



# Government of Saint Lucia

## Volume 1: Standing Operating Procedures for the Agencies of the National Emergency Management Organisation

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*Document of the Saint Lucia National Emergency Management Plan*

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## **THE EMERGENCY OPERATIONS CENTRE (EOC)**

### **LOCATION**

The Emergency Operations Centre (EOC), is located at the NEMO HQ at Bisee.

The alternate location is the Police Training School at La Toc and is considered a COLD EOC. A COLD EOC is a place not designed to function as such and thus all equipment must be brought onto the site.

### **FUNCTIONS**

The EOC will manage all activities before, during and immediately after an emergency. The EOC will coordinate all emergency services and will supervise all communications to officials and to the public. The EOC will be coordinated by the NDC.

### **CONCEPT OF OPERATION**

Two teams are considered to be in the NEOC:

- Team #1 that must arrive once the NEOC is activated, and
- Team #2 that arrives 12 hours later to relieve Team #1

#### TEAM 1

TEAM 1 will report for duty once the NEOC is activated, and will comprise of:-

1. Permanent Secretary in the Prime Minister's Office (Director of Operation)
2. Director - NEMO
3. Permanent Secretary, Ministry of the Public Service
4. Permanent Secretary, Ministry of External Affairs
5. Chief Medical Officer
6. Police Commissioner
7. Chief Fire Officer
8. Government Information Service (with equipment)
9. Amateur Radio/Citizen Band Clubs Team (with equipment)
10. Chairmen of National Sub-Committees
11. Members of the SSU
12. Stenographer/Typist

#### TEAM 2

TEAM 2 will report for duty twelve hours after the activation of the EOC and will comprise:-

1. Permanent Secretary, Ministry of Planning (Director of Operations)
2. Deputy Director NEMO
3. Deputy Permanent Secretary, Ministry of the Public Service
4. Deputy Permanent Secretary, Ministry of External Affairs
5. Senior Medical Officer
6. Deputy Police Commissioner

7. Deputy Chief Fire Officer
8. Government Information Service (with equipment)
9. Amateur Radio/Citizen's Band Operators (with equipment)
10. Deputy Chairmen of National Sub-Committees
11. Stenographer/Typist

#### FUNCTIONS OF TEAMS:

1. Overall coordination, operation and management of relief assistance;
2. To give general directives to officials and other persons responsible for emergency operations;
3. To report to the Prime Minister and Cabinet;
4. To regulate the release of information about the state of affairs at National and International levels;
5. To keep accurate records of all casualties, damage, and action taken or ordered;

#### **ACTIVATING THE NATIONAL EMERGENCY RESPONSE MECHANISM**

A major situation, which threatens population centres will require that the Incident Commander [IC] receives support for its control and management. This will be coordinated by the National Emergency Operations Centre (NEOC). The decision to advise the NEMO Secretariat of the need for additional support will be made by the IC.

The IC will complete a Situation Report Form for the Director NEMO. (Appendix 1)

The Director NEMO in consultation with the IC and the Cabinet Secretary, will decide on activation of the Plan and if necessary, the NEOC.

The NEOC, once activated, will coordinate response, request additional resources and ensure adequate support to all relevant functions. The IC will retain operational control of all operations.

Once the NEOC is activated all Standing Operating Procedures shall come into effect.

Procedures for Storms / Hurricanes differ.

## **EMERGENCY ALERT SYSTEM: TROPICAL STORM/HURRICANE**

The Emergency Alert System is in three phases.

### PHASE 1. ADVISORY.

- **Advisory** - Official information issued by Met Service describing all tropical cyclone watches and warnings in effect along with details concerning tropical cyclone locations, intensity and movement, and precautions that should be taken. Advisories are also issued to describe: (a) tropical cyclones prior to issuance of watches and warnings and (b) subtropical cyclones.

### PHASE 2. HURRICANE WATCH.

- **Watch** - An announcement for specific coastal areas that hurricane conditions are possible within **36 hours.**

### PHASE 3. HURRICANE WARNING.

- **Warning** - A warning that sustained winds 74 mph or 119 km/hr or higher associated with a hurricane are expected in a specified coastal area in **24 hours or less.** A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though winds may be less than hurricane force.

## **ACTION TO BE TAKEN AT EACH PHASE**

### **PHASE I: ADVISORY**

#### **Director of Meteorological Services:**

1. Oversee the reparation of text of Advisory Bulletin;
2. Call the National Disaster Coordinator;
3. Distribute Advisory Bulletin;

#### **Director NEMO**

1. Liaise with the Prime Minister
2. Call the Chairmen of all District and Local Sub- Committees;

3. Inform the Emergency Committee Chairman or Secretary;

## **PHASE II: WATCH**

### **Director of Meteorological Services:**

1. Oversee the reparation of text of Watch Bulletin;
2. Call Director NEMO
3. Distribute Watch Bulletin;
4. Advise Police and Light houses on hoisting of signs;

### **Director NEMO**

1. Liaise with the Prime Minister
2. Call the Chairmen of all National Sub-Committees;
3. Call the District Emergency Committees;

### **Permanent Secretary, Prime Minister's Office:**

1. Inform Permanent Secretaries;

### **ALL Permanent Secretaries:**

1. Activate the Ministry Continuity of Operations Plan;

### **Chairman of Information Sub-Committee:**

1. Activate the Media Plan;
2. Call Radio Stations and arrange for hourly broadcast of weather advisories and hurricane precautions;
3. Advise public to be alert for announcements by Radio and TV;

### **Chairman of Telecommunications Sub-Committee:**

1. Activate the Telecommunications Plan;
2. Alert president or other contact persons of Amateur Radio Club and CB Club;

3. Ensure that there is direct contact between Emergency Operations Centre and Met. Office at Vieux Fort;

**Chairman of Transportation Sub-Committee:**

1. Activate the Transportation Plan;

**Chairman of Hospitality Crisis Management Sub-Committee:**

1. Activate the Hospitality Crisis Management Plan;

**Chairman of Damage Assessment and Needs Analysis [DANA] Sub-Committee:**

2. Activate the DANA Plan;

**Chairman of Welfare Sub-Committee:**

1. Activate the Welfare Plan;

**Chairman of Supply Management Sub-Committee:**

1. Activate the Relief Distribution Plan;

**Commissioner of Police:**

2. Activate the Security Plan;
3. Prepare for hoisting warning signals on instructions from Met. Office;
4. Inform all Police Stations;
5. Place the SSU on stand-by to respond to any request from EOC;

**Fire Chief:**

1. Activate the Response Plan;
2. Inform all Fire Stations;

**Heads of Departments and Public Utility Companies:**

1. Activate the Continuity of Operations Plan;
2. Ensure that all personnel are ready for immediate implementation of emergency operation plan;

**Members National Emergency Management Organisation:**

1. Stand-by for meeting at Emergency Operations Centre;
2. Listen to RSL, RCI and Helen FM for announcements;

## **PHASE III: WARNING**

### **24 Hours before expected impact: [or the system has moved past coordinates: 52°W]**

#### **Director of Meteorological Services:**

1. Oversee the reparation of text of Warning Bulletin;
2. Call the Director NEMO
3. Distribute Warning Bulletin;
4. Advise Police and Light Houses on hoisting of signs;
5. Participate in Pre-strike Hurricane meeting;

#### **Director NEMO:**

1. Liaise with the Prime Minister
2. Activate the EOC;
3. Alert the Chairmen of all National Sub-Committees;
4. Alert the District Emergency Committee Chairman or Secretary;
5. Advise the public to rush final preparations (food supplies, water storage, house protection etc.);
6. Organise a Pre Hurricane meeting with Teams I & II 12 hours before expected impact;

#### **Permanent Secretary, Prime Minister's Office:**

1. Alert Permanent Secretaries;
2. Request all government vehicles to be fully gassed up, parked at the Government Buildings, Castries Waterfront or the nearest Police Station with the key properly tagged and made available to NDC or Police Station;

3. Participate in Pre strike Hurricane meeting;

**Commissioner of Police:**

1. Activate the Police Disaster Plan;
2. Alert all Police Stations and Coast Guard;
3. Display appropriate warning signals;
4. Have transportation made available to the Chairmen of the District Emergency Committees for issuing warnings to communities;
5. Place backup EOC on stand-by;
6. Participate in Pre strike Hurricane meeting;

**Chief Fire Officer:**

1. Activate the Fire Service Disaster Plan;
2. Alert all Fire Stations;
3. Participate in Pre Strike Hurricane meeting;

**Chief Medical Officer:**

1. Activate ALL Medical Sector Disaster Plans;
2. Ensure that all staff and other personnel assigned to hospitals, health centres, first-aid posts are prepared to function in accordance with Emergency Health Plans;
3. Participate in Pre Strike Hurricane meeting;

**General Manager, Saint Lucia Air & Sea Ports Authority:**

1. Activate SLASPA Disaster Plan
2. Take steps to safeguard all government launches and give directions to ships in port as deemed necessary;
3. Inform airlines and concessionaires at airports of possible closure of airports and ensure that all safety measures are taken;
4. Participate in Pre Strike Hurricane meeting;

**Chief Fisheries Officer:**

1. Activate Fisheries Disaster Plan
2. Ensure that fishermen have hauled in their boats and secured fishing gear;
3. Participate in Pre Strike Hurricane meeting;

**All members of Teams I & II and National Sub Committees**

1. Participate in Pre Hurricane meeting;

<p><b>12 Hours before expected impact:</b></p>
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**Director of Meteorological Services:**

1. Inform Director NEMO of weather system's evolution;
2. Issue advisories;

**Director NEMO:**

1. Liaise with the Prime Minister
2. Alert the Chairmen of all Sub-Committees;
3. Alert the District Emergency Committee Chairman or Secretary;
4. Place Team I on stand-by;
5. Distribute the Bulletin to the public;
6. Inform all schools, offices and businesses if not closed already that they must be closed **WITHIN** the next 3 hours;
7. Inform all sectors involved in disaster response that they must complete their mobilisation procedures;

**Permanent Secretary, Prime Minister's Office:**

1. Alert Permanent Secretaries;

**Chairman, Information Sub-Committee:**

1. Ensure that Bulletin and precautionary measures are repeated on Radio and TV;
2. Ensure that Radio Stations install mobile equipment at Media Centre;

**ALL National Sub-Committees**

1. - Ensure that all actions have been taken as per the respective response plans
2. Permanent Secretaries and Heads of Departments:
3. Complete security of all government offices and equipment;
4. Advise Public Servants and Teachers to listen to the radio for instructions on deployment after the hurricane;

**General Manager, Saint Lucia Air & Sea Ports Authority:**

1. Issue NOTAM for closure of airports, inform airlines, managers, government agencies and concessionaires about closure;

**Permanent Secretaries / Commissioner of Police / Chief Fire Officer / General Manager, Public Utility Companies / General Manager, Saint Lucia Air & Sea Ports Authority and Chief Medical Officer:**

1. - Will ensure that their Continuity of Operations Plans are activated;

**6 Hours before expected impact:**

**Director of Meteorological Services:**

1. Inform Director NEMO of weather system's evolution;
2. Issue Alerts;

**National Disaster Coordinator:**

1. Liaise with the Prime Minister
2. Liaise with Chairmen of all Sub-Committees;
3. Liaise with District Emergency Committee Chairman or Secretary;
4. Ask Team I to report to EOC immediately after the All Clear;
5. Distribute the Bulletin to the public;
6. Inform population that all pedestrian and vehicular traffic are forbidden from the streets except for essential services until further notice;
7. Inform all sectors involved in disaster response that they must have completed their mobilisation procedures and be on stand by;

**Permanent Secretary, Prime Minister's Office:**

1. Alert Permanent Secretaries;

**Chairman, Information Sub-Committee:**

1. Ensure that Bulletin and precautionary measures are repeated on Radio and TV;
2. Ensure that Radio Stations have installed mobile equipment at EOC;

**Chief Medical Officer:**

1. Ensure that Mass Casualty Management Teams are on stand-by;

**ALL Permanent Secretaries / Commissioner of Police / Chief Fire Officer / General Manager, Public Utility Companies / General Manager, Saint Lucia Air & Sea Ports Authority and Chief Medical Officer:**

