



ANIMAL EVAC.NZ
KARAREHE WHAKAWATEA
Evacuate | Shelter | Reunite

Operation Nelson Fires:

After Action Report

By Steve Glassey & Mark Anderson

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Executive Summary

Formed in 2018 due to the capability gaps exposed in the Edgecumbe Flood (2017), Animal Evac New Zealand (AENZ) is the only dedicated animal disaster management charity within NZ. It operates a national network of over 200 volunteers trained in animal disaster response, many also have significant veterinary, disaster management, incident management, humanitarian aid, technical rescue, firefighting, paramedical and military experience.

On the morning of Wednesday 6 February 2019 (Waitangi Day public holiday), AENZ was contacted by the Ministry for Primary Industries (MPI) in response to the Nelson Fires. A large rural fire had become uncontrolled in the Tasman District leading to a state of emergency being declared and was impacting on animal welfare as well as threatening public safety. Despite requests for information, it was not until the afternoon that MPI advised there were no significant issues and to stand down. AENZ expressed concern over this premature decision given reports of stock suffering burns requiring euthanasia, the lack of information/intelligence, and given the fire still being uncontrolled. On Thursday 7 February 2019, AENZ Chair was interviewed by TVNZ One News and highlighted concerns that there was no animal emergency management plan in place for Nelson. As the fire situation deteriorated, MPI then contacted AENZ to deploy on Friday 8 February 2019 to Nelson. Existing AENZ volunteers on the ground had established that while the official advice was that evacuees could bring their animals to the human evacuation centre, they had no facilities or trained persons to assist animals.

AENZ activated an initial team of volunteers from across the country, including veterinary professionals, incident managers, an animal control officer and those experienced in rural fire operations. The animal charity HUHA, had already self-deployed and set up an animal evacuation centre at the showgrounds, despite the legal requirement for temporary companion animal sheltering to be the responsibility of the local authority under the National Civil Defence Emergency Management Plan Order. The lack of regional capacity and plans have been raised previously. Even if a draft animal emergency management plan was in existence, it was not shared.

During the response, requests were made of MPI for situation reports and actions plans. Only a couple of brief email updates were received. The lack of situation reporting and action planning by MPI has been raised previously (in after action reports and official correspondence) but appears to remain unaddressed and the lack of these basic incident management outputs are inconsistent to the mandated protocols set by the Department of Prime Minister & Cabinet in the Coordinated Incident Management System (2nd Edition). Situation reports or action plans from the Emergency Operations Centre were also not shared, though it is unclear whether such EOC outputs were being shared to MPI to distribute. At no point were all the leads of the animal welfare agencies brought together to discuss response planning either virtually or in-person by MPI

who are mandated to coordinate animal welfare emergency management. Whether the public holiday had an impact or not, it appeared MPI were slow to put capacity on the ground until days into the event.

AENZ became inundated with animal owners concerned for their animals left behind in the cordon, in particular they were very frustrated that the MPI operated 0800 animal welfare help line was not being answered, going to fisheries poaching, closed at 6pm, or they never updated or called back. AENZ activated its D4H incident management system, to start noting the callers who had not had a favourable response from the MPI 0800 line and recorded 33 search and rescue requests. The lack of specialized information management systems by MPI has been raised before in after action reports and in meetings with officials who have admitted the deficiencies of their platforms. AENZ offered access to the D4H platform to improve information management given MPI were using a spreadsheet to manage their response. An initial correlation of information between D4H and the spreadsheet found that MPI could only account for three (3) of the thirty three (33) search and rescue requests from owners who said they had already logged their request with the MPI 0800 service. The lack of a central animal evacuation register also compounded situational awareness and though the D4H system was offered to ensure all animals held at the showgrounds were electronically registered, the offer was not taken up and the system remained as paper-based system. The adoption of animal e-registration would have allowed for real-time online information access, improved animal reunification, maintenance of official records and enhanced security of information.

