffic please take your bin outside of these areas. Recycled materials in your yellow bin will not be collected.

Private vehicles are currently preventing the kerbside collection trucks from carrying out their usual collection throughout the city. Please keep the areas around bins and rubbish collection vehicles clear and remain off the roads where possible

Excess rubbish - Please do not dump rubbish on the road side. Any items that don't fit in wheelie bins can be taken to the Parkhouse Road or Styx Mill Transfer Stations. Normal charges will apply however you can keep your receipt and claim it in insurance claim.

Your Property

People have three months to make an EQC claim for the 22 February earthquake. For urgent needs (if your home is not weather-proof, secure or sanitary) call 0800 DAMAGE (0800 326243) and a team from Fletchers Emergency Response Centres (Hubs) can be mobilised. Further information: www.canterbury.eqc.govt.nz. Civil Defence cannot guarantee security of property. You may want to consider placing valuable items in storage.

Animals

What will happen to my pets?

If you need to leave your house, you should either take your pets with you, or arrange for them to be cared for at a cattery / kennel or by someone you know. Care can also be arranged at the Christchurch City Council Animal Control in Bromley. Telephone 941 7044 between 8.00am – 5.00pm.

If you have lost or found a dog please contact Animal Control in 021 240 8291. For lost or found cats please call the SPCA on 349 7057. Where Animal Control find stray dogs, microchips are being checked to try to identify owners and reunite dog and owner where they can. Where they can't reunite, rescued dogs are being transferred to the city dog shelter in Metro Place, Bromley.

Heritage Buildings

It is important that people do not demolish heritage buildings without following due process. Check with both the building owner and Civil Defence authorities before approving the demolition of any heritage buildings – even if they are badly damaged.

Contact the Christchurch City Council on 941 8999.

More information,

canterburyearthquake.org.nz

<http://twitter.com/ChristchurchCC>

Christchurch City Council telephone number: (03) 941 8999

Earthquake Government Helpline: 0800 779 997

Earthquake Commission (EQC): 0800 326 243

Orion (electricity): (03) 363 9898

Quake Support and Counselling: 0800 777 846

Housing New Zealand Emergency Assistance:
0800 435 700

Aftershock updates - geonet.org.nz

Fire Ban

A total fire ban is currently in place across Christchurch, including Banks Peninsula.

No fire permits will be issued.

Only use gas or electrical BBQ's, because of the fire danger, lack of water and resources to fight fires.

Additional smoke from fires could increase respiratory problems caused by dust.

Do not use solid fuel BBQ's, such as wood or charcoal.

Do not burn rubbish. If it can not be disposed of in red wheelie bins, then where possible, take rubbish to the Parkhouse or Styx Mill Transfer Stations (the Bromley Metro Station is closed).

Wastewater on beaches

Wastewater repair crews found sewage overflowing on streets and properties in the Waimairi area yesterday. The sewage has been diverted and is being flushed through storm water pipes into the sea in the North Beach/Waimairi/Parklands area.

Residents have already been advised to stay away from rivers, the estuary and the sea, because of sewage overflows into the Avon and Heathcote rivers, and from beaches in the North Beach/Waimairi/Parklands area.

Work to repair pipes is ongoing and the public will be advised when this emergency procedure is stopped.

SUPERMARKETS

The following supermarkets are open as of Monday 28th February:

New World

Ashburton, Bishopdale, Fendalton, Halswell, Lincoln, Northwood, Rangiora, Rolleston, Stanmore Road

PAK'nSAVE

Hornby, Moorhouse, Northlands, Riccarton

Countdown

Avonhead, Kaiapoi, Northwood, Hornby, Rangiora, Ashburton, Moorhouse, Church Corner, Northlands, Bush Inn

Supervalu

Sumner, Lincoln Road, Wairakei, Fendalton, Edgeware

Fresh Choice

Barrington, Merivale, Parklands

PETROL STATIONS

The following petrol stations are open as of Sunday 27th February

BP

BP 2go Linwood, BP 2go West Melton, BP 2go Halswell, BP Connect Edgeware, BP Connect Rolleston, BP Connect Fendalton, BP Connect Hoon Hay, BP Connect Bush Inn, BP Westburn, BP Kaikoura, BP Papanui (Diesel Only), BP 2go Marshlands, BP Woodend, BP 2go Mairehau (8am and 6pm)