1. Will ensure that their contingency plans are activated;
2. Ensure that first response personnel are on stand-by;

**ACTION DURING A HURRICANE**

**EOC:**

1. Staffed by a minimum of Director NEMO or Deputy, two Police Officers and one amateur radio operator. Team I on stand-by to report after "all clear";
2. Maintain direct contact with Met. Office;
3. Collect information as soon as possible on extent of casualties and damage from Police, District Emergency Committees, Amateur Radio and CB Operators;
4. Determine critical problem areas and those which are likely to be threatened;
5. Provide reliable and continuing direction and coordination of all emergency operations;
6. Keep the public informed about the developing situation;

**ACTION AFTER A HURRICANE**

**Director of Meteorological Services:**

1. Advise on issue of all clear signal;

**EOC:**

1. REPEAT All Clear Signal;
2. Issue End of ;
3. Ensure that Team I reports immediately to the EOC and facilitates this report;

-- TEAMS TO ROTATE ON 12 HOURS SHIFTS --

**Team I:**

1. Report immediately to EOC after All Clear is given;
2. Receive and collate reports coming in;
3. Prepare reports for Prime Minister and press release;

4. Control external broadcasts;
5. Issue any necessary instructions to public officers, Public Utility Companies, Voluntary Agencies, Local Emergency Committees, Shelter Supervisors and the general public;
6. Place Team II on stand-by for relief when necessary (to be decided by Team I);

**Team II:**

1. Report to EOC after 12 hours to relive Team I;
2. Receive and collate reports coming in;
3. Prepare reports for Prime Minister and press release;
4. Control external broadcasts;
5. Issue any necessary instructions to public officers, Public Utility Companies, Voluntary Agencies, Local Emergency Committees, Shelter Supervisors and the general public;
6. Place Team I on stand-by for relief when necessary (to be decided by Team II);

**RELATED DOCUMENTS**

This plan is a “stand alone” document that may be activated to support hazard management plans. Other documents related to this plan are:

1. National EOC Standing Operating Procedures

# **SPECIAL ROLES**

## **GOVERNMENT LIAISON OFFICERS**

### **Objectives**

To ensure that the Ministry to which the Liaison Officer belongs continues operating in its key functions in the case of an emergency or a disaster, whether the disaster is internal to the Ministry or external as in a National situation.

### **Responsibility for the Procedure:**

[Disaster Preparedness and Response Act, Part V Section 11]

The Permanent Secretary in the Ministry should have ultimate responsibility for the procedure; however, such responsibility can be delegated to a Liaison Officer in the Ministry, at the discretion of the Permanent Secretary.

### **Steps of the Procedure.**

#### **Permanent:**

1. Co-ordinate the disaster management activities internally within the Ministry with the Permanent Secretary for the achievement of the objective of this procedure.
2. Identify the key functions of the Ministry that must not stop even, or particularly, in the case of an emergency or a disaster.
3. Identify the areas responsible within the Ministry for the key functions identified.
4. Prepare the Ministry's Continuity of Operations Plan with the Emergency Procedures prepared.
5. Prepare a list with the 'Key Ministerial Functions' to be incorporated into the Ministry's Continuity of Operations Plan.
6. Promote, in co-ordination with the NEMO Secretariat, a meeting(s) within the Ministry with the attendance of the Heads of Divisions to review the Ministry's Continuity of Operations Plan.
7. Determine, along with the rest of the areas involved in the Ministry, a place where to establish the Ministerial Emergency Operations Centre (MEOC) where operations would be conducted to co-ordinate the operation of the key functions during and/or after the impact of a hazard.
8. Submit the Ministry's Continuity of Operations Plan to all departments involved within the Ministry for their revision and approval.
9. Distribute the Ministry's Continuity of Operations Plan between all the Heads of the areas/departments responsible for key functions and also to the Director NEMO.

10. Determine training needs to conduct the key tasks needed for the continuity of operations and implement/supervise a training programme within the Ministry.
11. Revise and update the Plan annually with the participation of all the Heads of the areas/departments responsible for the key functions.
12. Test the Plan and its procedures regularly through the planning, organization, execution and evaluation of simulation exercises.
13. To establish permanent contact with the budget/accounting department within the Ministry to ensure that budget is considered and provided where necessary to provide resources to conduct the key functions adequately and efficiently.

Immediately before the Impact (in the case of predictable hazards):

1. Receive notification from the Permanent Secretary – Office of the Prime Minister [or Director NEMO] that the threat of a hazard impact is present and the level of alert according to the National Emergency Management Plan.
2. Contact the Permanent Secretary and convene a ‘Pre-Strike Meeting’ 24 hours before the impact of the hazard.
3. Ensure that all the Heads of Divisions responsible for key functions are notified and attend the meeting.
4. Co-chair the meeting along with the Permanent Secretary of the Ministry and ensure that every area/department in charge of a key function starts revising/checking their procedures/ resources and notifying their personnel.
5. Contact and inform the NEMO Secretariat about the situation.
6. Report to Permanent Secretary – Public Service on how the Ministry has prepared for impact and update/confirm the names of contacts if some have changed due to leave or other reason, for the report to the Prime Minister.

During the impact [some impacts such as Fire allow this]:

1. Confirm and report on how the areas/departments responsible for key functions are either functioning (if applicable) or protected in such a way that will be able to operate immediately after the impact of the hazard.

After the Impact:

1. If necessary, and with the approval of the Permanent Secretary, activate the MEOC and assist him/her to co-ordinate the Ministry’s key functions as needed.
2. Assess the damage within the Ministry in terms of key areas affected.

3. Provide NEMO Secretariat with the Initial Damage Assessment.
4. Ensure that all the key areas work without any interruption as planned and according to the emergency procedures.
5. Deactivate, under the Permanent Secretary instructions, the MEOC.
6. Request a report from all the key areas involved.
7. Prepare a report of the work of all key activities in the Ministry and send it to the permanent Secretary and to the NEMO. (See - After Action Report.)
8. Revise, along with the key areas involved all the emergency procedures and improve them as needed.

### **Related Documents**

1. Ministry “In House” Disaster Response Plan
- 2.
3. Emergency Action Plan for Agricultural Pests And Diseases in Saint Lucia
4. The Saint Lucia Hospitality Industry Crisis Management Plan
5. Ministry of External Affairs Guidelines In Case Of Disasters
6. Guidelines for Debris Management in a Disaster
7. Continuity of Operations (COOP) for the Government of Saint Lucia [*to be reviewed by Liaison Officers*]
8. After Action Report Format (Available from the NEMO Secretariat).

END OF PROCEDURE

## COMMUNITY DEVELOPMENT OFFICERS

[Version 0 May 9<sup>th</sup> 2003 for revision of the Ministry of Social Transformation.]

### 1. General responsibilities

1. Revise and update this procedure and its attachments at least once a year and always after a simulation exercise and a real event.
2. Inform and report to the Ministry of Social Transformation about his/her activities regarding this procedure and point B-8 of the job description regarding community awareness, preparedness for disasters and mitigation plans.
3. Meet with the District Disaster Committee Chairperson and District Disaster Committee members to be informed and/or to provide assistance to plan all disaster management activities in the District, determine responsibilities and establish plans and programmes or the prevention, preparedness, response and recovery in the case of emergencies and disasters occasioned by the threat and/or impact of different hazards the District and Saint Lucia are prone to.
4. Provide assistance to the District Disaster Committee to establish its subcommittees by promoting the participation of the community and the organisations thereof such as:
  - a. Principals of schools
  - b. All service clubs
  - c. Churches
  - d. Red Cross
  - e. Development Committee
  - f. Fishermen's co-operative
  - g. Radio amateurs/citizen Band
  - h. Farmer groups
  - i. Youth organisations
  - j. Mothers and fathers groups
  - k. Minibus, taxi associations
  - l. Markets/supermarkets/commerce
  - m. Police
  - n. Fire Service
  - o. District health team
  - p. Private companies (vehicles, light and heavy equipment, materials, etc.)
5. Participate, and in accordance with the District Disaster Committee Chairperson, as a member of the District Disaster Committee.
6. Provide information and/or assistance to the District Disaster Committee to form their sub- committees and assign responsibilities to its members:
  - a. Telecommunications subcommittee
  - b. Public information subcommittee
  - c. Shelter management subcommittee
  - d. Health and welfare subcommittee

- e. Supply management subcommittee
  - f. Fund raising subcommittee
7. Assist the District Disaster Committee by helping the Committee in promoting public awareness activities such as meetings to ensure that:
    - a. The community knows about the hazards the community is prone to
    - b. The community knows what they have to do to protect themselves, their families and their property.
  8. Assist the District Disaster Committee by promoting the participation of the community in disaster management activities such as:
    - a. Vulnerability assessment
    - b. Mitigation
    - c. Training
    - d. Simulation exercises
  9. Inform and advice, when necessary, the National Disaster Management Office (NEMO) about disaster management activities done or needed in the community for the prevention, preparedness, response and recovery for the case of threats or impacts of hazards and during emergencies and disasters.

## 2. Alert phase

1. Be notified by the District Disaster Committee Chairperson that a hazard is about to impact the island/District.
2. In the case of predictable hazards such as a tropical cyclone, a flood and/or a volcanic eruption, assist the District Disaster Committee in the organisation of pre-strike meetings and to inform the community about its results and about the action that has to be taken by the community to protect themselves and their property.
3. If the NEMO has determined that a specific area at risk is in immediate danger and has to be evacuated, assist the District Disaster Committee in informing the population of the need for evacuation and assist the Committee and the NEMO in the conduction of these operations.
4. If NEMO has determined that shelters have to be activated in the District, assist the District Disaster Committee to promote the participation of the community in the adequate activation, operation and deactivation of the selected shelters.

## 3. Response phase

1. Contact and be informed by the District Disaster Committee Chairperson about the damage and action to be taken.
2. If the District Emergency Operations Centre (DEOC) is activated and if it has been determined so beforehand, go to the DEOC and participate in the co-ordination of the

response and relief activities as planned beforehand with the District Disaster Committee Chairperson.

3. Promote the participation of the community in activities of relief and rehabilitation always in co-ordination with the District Disaster Committee Chairperson.

#### 4. Recovery phase

1. Prepare a final report after each event and send it to the Ministry of Social Transformation and the District Disaster Committee copied to NEMO.
2. Revise and update this procedure after the event.

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Social Transformation Continuity of Operations Plan
2. National Welfare Emergency Management Support Plan

**END OF PROCEDURE**

## **NEMO DISASTER AUXILIARY CORPS**

### **PURPOSE**

The Disaster Auxiliary Corps, referred to as DAC, is established to assist the NEMO Secretariat in fulfilling its mandate of providing disaster management services to the people of Saint Lucia.

The group consists of any person who wishes to provide National Service.

DAC is a volunteer grouping, staffed by volunteers and is activated through the NEMO Secretariat. Members of DAC serve as an additional source of Disaster Response Personnel.

### **OBJECTIVES**

The main objective of DAC is to train and organize volunteers to assist in disaster management activities, in particular, in the performance of immediate post disaster relief and rehabilitation activities and informing individuals, volunteers and community groups regarding disaster preparedness in general.

The principal objectives of DAC shall be:

1. To seek to promote Disaster Management in the Saint Lucia.
2. To be ready to assist the NEMO Secretariat in every situation
3. To be involved in all areas of disaster training, both internal and external (overseas)
4. To train and organize volunteers to assist in disaster preparedness activities and in the performance of immediate post disaster relief and rehabilitation activities;
5. To inform volunteers regarding disasters and disaster management in general;
6. To create a medium through which the awareness of people as it relates to disaster preparedness is raised by educating and encouraging them to disseminate information and knowledge among their peers;
7. To be in constant contact with the NEMO Secretariat and to carry out procedures laid down by the NEMO Secretariat.

### **OUTPUTS**

The outputs of the Corps are as follows:

1. A group of trained disaster managers;
2. A group of people to assist in the preparation and distribution of informative literature on hazards within their community and to provide assistance in the areas of response and recovery;
3. Annual Report published in the NEMO Annual Report reporting on the Corps' progress;
4. A more aware group of people about natural disasters capable of influencing their friends and families of the need to take precautionary actions;

### **END OF PROCEDURE**

## **DIPLOMATIC CORPS**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Ensure that there is a Liaison Officer assigned to the International Emergency Operations Centre established by the Ministry for External Affairs;
3. Review and update Embassy's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
4. Maintain database of Nationals resident in Saint Lucia.
5. Encourage staff to join volunteer groups and assist as necessary.
6. Ensure that staff is trained in Disaster Management in particular the management of and Emergency Operations Centre

### **ALERT**

1. Review data base of Nationals in Saint Lucia.
2. Maintain contact and keep Nationals informed of unfolding situation.

### **RESPONSE**

1. Ambassadors/Chargé d'Affairs activate Embassy disaster plans;
2. Continue to exercise normal functions as far as possible during and after the disaster;
3. Embassy Liaison Officer to report to the International Emergency Operations Centre established by the Ministry for External Affairs;
4. Act as in its conventional role of being a liaison between the Government of Saint Lucia and the "Capital".
5. Participate with the National Emergency Management Organisation in the coordination of relief efforts to Saint Lucia being provided by the "Capital" and external agencies.