The operational activities that AENZ carried out including the distribution of pet carriers to the residents of Wakefield who were on evacuation watch, providing an “animal help desk” at the human evacuation centre, the evacuation of stock and other animals, rescuing a pheasant outside the cordon, giving advice to animal owners, and supporting the HUHA animal shelter. A number of animal owners confided in our volunteers that out of frustration with the animal welfare coordination they had illegally re-entered the cordon to move or rescue their farm animals, one admitting he was caught by authorities doing so.

At no point did AENZ enter the cordoned area illegally, despite statements made in the media. The only time AENZ entered the cordoned area was to rescue stock from the fire and that was permission of the Police and MPI officials at the cordon who appeared frustrated with the lack of coordination and information from their respective agencies. AENZ volunteers including its own qualified rural firefighters along with community volunteers who had stock trailers, safely evacuated a number a farm animals to the Richmond Showgrounds. An Official Information Act request was made to the Tasman Police District Headquarters who confirmed on 5 April 2019 that no information was held by Police to substantiate the allegation. Further investigation is required to establish the source of the malicious and false accusation that AENZ acted illegally.

The cost of deploying AENZ was approximately NZD \$5,000 in direct costs and these were covered from by donations, a grant from the Mayoral Relief Fund and a contribution made by the Ministry for Primary Industries. We thank these organisations for their support.

There were significant challenges and lessons learned from this operation. In the context of emergency management this was a moderate event with no loss of human life, one home destroyed, and 3,000 people evacuated. New Zealand is exposed to other hazards with more far reaching consequences, so it is critical to ensure lessons are learned from these smaller events. The major lessons identified include:

1. The lack of inclusive animal emergency management plans and planning processes by MPI prior to the event*
2. Lack of collaborative engagement by MPI to have all animal welfare partners “in the same room”
3. MPI lacking an appropriate response information/incident management platform (for use by all partners)*
4. MPI failure to develop and/or share CIMS documentation outputs for the animal welfare response element*
5. MPI standing down resources prematurely whilst the fire was not under control despite concerns raised
6. Sub-optimal service delivery of the MPI 0800 animal welfare line including delays and lack of response
7. Deployment of animal response teams who did not have rural fire experience onto the fire ground
8. Lack of communication between MPI staff at cordons and the MPI response centre
9. An Animal Only Shelter as used in the event is not best practice nor sustainable
10. Local messaging by Civil Defence included advice for pets which is encouraging to see being the norm
11. Support and collaboration from the NZ Red Cross was excellent
12. Acknowledgement of the work carried out by HUHA for operating the animal shelter at the show grounds.
13. Misinformation made in the media should be investigated to ensure accountability.

*Those lessons identified * have been identified in previous After Action Reports.*

A draft of this report was supplied to officials at the Ministry for Primary Industries for comment in April 2019 to provide an opportunity to comment. No corrections or comments were received at the time of publishing.

It will be critical for the safety of animals and humans that New Zealand’s animal disaster management arrangements are reformed as called for in our report *No Animal Left Behind* presented to Parliament in January 2019 and in our submission to the Governance and Administration Select Committee on the *National Disaster Resilience Strategy*. In the meantime, the lessons identified in this report should be acted upon through a genuine, timely and collaborative effort by government and animal charity groups.

Lessons Identified – Quick Observations

Ref	Lesson Identified (● denotes lesson affects or involves indicated organisation)	AENZ	MPI	CDEM	POL	FENZ
1	Initial evacuation instructions referred to “make provisions for your pets” which is not clear and could imply to leave animals behind with food and water, which would not be best practice.		●	●		
2	There was no universal marking to system to note what properties had been checked/cleared. A paper/staple-based marking system was prepared for deployment but not required.		●	●		●
3	No statutory animal emergency management plan for the region was in place (such as an approved plan under the CDEM Act 2002). No draft plan if it was in progress, was not shared with support agencies.		●	●		
4	Local authority has legal mandate and responsibility to coordinate companion animal emergency relocation (evacuation/transport), accommodation and care. No such function was observed with animal charities assuming this gap.		●	●		
5	Initial animal welfare response teams’ standby being cancelled prematurely. Future responses, resources should not be stood down until the incident is under control and winding down.		●			
6	CIMS mandated Situation Reports (SITREPS) and Incident Action Plans were not shared or created by the lead agency for animal welfare emergency management, despite requests.		●			
7	CIMS mandated Situation Reports (SITREPS) and Incident Action Plans were not shared or created by the EOC where not shared or distributed by MPI to support agencies leading to a lack of information.		●	●		

