

Vulnerable Persons Support Register

Supporting our community when it matters most

The **Vulnerable Persons Support Register** is a practical, community-based initiative designed to help ensure that people who may be more vulnerable during an emergency are not forgotten.

The register provides a way for people to voluntarily and confidentially identify themselves as someone who may benefit from a welfare check during an emergency or significant local disruption.

Held by: Pahiatua Pharmacy & supported by local Civil Defence volunteers where appropriate

1. Purpose

The Community Welfare/ Vulnerable Persons Support Register exists to help identify people in the community who may require a welfare check during an emergency or significant disruption.

The register is intended for people who:

- * live alone
- * may have limited mobility
- * are elderly
- * have health conditions or disabilities
- * may become isolated during emergencies
- * do not have nearby family or support networks
- * may otherwise struggle to care for themselves during a disaster or emergency event

The purpose of the register is:

- * to support timely welfare checks
- * to help community volunteers prioritise vulnerable residents
- * to strengthen community resilience
- * to ensure vulnerable people are not forgotten during emergencies

This register is not a medical register and does not guarantee rescue, transport, medical treatment, or ongoing care.

2. Privacy Principles

The register will:

- * operate on an opt-in basis only
- * collect only information necessary for welfare checks
- * be stored securely
- * only be accessed by authorised people
- * only be shared during emergencies or welfare incidents requiring response

Information will be handled in accordance with the principles of the Office of the Privacy Commissioner and the Privacy Act 2020.

3. Storage and Security

The register will:

- * be held securely by the pharmacist or delegated authorised staff member
- * be stored in a locked cabinet and/or password-protected digital file
- * not be publicly accessible
- * not be used for marketing or unrelated purposes
- * be reviewed periodically for accuracy

Only authorised persons may access the register.

4. Release of Information During Emergencies

Information may be shared with:

- * authorised Civil Defence personnel
- * approved welfare volunteers
- * emergency services
- * health responders where necessary

Information will only be released:

- * during declared emergencies
- * during significant local welfare events
- * where there is reasonable concern for a person's wellbeing

Only the minimum necessary information will be shared.

5. Volunteer Expectations and Limits

Volunteers:

- * are providing welfare support only
- * are not expected to provide medical care
- * must respect privacy and dignity
- * must keep information confidential
- * should never discuss registered people publicly
- * should report concerns through designated coordinators

Volunteers must not:

- * enter homes unless invited and safe
- * handle medications
- * promise outcomes they cannot guarantee
- * share lists or photographs
- * retain copies of information after the emergency

6. Pharmacy Responsibilities

Pahiatua Pharmacy will:

- * securely maintain the register
- * ensure consent forms are completed
- * restrict access to authorised personnel
- * support periodic updates
- * provide information only under agreed emergency conditions

The pharmacy is acting as a trusted community holder of the information and is not responsible for emergency response operations.

7. Review and Updating

Participants should:

- * update their details if circumstances change
- * review their information annually where possible

The register should be reviewed at least once every 12 months.

Suggested Volunteer Procedure During an Emergency

1. Receive assigned addresses from welfare coordinator.
2. Approach calmly and respectfully (check for dogs to keep safe)
3. Knock and introduce yourself clearly.
4. Confirm wellbeing.
5. Ask simple welfare questions eh:
 - * Do you feel safe?
 - * Do you need medication, food, water, warmth, or medical help?
 - * Do you have someone supporting you?
 - * What medication needs will you have (for longer emergencies)
7. Record outcome.
8. Escalate any urgent concerns immediately.
9. Maintain confidentiality at all times.