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Embassy Disaster Plan
2. Ministry of External Affairs Continuity of Operations Plan
3. Ministry of External Affairs Guidelines In Case Of Disasters

### **END OF PROCEDURE**

# **GOVERNMENT MINISTERIES**

## **ALL GOVERNMENT MINISTERIES DEPARTMENTS AND AGENCIES**

### **PRE-DISASTER**

1. Permanent Secretary to assign Department Liaison Officer[s] to NEMO Sec.
2. Where the Ministry has a field officer, assign the person as the Ministry/Agency/Department Liaison Officer [LO] to District Disaster Committee
3. LO to attend District Committee meetings
4. Ensure that the necessary resources are provided to allow the Ministry to fulfill its mandate
5. Make provision for the allocation of manpower to support emergency operations
6. Permit and encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
7. Provide support for the national mitigation plan and mitigation projects

### **ALERT**

1. Permanent Secretaries activate their department disaster plans
2. Implement all agency plans

### **RESPONSE**

1. Continue to exercise normal functions as far as possible during and after the disaster

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry’s Continuity of Government Plan
2. Governmental Officers Security Travel Policy [Based on Cabinet Conclusion #1070/2001
3. National Shut Down Policy
4. National Emergency Management Plan

### **END OF PROCEDURE**

## **MINISTRY OF COMMUNICATIONS, WORKS, TRANSPORT AND PUBLIC UTILITIES**

### General Responsibilities:

1. Roads and selected Gov't buildings
2. Water Distribution
3. Civil aviation
4. Ports
5. Telecommunications frequency allocation
6. Inspection of buildings, roads, bridges, jetties, runways and taxi ways, harbours, pipelines, reservoirs, and tanks
7. Road clearance/debris removal
8. Emergency Transport
9. Disposal of Debris
10. Inspection and Certification of Emergency Shelters

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Monitor communications spectrum and allocate frequencies for emergency use
5. Develop a deployment plan and training program to cope with transportation, road clearance and logistic requirements at national and district levels, to include but not be limited to:
  - a. A resource list of all heavy equipment available for use in a disaster throughout the Island
  - b. Relief drivers to assist in road clearance.

- c. The clearing of roads and for the movement of emergency personnel and relief supplies as soon as possible after a disaster
6. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat;
7. Inspect and repair selected Gov't buildings to ensure adequacy to withstand natural disasters;
8. Complete repairs for selected Gov't buildings before 15 May each year and report to NEMO Chairman through the NEMO Secretariat;
9. Maintain drainage systems and other infrastructure designed to reduce the effects of disasters;
10. Provide expertise in engineering construction and property management to the NEMO Secretariat;
11. Conduct inventory of equipment and supplies held by private contractors and builders;
12. Maintain selected public infrastructure facilities to be utilised during emergencies;
13. Undertake necessary measures such as flood damage mitigation program during emergency or as the need arises;
14. Maintain/improve channel capacity to minimise bank overflow from the Dam;
15. Coordinate with the Dam authorities during Dam discharge warning operation;
16. Assess the downstream areas likely to be affected by the release of dam water upon receipt of flood warning or dam discharge warning;
17. Assist in the preparation of flood risks maps;

#### ALERT

1. Preposition heavy equipment in strategic locations to reduce time that key routes are closed or partially closed after a disaster;
2. Secure government buildings and homes of key response personnel as directed by the NEOC;
3. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

#### RESPONSE

1. Clear roads and dispose of debris in association with NEOC;

2. Provide engineering and construction resources for emergency operations;
3. Secure temporary accommodation for Gov't operations as required;
4. Restore key roads, bridges etc., by carrying out short term repairs, debris clearance, refuse disposal, diversions, demolition's etc. in association with the NEOC;
5. Assist in rescue operations in association with the NEOC and Fire Services;
6. Demolish unsafe buildings after the hurricane or other disaster;
7. Arrange with the Transportation Sub-Committee for emergency transportation;
8. Coordinate restoration of Public Utilities Services after a disaster;
9. Assist with Damage Assessment [submit DANA Report to NEMO Secretariat];

#### RELATED DOCUMENTS

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Works Continuity of Operations Plan
2. Ministry of Works Disaster Response Plan
3. National Plan for Transportation in Disasters
4. National Damage Assessment Plan

**END OF PROCEDURE**

## **MINISTRY OF SOCIAL TRANSFORMATION**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary. A
4. Assist in establishing District Emergency Committees;
5. Assist with the training of members of District Emergency Committees and members of other voluntary groups to provide emergency relief assistance;
6. Ensure that all Towns and Village Councils and are in a state of readiness and their staff are available to assist NEMO;

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### **RESPONSE**

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist in registering persons being admitted in shelters;
4. Investigate reports of disaster victims needing assistance;
5. Provide advice and facilitate the receipt of assistance;
6. Assist in the distribution of emergency food supplies;

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Social Transformation Continuity of Operations Plan
2. National Welfare Emergency Management Support Plan

### **END OF PROCEDURE**

## **MINISTRY OF TRADE**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Assist Supplies Management Sub-Committee by:
  - a. Collaborating with merchants in the maintenance of adequate stocks of food supplies, building materials, etc. especially during the hurricane season;
  - b. Arrange for the establishment of a warehouse at Soufrière and at Vieux Fort before the hurricane season for the storage of food supplies;
5. Make available to the NEMO Secretariat basic food items in stock, when necessary before or after a hurricane or other disaster
6. Arrange for the supply of fuel for emergency purposes
7. Maintain accurate information on the levels of essential food items, gasoline, kerosene, building materials, etc.;
8. Ensure that safety and performance standards and specifications of consumer products are adequate.

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### **RESPONSE**

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Trade Continuity of Operations Plan
2. National Relief Distribution Plan

### **END OF PROCEDURE**

## **MINISTRY OF EXTERNAL AFFAIRS**

### General Responsibilities:

1. Requests for external assistance
2. Liaison with donors
3. Coordinator of the International Emergency Operations Centre [also known as an On-Site Operations and Coordination Centre (OSOCC)]

### PRE-DISASTER

7. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
8. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
9. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
10. Identify potential sites that may be used for the International Emergency Operations [IEOC] Centre for reception of International Agencies that may respond to Saint Lucia's call for assistance.
11. Using Volume 2: Standing Operating Procedures for The National Emergency Operations Centre as a guide identify the resources needed for the IEOC
12. Ensure that staff is trained in Disaster Management in particular the management of and Emergency Operations Centre

### ALERT

3. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
4. Together with the Saint Lucia Air and Seaports Authority [SLASPA] ensure that reception points are established for the processing of International Personnel;

### RESPONSE

6. Permanent Secretaries activate department disaster plans;
7. Continue to exercise normal functions as far as possible during and after the disaster;
8. Ensure that Saint Lucia and its various "Organs" adhere to international conventions that Saint Lucia has acceded to, in particular those that carry articles on Disaster Management and Response;

9. Establish the International Emergency Operations Centre

10. Together with overseas Missions:

- a. Act as in its conventional role of being a liaison between the Government of Saint Lucia and other Governments and International Organizations.
- b. Participate with the National Emergency Management Organisation in the coordination of relief efforts to Saint Lucia being provided by other Governments and external agencies.

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of External Affairs Continuity of Operations Plan
2. Ministry of External Affairs Guidelines In Case Of Disasters

**END OF PROCEDURE**

## **MINISTRY OF HEALTH**

### General responsibilities:

1. Mass casualty management
2. First aid
3. Setting up casualty stations
4. Ensure the identification, care and disposal of the dead
5. Ensure the purity of water
6. Ensuring Sanitation of/at Shelters
7. Coordinate External Medical Assistance

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Ensure that hospitals and health centres prepare disaster plans and are prepared to take in disaster casualties;
5. Equip first-aid stations with first-aid boxes and other medical supplies;
6. Assist District Emergency Committees in providing first-aid training for their members and others and in any other matters affecting public health;
7. Undertake formal training with Police/Fire/Airport/Red Cross and Saint John Ambulance to deal with Mass Casualty Management;
8. Establish plans and procedures in collaboration with the NEMO Secretariat, Red Cross and other emergency response agencies.
9. Advise the NEMO Secretariat on matters relating to the protection of environmental health

10. Maintain a database of special provisions (e.g. medication) to be made for persons in the district, in the event that they have to be moved to shelters.

11. Ensure adequacy and efficiency of sanitary facilities at all shelters.

#### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

2. Call up and deploy emergency medical personnel

3. Distribute medical supplies to designated district casualty

4. Activate community health disaster response teams.

5. Activate Damages Assessment Teams.

#### RESPONSE

1. Permanent Secretaries activate department disaster plans

2. Continue to exercise normal functions as far as possible during and after the disaster

3. Ensure epidemiological surveillance;

4. Coordinate the distribution of medical supplies to emergency shelters.

5. Coordinate the deployment and control of medical personnel.

6. Monitor the implementation of the Health Services disaster plan

7. Carry out first aid treatment and triage of victims as required

8. Assist with damage assessment as it relates to casualties and environmental health issues, in association with the NEOC and damage survey team.

9. Control the potability of water supplies;

10. Establish coordination procedures with Saint Jude Hospital, Victoria Hospital, Soufrière Hospital, Dennery Hospital, Golden Hope Hospital, Senior Citizens Homes, Malgretout, Saint Lucia Red Cross, Saint Johns Ambulance Brigade;

11. Collaborate with the Welfare Sub-Committee in establishing shelters and supervising the sanitation aspect;

12. In coordination with the NEOC have responsibility for the request and distribution of emergency medical supplies and report findings to evaluation committee;

13. Monitor the quality of meats and other perishable foods.
14. Monitor and control together with the Solid Waste Management Authority disposal of garbage and debris.
15. Coordinate the mechanism for acceptance of external medical assistance.

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Health Continuity of Operations Plan
2. Ministry of Health Disaster Response Plan
3. National Damage Assessment Plan
4. Department of Environmental Health Disaster Action Plan [to be approved]
5. Epidemiological Response Plan
6. Emergency Medical Services [to be approved]
7. National Mass Causality Plan
8. National Mass Fatality Guidelines [to be approved]
9. National Welfare Emergency Management Support Plan
10. Victoria, St Judes, Dennery and Soufriere Disaster Response Plans
11. National Influenza Pandemic Preparedness Plan [NIPPP]

**END OF PROCEDURE**

## MINISTRY OF PHYSICAL DEVELOPMENT

### General Responsibilities:

1. Building codes
2. Damage assessment assistance
3. Information systems

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Use the hazard and risk assessments of the Island as spatial planning tools
5. Liaise with the NEMO SECRETARIAT for hazard specific information prior to the approval of physical development projects.
6. Ensure that building codes adequately account for disaster risks and that such codes are enforced
7. Ensure that national and district plans take adequate account of disaster risk and vulnerability

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Ensure construction standards are appropriate to the level of risk from various hazards and review current methods of enforcement in the public and private sectors.