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
8	The NZCAR/ARL donated microchip scanners and microchips to the incident for all animal response charities. SPCA took responsibility for these but did not share these resources with AENZ. MPI should be coordinating logistics to ensure fair distribution of donated goods.		●			
9	Director's Guideline (Welfare) template animal registration form not used. Offer to have free access to D4H for E-registration of evacuated animals not taken up leading to lack of real time, backed up and secure information, as well as meeting official information requirements.		●	●		
10	Encouraging that MPI reached out to AENZ for operational support and first deployment achieved with AENZ providing the largest amount of trained animal disaster responders on the ground within 24 hours of deployment request.	●	●			
11	MPI public information statements initially omitted acknowledgement of AENZ response, however after discussions with MPI leadership, this did improve.	●	●			
12	The distribution of donated pet carriers to Wakefield was effective as it was noted many evacuees at the human evacuation shelter and animal shelter (HUHA) had transported their animals in these. Lack of pet carrier is a causal factor in evacuation failure.	●				
13	Affected residents reported significant failures and frustration with MPI 0800 (008333) assistance line, with not being answered, closing at 6pm, and no follow up/reply. It would appear there was insufficient capacity to operate this service by MPI.		●			
14	Lack of central and shared information management system for all agencies to be able to access and contribute to information sharing. D4H platform was offered and there was some use by officials. Senior managers expressed their interest in such a system for future responses given the response was being managed on a spreadsheet which was sub-optimal.		●			
15	Human evacuation centre did not have suitably trained persons for assisting with incoming animals until AENZ provided an animal help desk, despite public messaging implying such resource existed at evacuation centres.		●	●		

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
16	AENZ remote support team using virtual D4H system proved highly effective, with several volunteers contributing to the response efforts remotely online.	●				
17	Animal welfare concerns including heat stress were observed at the temporary animal shelter, when local catteries with air conditioning were available. Local capacities should be the first choice in emergency sheltering. Lack of emergency code of welfare as raised in “No Animal left behind: a report on animal emergency management law reform” is highlighted.		●			
18	Having an AENZ Liaison Officer in the MPI Operations Centre was beneficial. This highlights the need to have a multi-agency command liaison group to prevent operational silos and promote collaborative and informed responses in the future.	●	●			
19	Community groups self-initiating animal rescues and FENZ carrying out animal rescues as no specialist animal rescue teams were on the ground. The importance of pre-deploying teams or at least a command liaison group/advance party is highlighted.		●			●
20	MPI staff were not clearly identifiable. None were observed to be wearing any clearly identifiable uniform or high visibility vest, in contrast to the Queensland Fruit Fly biosecurity response, where field staff were all wearing such vests.		●			
21	National Civil Defence Emergency Management Plan Order only mandates SPCA and TLA’s for responding to companion animals. It is clear from this event that in particular with lifestyle blocks, such delineations may not be realistic.		●	●		
22	MPI instructed that when evacuating stock from farms, that cattle were not to be moved. It is unclear why this was the case; however, it may be related to <i>Mycoplasma Bovis</i> , in which case the welfare of such animals need to be considered.		●			
23	One farmer was known to pre-emptively euthanise stock as unable to move them to safety in time due to fire conditions. Emergency mass culling processes and support to be included in animal emergency plans.		●			