Truckstops – Sockburn, Ashburton, Kaikoura, Harewood

Shell

Belfast, Templeton, Carmen Road, Kaiapoi, Curletts Road, Southbrook, Raceway, Bryndwyr, Yaldhurst, Burnside, Bishopdale, Darfield, Brougham, Ferry Road, Cashmere, Amberley

Truckstops – Hornby, Templeton, Southbrook, Amberley, Sawyers Arms, Port Hills

Caltex

Ashburton, Avonhead, Cranford Street, Hornby, Russley, Rangiora, Bishopdale, Redwood, Blenheim Road, Kaiapoi, Lincoln Road

Mobil

Creyke Road (106 Creyke Road), Hagley South (corner of Moorhouse Avenue and Lincoln Road), Papanui (23 Main North Road), Redwood (352 Main North Road), St Martin's Garage (238 Centaurus Road), Wainoni (173 Wainoni Road), Wigram (243 Main South Road)

MEDICAL CENTRES

The following medical centres are open as of Thursday 24th February

Amopen Road

Avonhead Surgery

Avonhead Surgery

Barrington Medical Centre

Belfast Medical Centre

Belfast North MEDIQUAL Doctors

Bishopdale Medical Clinic

Bryndwr Medical Rooms

Cashmere Health & Physiotherapy

Darfield Medical Centre

Doctors on Riccarton

Fendalton Medical Centre

Ferry Road Medical Centre

Grahams Road Surgery

Greers Road Medical Centre

Halswell Health

Harewood Medical Centre

Helios Integrative Medical Centre

Hillmorton Medical Centre

Hoon Hay Medical Centre

Hornby Medical Centre

Hornby Surgery

Innes Road Medical Rooms

Kendal Medical Centre

Leeston Medical Centre

Lincoln Medical Limited

Lincoln Road Medical Practice

Linwood Avenue Medical Centre

Lyttelton Surgery

Main North Road Medical Centre

Mairehau Medical Centre Limited (doing house calls)

Merivale Medical Practice

New Brighton Health Care combined with New Brighton Village Health

Normans Road Surgery

North Avon Medical Centre

Parklands Medical Centre (limited)

Prestons Road Surgery

QE2 Medical Centre Limited

Redcliffs Medical Centre

Redwood Clinic

Riccarton Medical Practice

Roimata Medical Practice

Selwyn Street Medical Centre

Settlers Health Centre Limited

Somerfield Medical Centre limited

St Albans Medical Centre

Straven Medical Rooms

Te Rawhiti Family Care

Templeton Medical Centre

The Surgeryopen

Upper Riccarton Medical Centre (Taylor/Olds)

Waimairi Road Medical Rooms

Waltham Medical Centre

Woodham Road Health Care

PHARMACIES

The following Pharmacies are open as of Thursday 24th February

Airport Pharmacy Ltd

Akaroa Pharmacy

Amberley Pharmacy Ltd

Ashburton pharmacies all open

Avonhead Pharmacy Ltd

Barrington Health Centre Pharmacy

Wilson's Barrington Pharmacy

Barrington Unichem Pharmacy

Bastins Pharmacy

Belfast Pharmacy

Christchurch

EARTHQUAKE RESPONSE

MARCH 2

Bells Pharmacy Lyttelton Ltd
Bush Inn Pharmacy Ltd
Unichem Bishopdale Pharmacy
Casebrook Pharmacy Ltd
Centre Court Pharmacy
Dales Pharmacy Ltd
Darfield Pharmacy
Ewart Douglas Pharmacy
Elmwood Pharmacy
Fendalton Mall Pharmacy
Ferry Road Pharmacy
Graeme Smith Pharmacy
Halswell Masons Pharmacy
Hammersley Pharmacy
Hardings Chemist
Hardings Pharmacy
HealthWorks Pharmacy
Hei Hei Pharmacy
Hillmorton Pharmacy
Hoon Hay Pharmacy
Hornby Unichem
Ilam Pharmacy
Kaiapoi Crossing Pharmacy
Kaiapoi Amcal
Kendall Pharmacy
Kirk Road Templeton Pharmacy
King Medicine Management (open for Resthomes only)
Leeston Pharmacy
Lincoln Pharmacy
Linwood Dispensary Limited (Urgent patients only)
Mairehau Pharmacy
Netherby Pharmacy
North Avon Pharmacy Practice
Oxford Pharmacy
Papanui Pharmacy
Parklands Pharmacy
Radius Church Corner
Rangiora Pharmacy
Redwood Pharmacy
Rolleston Pharmacy
Stantons Pharmacy
Unichem Ashburton
Wairakei Road Pharmacy
Merivale Medical Centre Pharmacy
Stavely Street Pharmacy
Searles Allenton Pharmacy
Selwyn Community Pharmacy
Shields Pharmacy
Skelley & Amcal Chemist
Spreydon Pharmacy
Staywell Pharmacy