4. Adopt appropriate conservation policies and propose the implementation of environmental impact assignments for development projects with a view to reducing vulnerability to natural hazards
5. Monitor the level of investment in high risk areas of the Island, and enforce land use and physical planning legislation designed to reduce the use of such lands to acceptable levels.
6. Ensure that potential hazards are considered when undertaking development planning and spatial development projects.
7. Maintain a current capital stock inventory for all Gov't property and resources in the Island
8. Develop a system of needs assessment which incorporates an ongoing inventory of supplies within the Island.
9. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat.
10. Ensure that data processing and information systems are available to support emergency operations through the NEOC
11. Establish a database of names and likely housing needs for persons living under sub-standard housing conditions.
12. Ensure that policies, procedures and protocols for obtaining international disaster relief are formulated and circulated to all departments
13. Ensure that disaster issues are taken into consideration in preparation of economic development projects
14. Assist the Evaluation Committee with inspections and damage assessment
15. Collect and maintain statistics of damage;
16. Process of data about the disaster;
17. Provide support to all major response agencies as appropriate
18. Keep a record of assistance received from Governments and non- governmental organizations;

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Physical Development Continuity of Operations Plan

2. National Plan for Transportation in Disasters
3. National Damage Assessment Plan
4. National Welfare Emergency Management Support Plan

**END OF PROCEDURE**

## **MINISTRY OF EDUCATION**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Collaborate with the Welfare Sub-Committee and with the District Emergency Committees by:
  - a. Selecting schools to be used as shelters and appointing staff to operate shelters;
  - b. Training shelter staff;
  - c. Distributing supplies to shelter occupants;
  - d. Preparing a manual of Instructions for shelter supervisors;
  - e. Keeping a register of shelter occupants;
  - f. Ensuring that shelters in schools have first-aid boxes, cooking equipment, toilet facilities;
5. Assisting with public awareness program in schools;
6. Participating in the inspection and maintenance of all public buildings designated as Emergency shelters;
7. Coordinate with NEMO Secretariat in the dissemination of general information on disaster preparedness in educational institutions
8. Ensure that information on standard operating procedures to be undertaken during a disaster is distributed to educational institutions
9. Ensure that schools are prepared to deal with all disasters and enforce fire and earthquake drills
10. Ensure that all educational facilities likely to be required as public shelters are in good repair and that arrangements exist for their security and refurbishing after use as shelters

11. Liaise with District Emergency Committees so as to obtain information on the local disaster plans and encourage the development of district arrangements to reduce the effects of disasters
12. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat.

#### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Instruct principals to securely batten all schools and listen for instructions for the opening of shelters;
3. Evacuation of Schools

#### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist the NEOC with the evacuation of school children.
4. Submit to DANA Committee, within 44 Hours of a disaster, an initial situation report of the damage faced by the Education Sector.

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Education Continuity of Operations Plan
2. National Plan for Transportation in Disasters
3. National Damage Assessment Plan
4. National Welfare Emergency Management Support Plan
5. School Mitigation Policy

#### **END OF PROCEDURE**

## **MINISTRY OF FINANCE**

### General Responsibilities:

1. Estimate the amounts needed for relief and rehabilitation;
2. Budgetary provision for essential urgent expenditure;
3. Financial arrangements
4. Insurance arrangements

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Develop plans and procedures for the disbursement of financial assistance to victims of a disaster
5. Prepare guidelines and qualification requirements for the receipt of financial assistance by victims from the Government in the response and recovery period
6. Establish guidelines and procedures for financial compensation of private individuals and companies whose services may be required in the response and recovery phases.
7. Initiate the formation of a disaster relief fund and develop priorities and procedures for its use
8. Manage and administer the disaster relief fund
9. Report annually to the Minister of Finance on the activity and administration of the fund.
10. Create standing arrangements for financing emergency operations, including relief, rehabilitation and reconstruction activities, without unnecessary delays.
11. Maintain a standard formula for the quick release of funds to procure items needed for disaster relief, reconstruction and mitigation
12. Provide support for the national mitigation plan and mitigation projects

13. Ensure that insurance programs appropriate to the level of hazard risks are made available.
14. Identify the financial resource needs to enable NEMO-Sec to perform effectively
15. Identify and prioritize financial resources for responding to natural and man-caused disasters, e.g. hurricane, mass causality and environmental pollution
16. Merge all existing Disaster and / Relief Funds into a single National Emergency Relief Fund, to be placed in an interest bearing account and to co-opt a National Emergency Fund Committee to manage and administer the activities of the fund
17. Develop strategies aimed at establishing and implementing financial cooperation between all Public and Private entities involved in emergency management
18. Identify funding for disaster preparedness and response programmes.

#### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

#### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Finance Continuity of Operations Plan

#### END OF PROCEDURE

## **MINISTRY OF AGRICULTURE, FORESTRY AND FISHERIES**

### General Responsibilities:

1. Safety of personnel officer and fishing community;
2. Safety of fishing boats, gear and rented equipment, agricultural infrastructure, forestry and wildlife and related infrastructure;
3. Safety of livestock crops, protection of vehicle and equipment;
4. Statistical assessment of damage to agricultural crops, livestock, fisheries and forestry, assets;
5. Industrial safety of operatives;
6. Exotic monitoring and surveillance and control of animal and plant diseases and pests;
7. Protection of waterways and marine environment, soil and water re-conditioning.

### PRE-DISASTER

1. Ensure that there are three [3] Liaison Officers assigned to the NEMO Secretariat, 1 from each branch of the Ministry
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Establish, maintain, monitor and enforce adequate safety standards in industrial plants in order to minimize the occurrence of industrial related disasters (e.g. pollutants from industry, air pollution etc.) and disposal sites
5. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat.

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

## RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assess agricultural damage and needs in association with the NEOC and Evaluation Committee.
4. Commence a survey of damage done to crops, livestock, forests, soil and water resources, marine environment coastlines, parks and other environmental areas, and report to the NEOC
5. Assist with the coordination of resources and manpower for information, warnings and response to all environmental disasters in association with the NEOC
6. In association with the NEOC, assist with the coordination of all counter measures needed to control or eradicate the outbreak of any exotic animal or plant disease
7. Organize relief measures, in association with the NEOC, for any situation which has a significant effect on farming/fishing community, economic crops, livestock and fisheries and animal welfare.

## RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Agriculture Continuity of Operations Plan
2. Department of Fisheries Continuity of Operations Plan
3. Department of Forestry Continuity of Operations Plan
4. National Plan for Transportation in Disasters
5. National Damage Assessment Plan
6. Emergency Action Plan For Agricultural Pests and Diseases in Saint Lucia
7. National Influenza Pandemic Preparedness Plan [NIPPP]

**END OF PROCEDURE**

## **MINISTRY OF THE PUBLIC SERVICE**

### General Responsibilities:

1. Provision of manpower
2. Safety and performance standards

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Establish standing disaster procedures in all agencies to ensure the safety of Gov't officers and records
4. Promulgate guidelines for closing and opening Gov't offices before and after disasters
5. Maintain adequate storage and emergency supplies
6. Attend meetings as convened by the Minister responsible for Disaster Management.

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry's Continuity of Government Plan
2. Governmental Officers Security Travel Policy [Based on Cabinet Conclusion #1070/2001
3. National Shut Down Policy
4. National Emergency Management Plan

### **END OF PROCEEDURE**

## **ATTORNEY GENERAL'S CHAMBERS**

### General Responsibilities:

1. Legal advice

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Provide legal guidance on the review and development of appropriate legislation for the NEMO Secretariat including counter measures employed during a disaster and the use and demolition of private property
5. Provide for the development and legal authority of evacuation orders

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Attorney General's Chambers Continuity of Operations Plan

### **END OF PROCEDURE**

## **GOVERNMENT INFORMATION SERVICE (GIS)**

### General Responsibilities:

1. Public information

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Ministry disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Provide public information for the NEMO Secretariat
5. Assist in the development and implementation of a national public awareness and education program for all sectors of the country involving the mass media, schools, voluntary agencies, etc. This program should be ongoing and should focus on educating the public and response personnel on prevention, reduction and preparedness measures.
6. Develop warning systems to warn the public in the absence of mass media
7. Establish priorities for disaster information and education for public media, before, during and after a disaster
8. Arrange with local media for talks and publication of disaster preparedness and prevention information;
9. Control the dissemination of information during and after a disaster;
10. Inform persons in vulnerable areas to evacuate and the whereabouts of emergency shelters as instructed by the NEMO
11. Coordinate with Government and private media in educating the public on Dam and public safety measures

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Chief Information Officer reports to the NEMO
3. Provide staff for the dissemination of Information from the NEMO

4. Provide public information service to disseminate warning information/mitigation measures in connection with Dam water releases

#### RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Keep the public advised of the situation by regular updates, in association with the NEOC, to include information on:
  - a. Missing persons
  - b. Precautionary and survival measures
  - c. Food and water distribution points
  - d. Feeding sites
  - e. Medical attention points
  - f. Temporary housing/shelter
  - g. Reports of damage to homes
  - h. How to cope with disasters
  - i. Gov't policies, regulations and procedures relating to disasters
  - j. Other
4. Maintain liaison with the NDC to ensure that public information is handled properly so as to minimize adverse publicity

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Government Information Service Continuity of Operations Plan
2. Information Management in Emergencies and Disasters
3. National Welfare Emergency Management Support Plan
4. Epidemic Response Plan
5. National Influenza Pandemic Preparedness Plan [NIPPP]

#### END OF PROCEDURE

## **SAINT LUCIA TOURIST BOARD**

### General Responsibilities:

1. Tourist welfare and information

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update SLTB disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Ensure that all resorts have adequate safety standards and up-to-date contingency plans for emergencies and disasters, including provisions for the rapid evacuation of tourists in the event of a major disaster

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### RESPONSE

1. Executive Director activates department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Maintain close liaison with all Resorts and Embassies regarding the well being of visitors

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Ministry of Saint Lucia Tourist Board Continuity of Operations Plan
2. Saint Lucia Jazz Festival Mass Causality Plan
3. Hospitality Industry Crisis Management Response Plan [to be signed]

### **END OF PROCEDURE**

## **METEOROLOGICAL SERVICES**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Department disaster plan annually and submit revised plan to the NEMO Secretariat by 1 May of each year.
3. Encourage government staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Keep Director NEMO continuously informed of adverse weather conditions within sufficient time for decision making
5. Provide when possible, short and medium range forecasts of expected precipitation to Dam Authorities for decision making;
6. Collaborate with Dam Authorities in computing Dam discharge warning time and volume and duration of impending water release

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Contact the following persons for details of hurricane (or other systems):
  - a. Director NEMO
  - b. Commissioner of Police;
  - c. General Manager, Saint. Lucia Air & Sea;
  - d. Chief Information Officer;
  - e. Airport Managers
3. Advise on the commencement and discontinuation of display of warning signals to lighthouses and Police Stations;
4. Advise the Director NEMO before commencing the issue of adverse weather advisories and bulletins;
5. Transmit to the Director NEMO latest weather advisory simultaneous with, or before transmission to the broadcast media;

6. Assist the National Emergency Management Organisation in deciding on alert levels and on evacuation of vulnerable areas;
7. In the case of an Oil Spill provide hourly reports on specific weather conditions when available and / or general weather conditions in the area of the Oil Spill;
8. In the case of an Airplane crash provide an immediate special Met Report to the Airport and hourly reports to the Incident Commander.

#### RESPONSE

1. Director Met Service activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. The Main Met. Office at Vieux-Fort will provide twenty-four hour service in the event of a hurricane or other system. The Vigie Met. Office will serve as back-up information service;

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Met Services Continuity of Operations Plan
2. Meteorological Services Hurricane Emergency Procedures
3. National Hurricane Response Plan
4. National Oil Spill Response Plan
5. Hewanorra International Airport Emergency Operations Plan
6. George FL Charles Airport Emergency Operations Plan

#### **END OF PROCEDURE**

## **ROYAL SAINT LUCIA POLICE FORCE**

### General Responsibilities:

1. Security and law enforcement
2. Crowd control
3. Protection of Life, property and prevention of vandalism
4. Evacuation
5. Transport accidents (Land/Sea)
6. Search & rescue (Sea)
7. Provide assistance at the EOC

### PRE-DISASTER:

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Police Force disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Develop a deployment plan and training program to cope with:
  - a. The evacuation of persons from any point within the Island to and from designated shelters;
  - b. Formulate comprehensive search and rescue plans, training programs and simulations to include search and rescue at sea;
  - c. Ensure that adequate arrangements exist for the maintenance of law and order during and after a disaster;
4. Develop and test procedures for mass evacuations;
5. Develop procedures for dealing with cases involving missing persons and the identification and handling of dead, including the collection and protection of their property;
6. Participate in training activities and simulations organized by the NEMO Secretariat;

## ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO;
2. Police Commissioner or Rep reports to NEOC;
3. Staff the EOC with two Police Officers;
4. Utilise the Emergency Broadcast System (under negotiation) to ensure effective dissemination of warning information to communities likely to be affected;
5. Maintain a state of readiness to respond to requests from NEOC for assistance;
6. Ensure all police officers are on duty 24 hours before the emergency, if sufficient warning is given;
7. Ensure that all Police Stations have lamps and Hurricane flags;
8. Ensure that all stations display the appropriate warning;
9. Ensure that all Officers in charge of a Station make a Police Vehicle and driver available to assist the local District Committee with warning persons in their area of an impending storm;
10. Coordinate the evacuation of victims to shelters in conjunction with the NEOC;