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
24	Media repeatedly contacted AENZ as they reported being unable to get hold of MPI. It is important for MPI to ensure it has sufficient capacity to meet the demands of media.		●			
25	Animal Welfare contact list was supplied about 5 days into the response. The contact list had an incorrect phone number for AENZ and recorded one person as a veterinarian which was not the case. A copy was not sent out to check prior to distribution.		●			
26	It was reported on social media (local Nelson group) to contact Animal Evac, yet this was not approved by AENZ and the phone number was incorrect too.		●			
27	Operational taskings by MPI appeared to favour the SPCA NRU and VERT with no clear rationale or opportunity to collaborate.		●			
28	AENZ highlighted health and safety risk of other animal response teams working in the field without having experienced and qualified rural firefighters. AENZ was the only animal response team on the ground that had such expertise, but it was ignored.		●			●
29	Use of messenger group to communicate in a closed group environment was a great success. This allowed team members to chat and share ideas and an avenue to discuss issues for the leadership to then take forward.	●				
30	Other organisations (i.e. HUHA) that have not been part of pre-event planning discussions such as attending local and regional CDEM/AWEM meetings but offered assistance could be better integrated in the future, providing MOUs and training are completed.		●			
31	Though AENZ was not planning to go operational until after command group training scheduled in June, the lack of D4H administrators was sub-optimal.	●				

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
32	Daily briefings (AENZ action planning) were carried out but with additional D4H users, they could have been entered into D4H for improved record keeping.	●				
33	D4H Live Situation Report URL was shared in addition to D4H logins provided to MPI to ensure they were informed of our activities.	●	●	●		
34	D4H log provided excellent audit trail of activities and also tracked intelligence from open sources to keep the team informed.	●				
35	MPI initially instructed to deploy AENZ personnel with no equipment, however, any emergency response requires a minimal level of logistics such as safety equipment. Safety equipment had to be purchased locally to ensure volunteers were kept safe.	●	●			
36	Facebook posts were highly followed. Huge amount of positive coverage by various media channels.	●				
37	Further championing of improved animal disaster laws is required. Further engagement with groups that can support lobbying is needed (i.e. Animal Law Association, MPs etc).	●				
38	Readiness phase public education resources needs to be improved around preparing for pets in disaster and ensuring they are microchipped and always evacuated alongside their human guardians.	●	●	●	●	●
39	Remotely deployed AENZ personnel, continued to provide valuable background work and assistance to the deployment. Consider this as a long-term role.	●				
40	Leadership by AENZ recognised that the IC and a number of the staff have significant disaster response experience.	●				

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
41	Pre-event relationships allowed AENZ to quickly identify key individuals and engage where required.	●				
42	Value of the AENZ Emergency Reserve proved highly successful with members rotated in and out of the operation. Although a short deployment, AENZ proved that it has the ability to stand-up within 3-4 hours and have members on the ground given it has trained animal disaster responders throughout NZ.	●				
43	Cordons were somewhat not effective as animal rescuers regularly had conversations with pet owners outside the cordon who said they were illegally returning in secret to feed or rescue their pets.	●		●	●	●
44	MPI committed to reimbursing costs when they asked AENZ to deploy, however, post-incident reimbursement continues to be problematic. The lack of central government reimbursement of animal welfare response costs by charities is a long-known flaw in the National CDEM Plan Order that continues without resolution. Later statements indicated that travel and accommodation would be reimbursed, however, that was clearly not communicated as volunteers slept in tents, caravans and were billeted. The self-sufficient and local membership nature of AENZ however is a strength and reduces the cost and need for commercial accommodation in general.		●			
45	MPI response appeared insufficient in the early part of the event, and key officials appeared exhausted. This highlights the benefit of highly mobile volunteer groups who can respond without bureaucracy while larger response organisations are ramping up to respond and assume a more long-term provision of service.		●			
46	AENZ responders reported very high levels of comradery and a highly positive team culture.	●				
47	AENZ D4H team management systems, pre-deployment training and resources such as deployment checklists were valuable.	●				