Waltham Pharmacy
Wise's Pharmacy
Wyatt Chemist
Union Street Pharmacy

WATER

Water is available from the following locations at the times listed below.

Residents must take their own containers, and remember to boil all water before use.

Water Tankers

School or Park Address, Morning, Afternoon
St Albans, Cranford St/English Park, 9am-9.30am, 2pm-2.30pm
Richmond, Alexandra St/Pavitt St, 11am-11.30am, 4pm-4.30pm
Hammersley, Quinns Road, 9am-9.30am, 2pm-2.30pm
Banks Avenue Banks Avenue, 11am-11.30am, 4pm-4.30pm
Burwood, New Brighton Rd, 11am-11.30am, 4pm-4.30pm
Queenspark, Queenspark Rd, 9am-4pm
North New Brighton Leaver St 11am-11.30am, 4pm-4.30pm
West Spreydon Lyttelton St/Hennessy Rd, 9am-9.30am, 2pm-2.30pm
Somersfield, Somersfield St/Studholme St, 11am-11.30am, 4pm-4.30pm
Salvation Army 177 Linwood Ave, 9am-4pm
Pioneer Stadium Lyttelton St, 9am-4pm
Cowles Stadium Pages Rd, 9am-4pm
Shirley Primary, 9am-4pm
Governors Bay Fire Station, 9am-4pm
Diamond Harbour Fire Station, 9am-4pm
Cashmere, Dyers Pass Rd/Hackthorne Rd, 9am-4pm
Beckenham Norwood St/Eastern Tce, 9am-4pm
St Martins Albert/Roscoe, 9am-4pm
Woolston, Ferry Rd/Hopkins St, 9am-4pm
Mt Pleasant Major Hornbrook Rd, 9am-4pm
Sumner, Hardwick St/Colenso St, 9am-4pm
Bromley, Kawau Cres, 9am-4pm
North Linwood, Woodham Rd, 9am-4pm
Sullivan Ave Polytech, Sullivan Ave/Ensors Rd 9am-4pm
Rosewood Rest Home and Hospital Woodham Rd/Kerrs Rd, 11am-12pm
Avonside Girls' High Cowlshaw St, 9am-4pm

Tanks (All Day)

Phillipstown School, Philips Street
South New Brighton School Estuary Road
Shirley Primary School Shirley Road
Wainoni School Wainoni-Anzac
Lyttelton School Oxford Street
Burwood Hospital Mairehau Road
Pegasus 24 Hour Health Bealey Ave
Latimer Square
Shirley Intermediate School Shirley Rd/North Parade
Manning Intermediate School Hoon Hay Rd
Disraeli Street Reserve Disraeli Street
Moyna Street Reserve Moyna Street
Corner of Hereford & Rolleston Ave
Corner of Champion & Gresford Street
Chisnallwood Intermediate School
Heathcote Valley School
Waltham School
Corner of Ottawa & Wainoni Roads
Burnside High School Greers Road
Burwood Suburb Kingsford-Liggins
Tumara Park Putake Dr/Titirangi Cres
Opawa Primary School Ford Road
Waltham Medical Waltham Road
North Hagley Park Harper Ave
Redcliffs School Main Road

Pump Stations (All Day)

Pioneer Stadium Lyttelton Street
Montreal
Worcester East of Fitzgerald Ave
Woolston Glenroy Street
Grassmere Shearer Playground
Kerrs Kerrs-Woodham
Aston Drive Close to Stout Place
Parklands Parklands Mall
Burwood Road Windsor School
St Johns Linwood Ave/St Johns Street
Lyttelton Port
New Brighton