## RESPONSE

1. Commissioner [and Station Commanders] activate disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Ensure all members report for duty immediately after the disaster;
4. Provide support to authorities when such assistance is requested through the NEOC, except in cases where immediate action is necessary to save lives or to prevent extensive loss or damage to property;
5. Coordinate the evacuation of victims to and from shelters, through the NEOC;
6. Provide crowd and traffic control services especially to and from disaster sites and hospitals;
7. Assist with search and rescue operations in association with the Fire Services and NEOC;

8. Provide resources for maintaining security during and after disasters at sites to include the NEOC, shelters, hospitals, evacuated areas, and the homes of response personnel;
9. Coordinate evacuation activities in association with the NEOC and RSLPF;
10. Assist with the location and tracing of missing persons;
11. Assist with communications as necessary;
12. Provide support for the CDRU (if deployed);
13. Provide the on-scene commander for evacuations, transport accidents and crowd control situations;
14. Provide the on-scene commander for marine emergencies and disasters;
15. Provide emergency telecommunications;
16. Issue warnings from police stations;
17. Protect relief stores and emergency centres;
18. Assist in rescue work;
19. Coordinate Air/Sea rescue;
20. Coordinate emergency response with Health/Fire/ Red Cross to deal with Mass Casualty events;
21. Provide Coast Guard Services

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Police Continuity of Operations Plan
2. National Plan for Transportation in Disasters
3. National Telecommunications Plan
4. Marine Search and Rescue Plan
5. Land Search and Rescue Plan
6. Hewanorra International Airport Emergency Operations Plan
7. George FL Charles Airport Emergency Operations Plan

#### **END OF PROCEDURE**

## **FIRE SERVICES**

### General Responsibilities:

1. Chemical and fuel spillage (land)
2. Search and Rescue (land)
3. Evacuation assistance
4. Fire fighting
5. Hazardous material response

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update Department disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Continue internal plans, training programs and simulations for fire fighting and other emergency response.
4. Formulate comprehensive search and rescue plans, training programs and simulations to cope with:
  - a. Search and rescue of trapped persons to include:
    - i. Vehicle extraction
    - ii. Rescue from collapsed buildings
    - iii. High angle rescue
    - iv. Other
5. First aid treatment for disaster victims
6. Triage and hospital evacuation for victims
7. Liaise with NEMO Secretariat, and the Airport Manager
8. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO.
9. Regulate the transportation of hazardous materials on public roads

## ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Maintain a state of readiness to respond to requests from NEOC for assistance
3. Ensure all fire officers are on duty 24 hours before the emergency, if sufficient warning is given.
4. Warn and pre-position rescue personnel

## RESPONSE

1. Permanent Secretaries activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster  
Ensure all members report for duty immediately after the disaster
3. Provide support to authorities when such assistance is requested through the NEOC, except in cases where immediate action is necessary to save lives or to prevent extensive loss or damage to property.
4. Provide the on-scene commander for fire fighting and search and rescue operations.
5. Coordinate rescue of trapped or dislocated persons in post disaster operations, in association with the NEOC
6. Participate in Mass Casualty response with Health, Police and Red Cross
7. Assist with the pumping of waters from flooded areas
8. Assist in first-aid
9. Assist in providing ambulance services
10. Assist with cleaning of pollution
11. Provide Airport fire-fighting and emergency response

## RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Fire Station Continuity of Operations Plan
2. National Fire Response Plan [to be signed]
3. Forestry Response Plan
4. National Plan for Transportation in Disasters
5. National Telecommunications Plan

6. Marine Search and Rescue Plan
7. Land Search and Rescue Plan
8. Hewanorra International Airport Emergency Operations Plan
9. George FL Charles Airport Emergency Operations Plan
10. Emergency Medical Services [to be approved]
11. National Mass Causality Plan
12. National Mass Fatality Guidelines

**END OF PROCEDURE**

## **SAINT LUCIA AIR AND SEA PORT AUTHORITY [SLASPA]**

### General Responsibilities:

1. Fire, chemical and fuel spillage at sea
2. Transport accidents at sea
3. Inspection of jetties, piers and harbours
4. Air accidents
5. Inspection of runways and taxi ways
6. Airport security

### PRE-DISASTER

1. Review and update SLASPA disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
2. Encourage staff not specifically required for response work, to join volunteer groups and assist as necessary.
3. Provide security and emergency service at airports
4. Develop, test and maintain effective Airport disaster plans which interfaces closely with the national disaster plan
5. Carry out joint simulation exercises every two years on all aspects of airport emergency response and coordination to include mass casualty management, on-site command, communications and logistics, infrastructural planning, and manpower deployment and control in association with NEMO Secretariat and other Gov't departments and submit after action reports to the NEMO
6. Develop a deployment plan and training program to cope with:
  - a. Contingency plans and procedures for marine accidents.
  - b. Contingency plans for the loss of port facilities.
7. Develop a comprehensive list of all marine craft in the Island, including mooring locations, ownership and occupancy
8. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat

## ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Provide warning of potential air emergencies which may require "off-airport" resources.

## RESPONSE

1. General Manager activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Together with the Ministry of External Affairs ensure that reception points are established for the processing of International Personnel;
4. Provide the on-scene commander for all incidents at the airport involving aircraft.
5. Provide support for aircraft emergency operations off the airport as requested by the NEMO Secretariat
6. Assist with damage assessments in association with the NEMO and Evaluations Committee.
7. Provide professional, technical and operational advice to the NEMO Secretariat/NEOC, related to marine emergencies and disasters
8. Control marine traffic and assess effects of disasters on harbours, jetties, shipping, yachts, and harbour infrastructure and submit to evaluation committee.

## RELATED DOCUMENTS

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. SLASPA Continuity of Operations Plan
2. Cruise Ship Disaster Response Plan
3. National Plan for Transportation in Disasters
4. National Damage Assessment Plan
5. Hewanorra International Airport Emergency Operations Plan
6. George FL Charles Airport Emergency Operations Plan
7. National Influenza Pandemic Preparedness Plan [NIPPP]

## END OF PROCEDURE

## **CUSTOMS AND EXCISE**

### General Responsibilities:

1. Inspection of goods

### PRE-DISASTER

1. Ensure membership on the Supplies Management Committee;
2. Review and update Customs disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year;
3. Encourage staff not specifically required for response work, to join volunteer groups and assist as necessary;

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO;

### RESPONSE

1. Comptroller activate department disaster plans;
2. Continue to exercise normal functions as far as possible during and after the disaster;
3. Employ a “Fast Track” procedure for disaster relief items;
4. Cooperate with the SUMA Team;

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Customs and Excise Continuity of Operations Plan
2. Relief Distribution Plan

### **END OF PROCEDURE**

## **IMMIGRATION DEPARTMENT**

### General Responsibilities:

1. Clearance of Personnel

### PRE-DISASTER

1. Review and update Immigration Department disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year;
2. Encourage staff not specifically required for response work, to join volunteer groups and assist as necessary;

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO;

### RESPONSE

1. Officer in Charge activate department disaster plans;
2. Continue to exercise normal functions as far as possible during and after the disaster;
3. Employ a “Fast Track” procedure for Visiting Disaster Relief Personnel;
4. Employ a “Fast Track” procedure for Visiting Officials and Delegates;

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Immigration Department Continuity of Operations Plan

### **END OF PROCEDURE**

## **UTILITY COMPANIES**

### **WATER AND SEWERAGE COMPANY**

#### General Responsibilities:

1. Provision of potable water

#### PRE-DISASTER

1. Review and update WASCO disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
2. Encourage staff not specifically required for response work, to join volunteer groups and assist as necessary.
3. Survey possible sources of assistance for the transportation of water.
4. Survey possible alternative water supplies and arrange for them to be brought into use should it become necessary;
5. Ensure that stocks of pipes, fittings and equipment for repairs, and stocks of chlorine are held at key positions;
6. Initiate arrangements with private water companies to act as complementary suppliers of fresh water
7. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat
8. Coordinate with the Dam authorities on operations;
9. Assist in the determination of down stream areas likely to be affected by the release of Dam water

#### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Secure water supplies for immediate post disaster use
3. Ensure that drivers with their vehicles and work crew are deployed at WASCO Headquarters and treatment plants to go into action when necessary;

**RESPONSE:**

1. General activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assess damage to all public and private water supply facilities, related drainage, and protective works in association with the Evaluation Committee and NEOC.
4. Ensure the safe quality of water both in the mains and delivered by tankers.
5. If necessary arrange for the hire of trucks and tanks for the delivery of water.
6. Monitor Water pollution levels
7. Inspect pipelines, reservoirs and tanks
8. Restore key water supply points etc., by carrying out short term repairs

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. WASCO Continuity of Operations Plan
2. National Plan for Transportation in Disasters
3. National Damage Assessment Plan
4. Emergency Response Plan for the Water and Sewerage Company Water Supply System
5. Drought Response Plan
6. Emergency Action Plan for the John Compton Dam

**END OF PROCEDURE**

## **SAINT LUCIA ELECTRICITY SERVICES LTD**

### General Responsibilities:

1. Electricity services

### PRE-DISASTER

1. Review and update LUCELEC Disaster Plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
2. Ensure that adequate stocks of fuel and other electrical supplies are readily available in the event of a disaster.
3. Ensure that electricity poles and lines are in adequate condition to withstand potential disasters
4. Assist in preparing, participating in and assessing joint annual exercises with all response services of the NEMO, and submit after action reports to the NEMO Secretariat.

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. Maintain contact with NEOC and advise on action which the Company will be taking as the hurricane progresses;
3. The power system will be shut down and secured either when:
  - Winds speeds exceed 70 miles per hour
  - When all load has been lost
  - When so ordered by the senior person put in charge of the System control Centre
  - When there is no remaining Generation Plan.

### RESPONSE

1. The Managing Director of LUCELEC activates company Disaster Plan
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Restore the services, giving priority to hospitals and health centres, water and sewerage pumps, major cold storage plants, hotels and factories and major city and town centres

4. Make a report as early as possible on the damage sustained and restoration of electricity supplies;
5. Assist with damage assessment in association with the NEOC and Evaluation Committee

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. LUCELEC Continuity of Operations Plan
2. LUCELEC Hurricane Plan
3. LUCELEC public relations plan
4. LUCELEC telecommunications plan
5. LUCELEC systems restoration plans
6. LUCELEC materials management plans
7. LUCELEC data processing management plan
8. LUCELEC facilities management plans

#### **END OF PROCEDURE**

# **VOLUNTARY ORGANISATIONS**

## **SAINT LUCIA RED CROSS SOCIETY**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update the Society's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO

### **RESPONSE**

1. Director General activate Society disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist the Medical Services with First-aid;
4. Collaborate in Mass Casualty management with Police/Fire/Health;
5. Make available limited quantities of basic food supplies during the first seventy-two hours;
6. Assist at emergency feeding centres;
7. Coordinate and facilitate the distribution of relief supplies received from International Red Cross, other Red Cross Societies, and if needed, supplies from Government and voluntary organisations,
8. Provide other humanitarian services as specified by Government and which are in keeping with Red Cross principles and within its capabilities;
9. Trace persons at the request of relatives abroad;
10. Be available to the Welfare Sub-Committee;
11. Be available to the Damage Assessment and Needs Analysis [DANA] Sub Committee

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Saint Lucia Red Cross Continuity of Operations Plan

2. National Damage Assessment Plan
3. National Welfare Emergency Management Support Plan
4. National Relief Distribution Plan
5. Hewanorra International Airport Emergency Operations Plan [to be approved]
6. George FL Charles Airport Emergency Operations Plan [to be approved]

**END OF PROCEDURE**

## **SAINT LUCIA CADET CORPS**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer [Disaster Preparedness Officer] assigned to the NEMO Secretariat;
2. Ensure that every National Sub committee is “shadowed” by having a Liaison Officer assigned to each National Sub-Committee;
3. Ensure that the Corps maintains Chairmanship of the National Supplies Management Committee
4. Ensure that the Plans, Policies and SOPs are known to the Liaison Officer;
5. Review and update Corps disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year;
6. Encourage members to receive training in disaster preparedness and mitigation, in particular Incident Command System [ICS] and Supplies Management [SUMA];
7. Identify and maintain a roster of a minimum of eighteen [18] persons for a SUMA Team;

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of NEMO
2. In the case of a Storm attend the pre strike meeting as called by the Cadet Corps Disaster Officer.
3. Represent the Director NEMO at Mass Crowd Events.