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
48	The ability to support HUHA and respect that they assumed management of the animal shelter at the showgrounds was good. Assisting where possible with the operation of the animal shelter was useful.	●				
49	AENZ volunteers need to be cautious in providing their mobile phone numbers as they may end up being posted and mis-labelled. Use only central or set phone numbers for contact.	●				
50	Animals were left behind in the townships under evacuation. A clear plan or policy is required on what to do with such animals.		●	●	●	●
51	The core fire and emergency management response by Nelson-Tasman Civil Defence and Fire & Emergency NZ appeared very competent and their efforts should be praised.			●		●
52	NZ Red Cross teams were deployed to undertake door to door welfare checks. The opportunity to have a multi-agency response to ensure animal issues could be addressed at that time was missed.	●	●	●		
53	The support and collaboration provided by the NZ Red Cross was excellent. Their volunteers made our volunteers feel welcomed and appreciated.	●				
54	The generosity of the Nelson Community was warming.	●	●	●	●	●
55	The resilient philosophy of AENZ means we were able to respond within minutes having people on the ground, facilitating the use of local resources. Much of the resources used by AENZ were locally donated or loaned by the community, allowing them to make a contribution to the response and reduce operational costs.	●		●		

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
56	Delays in getting updates from MPI during initial activation meant that flights were being booked and changed constantly in order to hold seats, given the limited flight schedule into Nelson. Having a travel agent who could manage such changes quickly before approaching check-in time was very helpful.	●	●			
57	A significant portion of MPI response staff were compromised of Biosecurity officials. Potential incidents like a Foot in Mouth Incursion which would be a protracted response, could reduce MPI's ability to provide surge capacity to animal welfare emergency management. Partnerships with community groups who do not have such competing obligations should be valued to ensure response capabilities exist. Large scale disasters such as the Southern Alpine fault will quickly overwhelm all government departments and impact across a large part of then country. There should be a concerted effort to support and grow community groups such as Animal Evac NZ to ensure optimum resilience to future disasters and prevent the compromising of animal and human safety. The Queensland Fruit Fly incursion that occurred mid-February highlights the risk of MPI relying on internal capacity to fulfil its mandated obligations for animal welfare emergency management.		●			
58	To date Animal Evac NZ has been largely excluded from animal welfare emergency planning, despite having the largest number of trained animal disaster responders in the country, many of whom have significant disaster and international response experience. Best practice requires emergency planning to actively engage all stakeholders to ensure optimal understanding of arrangements, capacities and responsibilities.	●	●	●		
59	Reports of spontaneous and unaffiliated volunteers breaching the cordon to effect animal rescues shows need to grow and nurture grass root community groups to be active and engaged in animal welfare emergency management to ensure volunteers are coordinated, trained, accountable and act within the CDEM system.		●	●		
60	The support and significant contribution made by the A&P Association showgrounds at Richmond should be acknowledged.		●	●		

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Ref	Lesson Identified	AENZ	MPI	CDEM	POL	FENZ
61	The A&P Showgrounds were made available to the public to move stock animals to, however, no organisation was initially assigned to supervise. Animal Evac NZ had a volunteer on the ground reviewing it on the afternoon of Wednesday the 6 th February, but AENZ and others had been stood down. Leaving an official capacity even if limited in place should have been applied.	●	●			
62	While the A&P showgrounds were being used without any supervision there was no system in place to prevent <i>disaster hoarding</i> or <i>disaster rustling</i> that has been observed in overseas disasters. It is important when such facilities are made available that there is supervision and systems in place to prevent this, such as those operated by AENZ. This should have not fallen on the good will of the A&P association.	●	●	●	●	
63	It appears that animals upon arrival to the temporary animal shelter were not given an initial health assessment, which is best practice (and minimum standard under the Code of Welfare, that does not apply in an emergency). A case of animal neglect was discovered after the animal had been admitted. The AENZ Pet Friendly Shelter manual (veterinarian approved) outlines how to operate emergency shelters and what processes are required to operate to best practice in an emergency.		●			
64	An inaugural meeting was convened by MPI at the A&P showgrounds for animal welfare organisations on Tuesday 12 th February. This meeting which distributed incorrect contact numbers and still did not provide any situation reports or action plans was held after SPCA NRU and VERT had departed, and AENZ was departing immediately after the meeting. This kind of meeting was commendable but should have been a week earlier.		●			
65	It appeared that animal welfare operations (i.e. in the cordon) appeared disconnected with fire response operations. The need to have all operations under the operations manager in CIMS has been noted in previous events to ensure integration and safety management.		●	●		●
66	As identified in the Edgcumbe After Action Report (Wellington SPCA, 2017), there would have been merit to have a mobile command unit for animal welfare emergency management, that could have provided a central location at the showgrounds to better coordinate field response activities with partners.		●			