### **RESPONSE**

1. Commander shall activate disaster plans
2. Continue to exercise normal functions of the Corps as far as possible during and after the disaster
3. Assist with unloading, storage and transportation of relief supplies at ports and storage centres;
4. Deploy and maintain SUMA Teams at all official ports of entry;
5. Participate in rescue operation;
6. Assist in the relocation of disaster victims;
7. Provide security at shelters;
8. Function in any ICS Role at a Mass Causality Incident until the Director NEMO arrives;
9. Conduct the function of any National Committee that may be unable to function.

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Saint Lucia Cadet Corps Continuity of Operations Plan
2. National Relief Distribution Plan
3. National Plan for Transportation in Disasters
4. National Damage Assessment Plan
5. National Welfare Emergency Management Support Plan
6. National Telecommunications Plan

**END OF PROCEDURE**

## **WOMEN'S VOLUNTARY ORGANISATIONS**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Organisation's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub Committee

### **RESPONSE**

1. Leader of the Organisation activate department disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist at feeding centres;
4. Assist Ministry of Social Transformation with registration of persons who have suffered losses;
5. Assist Saint Lucia Red Cross with sorting and distributing relief supplies;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Women's Organisation Continuity of Operations Plan
2. National Relief Distribution Plan
3. National Welfare Emergency Management Support Plan

### **END OF PROCEDURE**

## **ST JOHNS AMBULANCE BRIGADE**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update the Society's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub Committee

### **RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assign first-aiders to first-aid stations and emergency shelters;
4. Maintain first-aid out-posts at medical centres as required;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. St. Johns Ambulance Brigade Continuity of Operations Plan
2. National Welfare Emergency Management Support Plan
3. National Relief Distribution Plan

### **END OF PROCEDURE**

**CIVIC GROUPS [e.g. Rotary Clubs, Lions Clubs, Kiwanis Club, Toastmasters etc.]**

**PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Group's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Assist with public awareness programs;
4. Encourage members and others to receive training in disaster preparedness and mitigation

**ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub-Committee

**RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist at emergency shelters with storage and distribution of relief supplies;
4. Assist with transportation of emergency supplies and personnel;
5. Collect and assist with the distribution of supplies

**RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Group's Continuity of Operations Plan [to be done/completed]
2. National Relief Distribution Plan
3. National Welfare Emergency Management Support Plan

**END OF PROCEDURE**

**FAITH BASED GROUPS [e.g. Salvation Army, Adventist Development and Relief Agency, CARITAS Antilles]**

**PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Group disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Assist with public awareness programs;
4. Encourage members to receive training in disaster preparedness and mitigation;

**ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub Committee

**RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Provide relief supplies and assist with distribution;
4. Assist with rehabilitation;
5. Assist in providing immediate temporary needs to disaster victims;
6. Establish and operate mass feeding centres in areas assigned by the Government;
7. Assist with clothing, food, medicines and welfare services,
8. Assist with rehabilitation;

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Group’s Continuity of Operations Plan [to be done/completed]
2. Church Continuity of Operations Plan [to be done/completed]
3. National Relief Distribution Plan
4. National Welfare Emergency Management Support Plan

**END OF PROCEDURE**

**NGOs [e.g. Crisis Centre, LUSAVE, Blind Welfare Association etc.]**

**PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Group's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Assist with public awareness programs;
4. Encourage members and others to receive training in disaster preparedness and mitigation

**ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub-Committee

**RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist at emergency shelters with storage and distribution of relief supplies;
4. Assist with transportation of emergency supplies and personnel;
5. Collect and assist with the distribution of supplies

**RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Group's Continuity of Operations Plan [to be done/completed]
2. National Relief Distribution Plan
3. National Welfare Emergency Management Support Plan

**END OF PROCEDURE**

**FOCUSED GROUPS [e.g. Council of/for Person with Disabilities, Council of/for Older Persons/Empress Menin Foundation]**

**PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Organisation's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Maintain database of membership and share with NEMO Secretariat by 31 March of each year.
4. Encourage members to receive training in disaster preparedness and mitigation;

**ALERT**

1. Arrange Organisation meetings when it is apparent that a hazard is threatening Saint Lucia;
2. For the Hearing Impaired; Sign Translators to report to the Director NEMO
3. Assist with evacuation of members

**RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Assist at emergency shelters and feeding centres with Sign Translators;

**RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Organisation's Continuity of Operations Plan
2. National Welfare Emergency Management Support Plan
3. Special Needs Evacuation Procedures

**END OF PROCEDURE**

## **UNIFORMED YOUTH GROUPS [e.g. Boy Scouts, Girl Guides and Path Finders etc.]**

### **PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committees
2. Review and update Group's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Sub Committee

### **RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. Provide messenger services between the NEOC, Shelters and other places;
4. Assist at emergency shelters and feeding centres;
5. Assist Red Cross with sorting and parceling of clothing;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Group's Continuity of Operations Plan [to be done/completed]
2. National Relief Distribution Plan
3. National Welfare Emergency Management Support Plan

### **END OF PROCEDURE**

**TELECOMS GROUPS [e.g. Saint Lucia Amateur Radio Club, Saint Lucia Citizens Band Radio Club]**

**PRE-DISASTER**

1. Ensure that there is a Liaison Officer assigned to the relevant NEMO Sub-Committee
2. Review and update Group's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

**ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Telecoms Committee

**RESPONSE**

1. Head of Organisation activates disaster plans
2. Continue to exercise normal functions as far as possible during and after the disaster
3. The Club will in the event of a disaster, assist in providing internal and external telecommunications as required by the National Emergency Management Organisation
4. The Citizens Band Club will provide radio communication and will be deployed to cover disaster sites and stationed at key points as directed by the Emergency Operations Centre.
5. Before a hurricane the Club will set up a station at the Emergency Operations Centre and equip a four-wheeled vehicle with appropriate Radio equipment.

**RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Groups Continuity of Operations Plan [to be done/completed]
2. National Telecoms Plan
3. National Telecoms Procedures

**END OF PROCEDURE**

# **NATIONAL COMMITTEES**

## HEALTH COMMITTEE

### PRE-DISASTER

- Develop/Revise National Policy on Emergency Health Care
- Formulate a National Emergency Health Care Plan for slow and rapid onset of emergencies; to review and update this plan as necessary
- Ensure coordination between the National Emergency Health Care Plan and the Ministry of Health Disaster Plan
- Ensure training of adequate numbers in SMID [Stress Management in Disasters]
- Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
- Review and monitor all national programmes impinging on emergency health care
- Maintain a current listing of available resources , human and material
- Bring to the attention of the NEMAC potential problem areas which might affect emergency Health care management.
- Develop/Review mass casualty management plans, training programmes and simulations to satisfy all aspects relating to Health matters in the event of a national disaster
- Assist in preparing, participating in and assessing joint annual exercises with all response agencies of NEMO, and submit after action reports to the Director NEMO

### ALERT

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Committee

### RESPONSE

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Provide health care to victims of the disaster

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Medical Waste and Other Bio-Hazardous Wastes Management Plan
2. National Mass Casualty Management Plan
3. Epidemic Response Plan
4. Pandemic Response Plan
5. Stress Response Team Plan
6. Plan for Extreme High Temperature
7. National Communicable Disease Surveillance Manual
8. Mass Fatalities Policy
9. National Policy on Ambulance Operations
10. Ministry of Health Response Plan
11. ALL Hospital Plans
12. ALL Health Centre Plans
13. ALL Polyclinic Plans

**END OF PROCEDURE**

## **TRANSPORT COMMITTEE**

### **PRE-DISASTER**

- Develop Contingency Plans to coordinate emergency actions dealing with any incident which may affect the island
- Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
- Devise drills and joint training programmes for member agencies
- Develop plans for rapid deployment and responses to both natural and man-made hazards
- Assist in preparing, participating in and assessing joint annual exercises with all response members of NEMO, and submit after action reports to the Director NEMO.

### **ALERT**

1. Transport Chair shall attend meetings as called by the Chair of NEMO
2. Chair shall call a meeting of Committee

### **RESPONSE**

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Provide Transportation services as needed for the response

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. National Plan for Transportation in Disasters

### **END OF PROCEDURE**

## **TELECOMMUNICATIONS COMMITTEE**

### **PRE-DISASTER**

1. Develop Contingency Plans to coordinate emergency actions dealing with any incident which may affect the island
2. Develop and maintain a National Emergency Network, and carry out tests and simulation exercises at least once each year so as to ensure continuity of Government efforts under any circumstances
3. Develop mutual aid agreements with private and commercial operators, Amateur Radio Association, and national CB Association
4. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
5. Devise drills and joint training programmes for all the agencies involved in the prevention and control of, and response to environmental pollution and emergency operations
6. Develop and implement a radio operator training programme in association with the radio operators through the facilities of NEMO Sec
7. Make annual review and revision to the radio operator training programme
8. Train Radio Operators in emergency operation techniques
9. Develop plans for rapid deployment and responses to both natural and man-made hazards
10. Develop a communications plan to ensure that an adequate communications system to serve the communications needs of NEMO before, throughout and after a disaster exists
11. Advise NEMO-SEC on telecommunications matters
12. Approve purchases of emergency telecommunications equipment and advise on the improvement, maintenance and upgrading of this equipment.
13. Establish a dynamic inventory of all equipment purchased by NEMO
14. Develop and conduct a simulation exercise to test equipment on an annual basis
15. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

**ALERT**

1. In the case of a Storm attend the pre strike meeting as called by the Chair of Telecoms Committee

**RESPONSE**

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Clubs will assist in providing internal and external telecommunications as required by the National Emergency Management Organisation
4. The Citizens Band Club will provide radio communication and will be deployed to cover disaster sites and stationed at key points as directed by the Emergency Operations Centre.

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Telecommunications Plan
2. Telecommunications Procedures

**END OF PROCEDURE**

## **SUPPLIES MANAGEMENT COMMITTEE**

### **GENERAL**

1. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.
2. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution

### **PRE-DISASTER**

1. Clearly define what constitutes relief items
2. Establish guidelines on procedures for clearing relief items
3. Maintain liaison with overseas missions, donor agencies, private voluntary organizations etc.
4. Formulate up-to date need list for circulation to overseas missions, donor agencies, private voluntary organizations etc.
5. Facilitate speedy action for purchasing of relief items locally
6. Establish guidelines and expenditure limits for purchase of relief supplies locally
7. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.
8. Ensure that the SUMA Team Members are in a state of preparedness.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

### **RESPONSE**

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Provide support to Emergency Shelters
4. Deploy SUMA Teams

5. Collate and submit SUMA reports
6. Collaborate with DANA Team on Needs List
4. Coordinate the collection and distribution of Relief Supplies

#### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. National Plan for Transportation in Disasters
2. Relief Distribution Plan
3. Donations and Importation of Relief Supplies Policy
4. Emergency Shelter Plan

**END OF PROCEDURE**

## **EMERGENCY SHELTER COMMITTEE**

### **PRE-DISASTER**

1. Review and update the Emergency Shelter Plan as necessary
2. Develop/review a national policy on emergency shelters
3. Ensure adequate sanitary facilities are available in all buildings chosen as shelters
4. Ensure physical integrity of all buildings chosen as shelters
5. Maintain current listing of needed and available resources, human and material
6. Oversee and ensure coordination of all organizations, public and private involved in post-disaster shelter
7. Ensure training of adequate numbers of shelter managers
8. Ensure that adequate numbers of shelter managers are available for manning shelters after any disaster
9. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

### **RESPONSE**

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Open Emergency Shelters as needed
4. Manage Shelters
5. Close Shelters

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Emergency Shelter Plan
2. Emergency Shelter Management Policy
3. Emergency Housing Policy
4. Shelters Operational Manual

**END OF PROCEDURE**

## **WELFARE COMMITTEE**

### **GENERAL**

1. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.
2. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution

### **PRE-DISASTER**

1. Review and update the Welfare Plan as necessary
2. Maintain current listing of needed and available resources, human and material
3. Oversee and ensure coordination of all organizations, public and private involved in post-disaster welfare
4. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

### **RESPONSE**

1. Committee Chair activates disaster plans
2. Members continue to exercise normal functions as far as possible during and after the disaster
3. Provide support to Emergency Shelters
4. Collaborate with the Supplies Management Committee

**RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Welfare Emergency Management Support Plan
2. Relief Distribution Plan
3. Donations and Importation of Relief Supplies Policy
4. Emergency Shelter Plan

**END OF PROCEDURE**

## **PUBLIC INFORMATION COMMITTEE**

### **PRE-DISASTER**

1. Develop/Review National Policy on Information for Emergency Management
2. Clearly define the roles of all media houses and ensure smooth information flow between the committee and media houses
3. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
4. Oversee activities relating to public information in national Disaster Preparedness.
5. Oversee the establishment of a National Public Information Centre in the event of a national emergency or disaster
6. Maintain an up-to-date list of available resources, human and material
7. Set training objectives for disaster preparedness, response and recovery, and assist NEMO-SEC in the implementation of these programmes.
8. Form part of an information dissemination network through the individual agencies represented on the committee.
9. Keep the public constantly aware of disaster preparedness and relief programmes and procedures
10. Monitor available educational and mass communications resources
11. Advise NEMO-SEC on public relations and information matters
12. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

## RESPONSE

1. Act as official source of information on the disaster
2. Establish a media centre
3. Coordinate media briefings
4. Prepare press releases

## RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Information Management in Emergencies and Disasters
2. Media Houses Emergency Response Plans

## END OF PROCEDURE

## **DAMAGE ASSESSMENT and NEEDS ANALYSIS [DANA]**

### **PRE- DISASTER**

1. Establish clear procedures for multi-agency post-disaster damage assessment
2. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
3. Maintain a current capital stock inventory for all government property and resources islandwide
4. Standardize damage assessment surveys among agencies so as to facilitate rapid damage assessment procedures and documentation
5. Ensure development and maintenance of an up-to-date Multi-Sector Data Base.
6. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

### **RESPONSE**

1. Produce an Initial Situation Overview
2. Produce a Damage Assessment
3. Collect and collate International Assessments into one official Assessment
4. Collaborate with the Supplies Management Committee to produced a Needs list within 48 hours of an impact

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Damage Assessment and Needs Analysis Policy
2. Damage Assessment and Needs Analysis Plan
3. DANA Forms

### **END OF PROCEDURE**

## **EMERGENCY WORKS COMMITTEE**

### **PRE- DISASTER**

1. Establish clear procedures for multi-agency post-disaster response
2. Identify and prioritize resources for responding to natural and man-caused disasters, e.g. hurricane and environmental pollution
3. Develop/review national policy/plan on Post-disaster Recovery and Rehabilitation
4. Maintain a current capital stock inventory for all government property and resources islandwide
5. Ensure development and maintenance of an up-to-date Multi-Sector Data Base.
6. Ensure existence of sectoral Recovery and Rehabilitation Plan based on National Development Programmes as long term planning objectives.
7. Assist in preparing, participating in and assessing joint annual exercises with all response services of NEMO, and submit after action reports to NEMO-SEC.

### **ALERT**

1. Committee Chair shall attend meetings as called by the Chair of NEMO
2. Committee Chair shall call a meeting of Committee

### **RESPONSE**

1. Produce a Damage Assessment
2. Mobilize and coordinate clean up crews

### **RELATED DOCUMENTS**

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Guidelines for Debris Management in a Disaster
2. The Ministry of Works Plan

### **END OF PROCEDURE**

## **HOSPITALITY CRISIS MANAGEMENT UNIT [Housed at the Ministry of Tourism]**

### General Responsibilities:

1. Tourist welfare and information
2. Coordination of Agencies in the Tourism Sector

### PRE-DISASTER

1. Ensure that there is a Liaison Officer assigned to the NEMO Secretariat
2. Review and update the Hospitality Crisis Management Disaster Plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage staff not specifically required for response work, to join volunteer groups and assist as necessary.
4. Ensure that all Tourism related businesses have adequate safety standards and up-to-date contingency plans for emergencies and disasters, including provisions for the rapid evacuation of tourists in the event of a major disaster

### ALERT

1. Attend the strike meeting as called by the Chair of NEMO

### RESPONSE

1. The Permanent Secretary shall activate department disaster plans
2. Staff shall continue to exercise normal functions as far as possible during and after the disaster
3. Maintain close liaison with all Resorts, Ministry of External Affairs and Embassies regarding the well being of visitors

### RELATED DOCUMENTS

This SOP is a “stand alone” procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. Hospitality Industry Crisis Management Response Plan
2. Ministry of External Affairs - Guidelines in case of Disasters
3. Ministry of Saint Lucia Tourist Board Continuity of Operations Plan
4. Saint Lucia Jazz Festival Mass Causality Plan
5. ALL Hotel [Large and Small] Disaster Plans
6. The National Emergency Response Plan

### **END OF PROCEDURE**

# **DISTRICT COMMITTEES**

## **INITIAL DAMAGE ASSESSMENT [IDA]**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Damage Assessment and Needs Analysis [DANA] Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER:**

1. Maintain database of Evaluators
2. Maintain database of persons trained in IDA

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE:**

1. Within 8 hours of it being safe to conduct an assessment, provide NEMO Secretariat with an Initial Situation Overview [ISO]
2. Within 24 hours of it being safe to conduct an assessment, provide NEMO Secretariat with an Initial Damage Assessment [IDA]

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Damage Assessment Policy
3. National Damage Assessment Plan

### **END OF PROCEDURE**

## **TRANSPORTATION**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Transportation Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER:**

1. Maintain a list of available Land, Sea and Air transport resources from the public and private sectors;
2. Identify playing field free of crossing wires, for use by helicopters.
3. Develop memorandum of understanding with transport societies in order to facilitate access to their resources;
4. Maintain links with the transport groups / individuals;
5. Confirm that government vehicles are made available to the Police Station;

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE:**

1. Mobilise and manage all transportation resources;
2. Liaise with other Sub-Committees in order to respond to their transport needs;
3. Keep playing field/helipad free for landing.

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Transport Plan

### **END OF PROCEDURE**

## **SUPPLIES MANAGEMENT**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Supplies Management Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER:**

1. Ensure personnel trained in the SUMA/RSTS system are known to the committee;
2. Confirm stocks in District warehouses;
3. Maintain an updated list of emergency supplies (location and quantity);
4. Maintain links with relief distribution network;
5. Develop memorandum of understanding with grocery shops in order to facilitate access to their resources;

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Upon request of Director NEMO, Chair National Supplies Management Committee or SUMA Team Leader mobilise and manage SUMA/RSTS;
2. Maintain a permanently available list of all received relief supplies;
3. Manage relief supplies at the warehouses including accountability of supplies;
4. Manage relief supplies allocation to distribution network;
5. Monitor the rate of consumption of food supplies and provide information in this regard to the Chairperson, National SMC.
6. Upon request of Director NEMO or Chair National Supplies Management Committee open district feeding centres
7. Continue to provide food until requested to cease by the Chairperson national SMC
8. Inventory and report all unused supplies to the Chairperson, SMC.
9. Provide information on the status of utilization of supplies to DEOC and Chairperson, National SMC.
10. Ensure records are kept of receipt and distribution of supplies at all sites being utilized for distribution and feeding centers.

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Supplies Management Policy
3. National Supplies Management Plan

### **END OF PROCEDURE**

## **IMMEDIATE WORKS**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Works Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER:**

1. Maintain a list of all necessary light and heavy equipment (from chain saw to bulldozer);
2. Maintain a list of all voluntary personnel for immediate post impact action;
3. Maintain close contact with WASCO, LUCELEC, Ministry of Works Depot, Town and Village Councils as well as main private contractors;

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Ensure the prompt reopening of roads / paths to allow for response [Ministry of Works will address major works]
2. Participate in rehabilitation/reconstruction process;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]

### **END OF PROCEDURE**

## **WELFARE SERVICES**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Welfare Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER**

1. Maintain a level of readiness to respond to an event;
2. With the District Nurse maintain a database on the elderly, pregnant and handicapped persons in the community

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Assist the local committees in shelter management;
2. Maintain a list of people in shelters;
3. Participate in the evaluation of population's welfare needs;
4. Cater to welfare needs of volunteers;
5. Assist in food distribution;
6. Supervise all welfare activities;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Welfare Plan

### **END OF PROCEDURE**

## **INFORMATION**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Information Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER**

1. Together with NEMO Secretariat develop and distribute messages for public information/education;
2. Arrange for community talks and presentations;
3. Assist in Hurricane warning/alert procedures;

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Maintain and update the situation board at the District EOC;
2. Maintain and update list of needs;
3. Keep the NEMO informed of damage and needs;
4. In liaison with the Supplies Management Sub-Committee maintain a list of all relief supplies received;
5. In coordination with the NEMO provide all pertinent information to the public;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. Information Management in Disasters

### **END OF PROCEDURE**

## **TELECOMMUNICATIONS**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the National Telecom Committee
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER**

1. Maintain a list of radio operators ;
2. Maintain a level of readiness;
3. Conduct call out on a regular basis

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Radio team to report to the Local EOC;
2. Manage all emergency telecommunications;
3. Assist in the management of the telecommunications network;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Telecom Procedures [First Adopted in 1996]
3. National Telecom Plan

### **END OF PROCEDURE**

## **MEDICAL FIRST RESPONDERS**

**NEMO Medical First Responders include persons trained in:**

- First Aid/CPR;
- Emergency Care and Treatment [ECAT];
- Mass Casualty Management [MCM];
- Stress Management In Disasters [SMID];
- Emergency Medical Technician [EMT];
- Triageing

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that there is a Liaison Officer assigned to the relevant National Committees e.g. Stress Response Team
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER:**

1. Maintain database of Trained Persons

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE:**

Upon activation either by a Mass Casualty Incident or by the Director NEMO, all Medical First Responders within the affected area are to report to the Fire Services Staging Area to the Fire Officer In Charge [OIC] and to follow the instructions of the OIC only.

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans.

Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. National Stress Response Team Plan
3. National Mass Casualty Plan
4. Airports Disaster Plans
5. MOU with Fire Service [to be signed]

### **END OF PROCEDURE**

## **FUND RAISING**

### **GENERAL RESPONSIBILITIES / Chairman is to:**

1. Ensure that every member is also assigned to one of the other Sub-Committees.
2. Review and update the District's disaster plan annually and submit revised plan to the NEMO Secretariat by 31 March of each year.
3. Encourage members to receive training in disaster preparedness and mitigation;

### **PRE-DISASTER**

1. Conduct activities year round that will gather monies to assist the Committee in the execution of its duties;
2. Present to the General Committee in January of each year, for approval a list of activities for that year;
3. Deposit the monies with a reputable financial institution;
4. Ensure that there are three signatures on the account with any two to sign and disburse funds;
5. That the three signatures shall be the Chairman of the Executive, the Secretary of the Executive and the Chairman of the Fund Raising Committee;
6. Maintain a record of the disbursement of funds;
7. Keep an account of the monies received and spent;
8. Monitor the monthly statement of the account and be ready to present a report on the request of the Chairman of the Executive;
9. Provide the Chairman and general committee with an annual account of the financial status of the Committee at the end of each year;
10. All members are to maintain general membership in one other sub-committee (It is not necessary for the entire committee to be a member of the same alternate sub-committee. Members may separate into other sub-committees);

### **ALERT**

1. Chair of District Committee activates disaster plan
2. In the case of a Storm attend the pre strike meeting as called by the Chair of District Committee

### **RESPONSE**

1. Report for duty to the relevant sub-committee;
2. The Chairman - Fundraising is to be available for the disbursement of funds if needed;

### **RELATED DOCUMENTS**

This SOP is a "stand alone" procedure that may be activated to support hazard management plans. Other documents related to this procedure are:

1. District Disaster Plan [to be done/completed]
2. Government of Saint Lucia Financial Regulations

### **END OF PROCEDURE**

# **NATIONAL INCIDENT MANAGEMENT SYSTEM [NIMS]**

The following are extracts from the Government of Saint Lucia Documents:

Policy on National Incident Management System

And

National Incident Management System Plan

They are part of the National Response Mechanism and are stand alone documents.

**NATIONAL INCIDENT MANEGEMENT**

**Director – NEOC**

**SYSTEM**

**Incident  
Commander**

- **Safety Officer**
- **Liaison Officer**
- **Press Officer**

**Staging Area**

**Planning**

- NEMO Secretariat
- Administration
- Reception
- Office Supplies
- EOC Journal
- Permanent Secretaries

**Operations**

- Met Service
- Police Force
- Fire Service
- Emergency Medical Service
- Ministry of Health
- Shelters Committee
- Utilities
- NGOs
- Customs and Excise
- Cadet Corps
- Ministry of Works
- SLASPA
- District Disaster Committees

**Logistics**

- Supplies Management Committee
- SUMA Team
- Transportation Committee
- Telecom Committee
- DANA Committee
- Hospitality Crisis Management Unit

**Finance**

- Ministry of Finance
- Office of Prime Minister / Accounts Dept.

## **STANDING OPERATING PROCEDURE: INCIDENT COMMANDER**

Responsible Agency: Fire Department / Police Force

The Incident Commander (IC) is responsible for all aspects of the response, including developing incident objectives and managing all incident operations.

The IC is faced with many responsibilities when he/she arrives on scene. Unless specifically assigned to another member of the Command or General Staffs, these responsibilities remain with the IC. Some of the more complex responsibilities include:

1. Establish immediate priorities especially the safety of responders, other emergency workers, bystanders, and people involved in the incident.
2. Stabilize the incident by ensuring life safety and managing resources efficiently and cost effectively.
3. Determine incident objectives and strategy to achieve the objectives.
4. Establish and monitor incident organization.
5. Approve the implementation of the written or oral Incident Action Plan.
6. Ensure adequate health and safety measures are in place.

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: OPERATIONS SECTION CHIEF**

### General Responsibilities

- The Operations Section Chief - (OPS), is responsible for the management of all operations directly applicable to the primary mission.

### Specific Responsibilities

The OPS activates and supervises organization elements in accordance with the Incident Action Plan (IAP) and directs its execution. The OPS also directs the preparation of Unit operational plans, requests or releases resources makes expedient changes to the IAP, as necessary; and reports such to the Incident Command (IC). The major responsibilities of the Operations Section Chief are:

1. Review Common Responsibilities
2. Develop operations portion of the Incident Action Plan (IAP)
3. Brief and assign Operations Section personnel in accordance with the Incident Action Plan (IAP)
4. Supervise Operations Section.
5. Determine need and request additional resources.
6. Review suggested list of resources to be released and initiate recommendation for release of resources.
7. Assemble and disassemble strike teams assigned to the Operations Section.
8. Report information about special activities, events, and occurrences to the IC.
9. Respond to resource requests in support of Damage Assessment activities.
10. Maintain Unit/Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: PLANNING SECTION CHIEF**

### **General Responsibilities**

The Planning Section Chief - (PSC), is responsible for the collection, evaluation, dissemination and use of information about the development of the incident and the status of resources.

Information is needed to:

1. Understand the current situation
2. Predict the probable course of incident events; and
3. Prepare alternative strategies for the incident.

### **Specific Responsibilities**

The major responsibilities of the Planning Section Chief are:

1. Review Common Responsibilities.
2. Collect and process situation information about the incident.
3. Supervise preparation of the Incident Action Plan (IAP)
4. Provide input to the Incident Commander (IC) and the Operations Section Chief (OPS) in revising the Incident Action Plan (IAP) as the incident unfolds.
5. Chair planning meetings and participate in other meetings as required.
6. Reassign out-of-service personnel already onsite to Incident Command System (ICS) organizational positions as appropriate.
7. Establish information requirements and reporting schedules for Planning Section Units (e.g., Resources, Situation Units).
8. Determine the need for any specialized resources in support of the incident.
9. If requested, assemble and disassemble Strike Teams and Task Forces not assigned to Operations.
10. Establish special information collection activities as necessary (e.g., weather, environmental, toxic's, etc.).
11. Assemble information on alternative strategies.
12. Provide periodic predictions on incident potential.

13. Report any significant changes in incident status.
14. Compile and display incident status information.
15. Oversee preparation and implementation of the Incident Demobilization Plan.
16. Incorporate plans (e.g., Traffic, Medical, Communications, Site Safety) into the Response.
17. Maintain Unit/Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: LOGISTICS SECTION CHIEF**

### **General Responsibilities**

- The Logistics Section Chief - (LSC), is responsible for providing facilities, services, and material in support of the incident. The LSC participates in the development and implementation of the Incident Action Plan (IAP) and activates and supervises the Branches and Units within the Logistics Section.

### **Specific Responsibilities**

The major responsibilities of the Logistics Section Chief are:

1. Review Common Responsibilities.
2. Plan the organization of the Logistics Section.
3. Assign work locations and preliminary work tasks to Section personnel.
4. Notify the Resources Unit of the Logistics Section units activated including names and locations of assigned personnel.
5. Assemble and brief Branch Directors and Unit Leaders.
6. Participate in preparation of the Incident Action Plan (IAP).
7. Identify service and support requirements for planned and expected operations.
8. Provide input to and review the Communications Plan, Medical Plan and Traffic Plan.
9. Coordinate and process requests for additional resources.
10. Review the IAP and estimate Section needs for the next operational period.
11. Advise on current service and support capabilities.
12. Prepare service and support elements of the IAP.
13. Estimate future service and support requirements.
14. Receive Incident Demobilization Plan from Planning Section.
15. Recommend release of Unit resources in conformity with Incident Demobilization Plan.
16. Ensure the general welfare and safety of Logistics Section personnel.

17. Maintain Unit Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: FINANCE/ADMINISTRATION SECTION CHIEF**

Responsible Agency: Ministry of Finance

### **General Responsibilities**

- The Finance/Administration Section Chief - is responsible for all financial, administrative, and cost analysis aspects of the incident and for supervising members of the Finance/Administration Section.

### **Specific Responsibilities**

The major responsibilities of the Finance/Administration Section Chief are:

1. Review Common Responsibilities.
2. Attend planning meetings as required.
2. Manage all financial aspects of an incident.
3. Provide financial and cost analysis information as requested.
4. Gather pertinent information from briefings with responsible agencies.
5. Develop an operating plan for the Finance/Administration Section; fill supply and support needs.
6. Determine the need to set up and operate an incident commissary.
7. Meet with Assisting and Cooperating Agency Representatives, as needed.
8. Maintain daily contact with agency(s) administrative headquarters on Finance/Administration matters.
9. Ensure that all personnel time records are accurately completed and transmitted to home agencies, according to policy.
10. Provide financial input to demobilization planning.
11. Ensure that all obligation documents initiated at the incident are properly prepared and completed.
12. Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up prior to leaving incident.
13. Maintain Unit/Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: INFORMATION OFFICER**

Responsible Agency: Government Information Service

### **General Responsibilities**

The Information Officer - (IO) is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations.

Only one IO will be assigned for each incident, including incidents operating under multi-jurisdiction incidents. The IO may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions. The Joint Information Center (JIC) Manual should be reviewed regarding the organization and duties of the IO.

### **Specific Responsibilities**

Debriefing Agencies have different policies and procedures relative to the handling of public information. The following are the major responsibilities of the IO, which would generally apply on any incident. The major responsibilities of the IO are:

1. Review Common Responsibilities
2. Determine from the Incident Command (IC) if there are any limits on information release.
3. Develop material for use in media briefings.
4. Obtain IC approval of media releases.
5. Inform media and conduct media briefings.
6. Arrange for tours and other interviews or briefings that may be required.
7. Obtain media information that may be useful to incident planning.
8. Maintain current information summaries and/or displays on the incident and provide information on the status of the incident to assigned personnel.
9. Maintain Unit/Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: SAFETY OFFICER**

Responsible Agency: Saint Lucia Red Cross

### **General Responsibilities**

- The Safety Officer - (SO) function is to develop and recommend measures for assuring personnel safety, and to monitor and/or anticipate hazardous and unsafe situations. Only one SO will be assigned for each incident.

### **Specific Responsibilities**

The Incident Safety Officer works as a support officer for the Incident Commander. The SO may have assistants, as necessary, and the assistants may also represent assisting agencies or jurisdictions. Safety assistants may have specific responsibilities, such as air operations, hazardous materials, etc. The Safety Officer may perform the following functions:

1. Common Responsibilities
2. Prepare a site-specific Safety and Health Plan and publish Site Safety Plan summary as required.
3. Identify and cause correction of occupational safety and health hazards.
4. Continuously monitor workers for exposure to safety or health hazardous conditions.
5. Alter, suspend, evacuate or terminate activities that may pose immanent safety or health danger to the workers.
6. Take appropriate action to mitigate or eliminate unsafe condition, operation, or hazard.
7. Provide training and safety and health information.
8. Comply with Ministry of Health Standards.
9. Document both safe and unsafe acts, corrective actions taken on the scene , accidents or injuries, and ways to improve safety on future incidents.
10. Participate in planning meetings.
11. Identify hazardous situations associated with the incident.
12. Review the Incident Action Plan (IAP) for safety implications.
13. Exercise emergency authority to stop and prevent unsafe acts.
14. Investigate accidents that have occurred within the incident area.

15. Assign assistants, as needed.
16. Review and approve the medical plan.
17. Maintain Unit/Activity Log

**END OF PROCEDURE**

## **STANDING OPERATING PROCEDURE: LIAISON OFFICER**

Responsible Agency: NEMO Secretariat

### **General Responsibilities**

The Liaison Officer - (LO) Incidents that are multi-jurisdictional, or have several agencies involved, may require the establishment of the LO position on the Command Staff.

Only one LO will be assigned for each incident, including incidents operating under multi-jurisdiction incidents. The LO may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions. The Joint Information Center (JIC) Manual should be reviewed regarding the organization and duties of the LO.

### **Specific Responsibilities**

1. The LO is assigned to the incident to be the contact for assisting and/or cooperating Agency Representatives.
2. Review Common Responsibilities.
3. Be a contact point for Agency Representatives.
4. Maintain a list of assisting and cooperating agencies and Agency Representatives. Monitor check-in sheets daily to ensure that all Agency Representatives are identified.
5. Assist in establishing and coordinating interagency contacts.
6. Keep agencies supporting the incident aware of incident status.
7. Monitor incident operations to identify current or potential inter-organizational problems.
8. Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
9. Coordinate response resource needs for Damage Assessment activities with the Operations Section Chief (OPS) during oil and HAZMAT responses. Coordinate response resource needs for incident investigation activities with the OPS.
10. Ensure that all required agency forms, reports and documents are completed prior to demobilization.
11. Have debriefing session with the Incident Commander prior to departure.
12. Maintain Unit/Activity Log
13. Coordinate activities of visiting dignitaries

**END OF PROCEDURE**

**STANDING OPERATING PROCEDURE: STAGING AREA MANAGER**

Responsible Agency: National Transportation Sub Committee of NEMO

**General Responsibilities**

The Staging Area Manager - is responsible for managing all activities within a Staging Area.

**Specific Responsibilities**

The major responsibilities of the Staging Area Manager are:

1. Review Common Responsibilities
2. Proceed to Staging Area.
3. Establish Staging Area layout.
4. Determine any support needs for equipment, feeding, sanitation and security.
5. Establish check-in function as appropriate.
6. Post areas for identification and traffic control.
7. Request maintenance service for equipment at Staging Area as appropriate.
8. Coordinate the movement of rolling stock
9. Respond to request for resource assignments. (Note: This may be direct from the Operations Section Chief (OPS) or via the Incident Communications Center.)
10. Obtain and issue receipts for radio equipment and other supplies distributed and received at Staging Area.
11. Determine required resource levels from the OPS.
12. Advise the OPS when reserve levels reach minimums.
13. Maintain and provide status to Resource Unit of all resources in Staging Area.
14. Maintain Staging Area in orderly condition.

15. Demobilize Staging Area in accordance with the Demobilization Plan.

16. Maintain Unit/Activity Log

**END OF PROCEDURE**

**Appendix 1 – Situation Report Form**Based on *Belize National Hazard Management Plan - Structural Fire Response Plan*

SITUATION REPORT	[use extra paper where needed]	
1. DATE:	TIME:	
2. EVENT:		
3. DEATHS.....	INJURIES.....	MISSING.....
4. RESPONSE ACTIONS TAKEN: (Since last report)		
5. PERSONNEL, EQUIPMENT DEPLOYED:		
6. POPULATION THEATENED:		
7. THREAT OF HAZARDOUS MATERIALS IF ANY:		
8. NEED FOR EVACUATION	(Y)	(N)
9. APPROXIMATE NO. OF PERSONS:		
10. SPECIAL POPULATION NEEDS:		
11. ADDITIONAL RESOURCES NEEDED IN PRIORITY ORDER:		
12. COMMENTS on need for activating NEOC		
SGD.....	DATE.....	TIME.....