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67	The establishment of the 0800 MPI service was a good to see being established (though it under performed as per Ref #13), as recommended from the Edgumbe After Action Report (Wellington SPCA, 2017).		●			
68	The information flow was sub-optimal to/from cordons based on our experience. Police were frustrated with the lack of information and updates.		●	●	●	
69	The demonstration of the AENZ GIS companion animal population estimation tool was useful when potential animal numbers for potential evacuation areas.	●				
70	The lack of common incident radio systems across animal welfare emergency response teams were noted and if more collaborative taskings were carried out, this issue would have become more of an issue.	●	●	●		●
71	International trends are for SPCA's to relinquish their enforcement roles to Police such as Ontario SPCA and American SPCA (ASPCA New York). Though this has had led to significant improvements to animal welfare according to the ASPCA and NYPD. Should this occur, the SPCA's field response capacity would be significantly reduced. There is a significant risk to government partnering with only one animal welfare charity to provide services. In other states, SPCA's have removed themselves from disaster response as it no longer seen as core business, especially where government funding is not provided.		●	●		
72	Caution needs to be given to provide temporary animal sheltering where owners do not take responsibility for their animals. This approach would not sustainable in larger emergencies, reduces resilience by transferring responsibility away from animal owners, creates legal risks for those persons left in charge of the animals, and the shelter may no longer constitute an emergency shelter if providing a <i>free doggy-day care</i> (and therefore the Code of Welfare: Temporary Animal Housing would apply, especially when the state of emergency is lifted, as no emergency situation then exists).		●	●		
73	The separation of animal registration and human registration systems was not ideal. An integrated system is needed to prevent duplication of information and improve real-time situational awareness of overall welfare needs, as per international best practice.		●	●		

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74	<p>The use of Animal Only Shelters where owners are not responsible for the care of their evacuated pets despite being able to do so is a model that is not sustainable, unable to be scaled up in major disasters, is highly resource intensive, creates legal liabilities for those caring for the animals, removes the psychosocial support mechanism provided by companion animals in affected families (i.e. inconsistent with “do no harm” philosophy); is inconsistent to the International Code of Conduct for Red Cross and NGOs in humanitarian aid (i.e. beneficiaries of aid must be actively involved in the management of such aid), and not consistent with international best practice.</p>		●	●		

Abbreviations

AENZ	Animal Evac New Zealand
ARL	Animal Register Ltd
AWEM	Animal welfare emergency management
CDEM	Civil Defence Emergency Management
CIMS	Coordinated Incident Management System
D4H	D4H Technologies (Incident Management System)
DAC	Duty Agency Commander (Animal Evac NZ)
EOC	Emergency Operations Centre (Nelson-Tasman District Council)
ER	Emergency Reserve
FENZ	Fire & Emergency New Zealand (formerly NZ Fire Service)
HUHA	Helping You Help Animals (animal charity)
IAP	Incident Action Plan
ICP	Incident Control Point
IMT	Incident Management Team
MCDEM	Ministry of Civil Defence & Emergency Management
MOU	Memorandum of Understanding
MPI	Ministry for Primary Industries
MP	Member of Parliament
NZDF	NZ Defence Force
NZRT	NZ Response Team
NRU	SPCA National Rescue Unit
POL	NZ Police
RAWC	Regional Animal Welfare Coordinator
RATEL	Radio Telephone Procedures
SITREP	Situation Report
TLA	Territorial Local Authority
TVNZ	Television New Zealand
USAR	Urban Search & Rescue

Media Links

<https://www.tvnz.co.nz/one-news/new-zealand/animal-rescue-teams-deployed-nelson-help-fire-relief>

<https://www.bbc.com/news/world-asia-47187604>

<https://www.nzherald.co.nz/Nelson-fires:/High-winds-prevent-Pigeon-Valley-residents-returning-home>

<https://www.stuff.co.nz/national/110409069/nelson-bush-fire-animals-evacuated>

<https://www.stuff.co.nz/business/farming/110419366/nelson-bush-fire-animal-welfare-key-concern-as-fire-enters-third-day>

<https://www.odt.co.nz/news/national/horror-60-injured-burned-sheep-put-down>

<https://www.tvnz.co.nz/one-news/new-zealand/live-civil-defence-urges-tasmin-fire-evacuees-register-only-third-those-who-ve-left-their-homes-registered>

<https://www.stuff.co.nz/national/110475104/nelson-bush-fire-richmonds-landbases-ark-caring-for-evacuated-animals>

<https://www.stuff.co.nz/business/farming/110476389/nelson-bush-fire-frustration-at-not-being-able-to-help-animals>

https://issuu.com/waimea-weekly/docs/13_february_2019-ww

https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12210215

Deployment Roll

On-Ground

- Steve Glassey, AENZ Incident Controller
 - Former UN Disaster Management Officer, former Wellington SPCA CEO, Founder Animal Evac NZ, Founder SPCA National Rescue Unit, Masters in Emergency Management.
- Steve Heller, EOC Liaison
 - Former Major with NZ Army with significant international deployment experience
- Darren Gray, AENZ Team Leader
 - Team Leader Animal Management (KCDC) with experience with stock and dangerous dogs, warranted Dog Control Officer.
- Afra Dixon, AENZ Team Member
 - Veterinary Technician
- Becky Goodall, AENZ Team Member
 - Diploma Veterinary Nurse
- Marian Anderson, AENZ Team Member
 - Diploma Veterinary Nurse, Graduate Certificate in Emergency Management, former Military Paramedic with international deployment experience.
- Chris Stuart, AENZ Team Member
 - Former Red Cross international delegate
- Corey Jones, AENZ Team Member
 - Qualified Rural Firefighter with operational experience
- Nae Steinhardt Blanchard, AENZ Team Member
 - Emergency manager, NZ Sign Language
- Josie Williams, AENZ Team Member
 - Veterinary Nurse, Animal First Aid Instructor
- Russell Black, AENZ Team Member
 - Former SPCA Inspector and Nelson local
 - Former SPCA representative to local CDEM welfare forum
- Natalie Litras
 - International experience working in animal sanctuaries in developing countries.

- Sandra Leys
 - Experienced cat shelter/protection pre/post Christchurch quake
- Daniel Carmichael
 - Former Police Constable and Nelson local

Remote Support

- Mark Anderson
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- D4H Technologies
- Kapiti Coast District Council
- The Carmichael Family
- Helping You Help Animals (HUHA)
- New Zealand Red Cross

- The Nelson community

And all the employers and families of our volunteers who supported their response too.

About the authors

Steve Glassey CEM®

Chairman & Duty Agency Commander

- Masters in Emergency Management *Charles Sturt University*
- Postgraduate Diploma in Emergency Management *Massey University*
- Postgraduate Certificate in Public Management *Victoria University of Wellington*
- Graduate Certificate in Terrorism, Safety & Security *Charles Sturt University*
- National Certificate in Fire & Rescue Services (Vegetation), *EMQUAL*
- Certificate in Animal Welfare Investigations *Unitec Auckland*

Steve is the co-founder and current Chairperson of Animal Evac New Zealand. Prior to this voluntary role, he was the Chief Executive Officer Wellington SPCA leading major reforms including resurrecting the SPCA National Rescue Unit and pioneering the SPCA's Emergency Reserve programme, the later winning an international award by the International Association of Emergency Managers. He previously worked for the Wellington SPCA in the 1990's when he became the youngest warranted SPCA Inspector in NZ history, and founded the SPCA National Rescue Unit.

Steve's 20 years of commitment to the emergency management and public safety industry have seen him rise to positions such as: General Manager (Emergency Management & Business Continuity) at New Zealand's largest government department, the Ministry of Social Development including being the ministry representative to the Officials Domestic and External Security Committee (ODESC); Disaster Management Officer with the United Nations; Emergency Management Advisor (USAR) for the Ministry of Civil Defence & Emergency Management; USAR Category II Technician for New Zealand Fire Service Task Force 1; National Assessment Manager for the New Zealand Fire Service, and Chief Executive of the Emergency Management Academy of New Zealand. In 2008 Steve was awarded the prestigious Certified Emergency Manager (CEM®) credential by the International Association of Emergency Managers.

His skills and experience in coordinating a disaster response are sought-after internationally and he has responded to events such as the Samoan Tsunami (2009), H1N1 Lao PDR (2009), Typhoon Ketsana in South East Asia (2009), Christchurch Earthquake (2011), Super Typhoon Haiyan, Philippines (2013) and Edgecombe Floods (2017). His international networks has enabled him to facilitate the establishment of the world's only

non-profit trade association for technical rescue – the International Technical Rescue Association, which he is a rope, confined space, swiftwater and companion animal rescue instructor for.

He also led the development and teaching of a new series of postgraduate qualifications in emergency management at Massey University, in his former role as Assistant Director (Teaching) at the Joint Centre for Disaster Research. He has delivered emergency management workshops and projects in the United Arab Emirates, Nepal, Indonesia, Laos, Philippines, Australia, Fiji, Samoa, Thailand and the USA, and has assisted with humanitarian aid work in many of these countries. He is the former Chair of the CEM Commissioner for the International Association of Emergency Managers (Oceania-Asia CEM Commission), founding and former Editor-in-Chief for the Journal of Search and Rescue. Holding the National Certificate in Fire & Rescue Services (Vegetation), Steve is also a qualified rural firefighter and pump operator; and has been operationally deployed to rural fires and a former assessor for rural fire safety (NZQA unit standard 3285).

He has peer-reviewed manuscripts for the *Australasian Journal of Emergency Management*, *Australasian Journal of Trauma & Disaster Studies*, *Journal of Contingencies and Crisis Management*, *Animals* and *Journal of Search & Rescue*. He has published numerous articles on animal disaster management including his 2018 work on Hurricane Harvey (Texas) being the cover article for the special edition on animal disaster management by the highly acclaimed journal *Animals*.

He is currently continuing his research into animal disaster management as a doctorate candidate with Otago University, an associate of the New Zealand Centre for Human-Animal Studies at the University of Canterbury and associate with the Bushfire & National Hazards Collaborative Research Centre.

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Mark Anderson MNZM

Deputy Chairman & Regional Coordinator (Manawatu-Whanganui)

- Bachelor of Health Sciences, Auckland University of Technology
- Postgraduate Certificate in Emergency Management, Auckland University of Technology

Mark has been a Regional Coordinator with AENZ since October 2018. He currently works for the New Zealand Defence Force (NZDF). He leads a national health training team delivering medical and soldier training across NZDF and to other nations supported by the New Zealand Government. He brings a huge range of knowledge and skills to animal evacuation and care.

Mark's 28 years of commitment to the NZDF and medical industry has seen him rise to positions such as: Team Leader, Senior Medic and Senior Instructor, as well as leading teams of professionals in austere situations and environments overseas.

In 2002 Mark was awarded the prestigious, Member of the New Zealand Order of Merit (MNZM) awarded in the New Year's Honors list that year. This was for his work as a War Crimes and Crimes Against Humanity Investigator in East Timor over the period of September 1999 to May 2001.

His skills and experience in designing training and coordinating health responses to disaster response whilst serving overseas were paramount to the stabilization of the Solomon Islands in the event of a national or un-natural disaster. Mark was awarded a commander's commendation for his design of this response whilst serving in the Solomon Island over the period of October 2010 to April 2011.

Mark has additional national qualifications in adult education, learning design, military search and rescue, sports management and health and safety.

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